



providing quality services for over **50**  
YEARS

# CREST

SUPPORT SERVICES

*Reach beyond*



**2020 - 2021  
Annual  
Report**



## Vision

People living enriched lives in inclusive communities.

## Mission

We support adults with a serious mental illness and/or developmental disability by providing quality services that foster personal growth and participation as full citizens in their communities.

- Dignity and Respect
- Participation
- Excellence
- Communication
- Collaboration

## Values *Reach beyond*

- Effective Management of Change
- Learning and Growth
- Accountability

## Strategic Priorities

### Individualized Support for Persons Accessing Services

Support people accessing services to reach their full potential.

### Partnerships Elevating Community Inclusivity

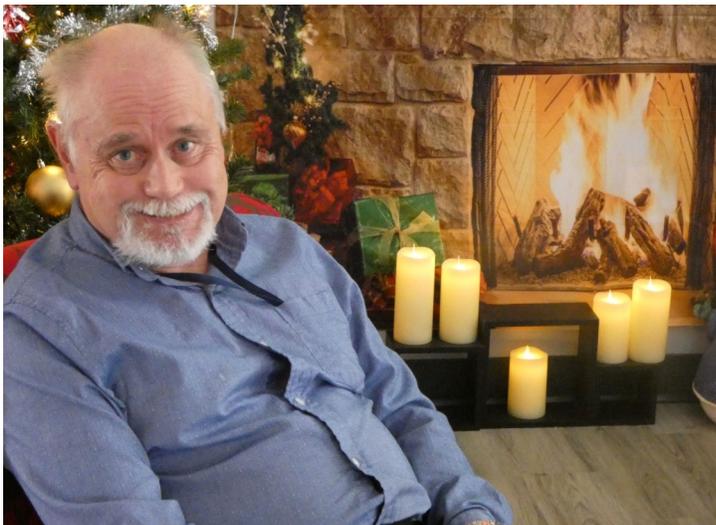
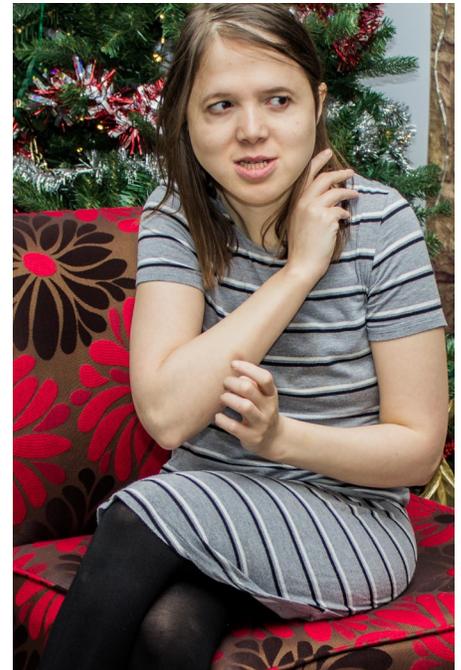
Explore and promote new and existing partnerships to enhance community inclusivity for people accessing services.

### Highly Engaged and Committed Employees

Develop an Employer of Choice strategy to attract and retain skilled talent, while fostering a culture of compassion and engagement.

### Communication and Awareness

Promote Crest Support Services (Meadowcrest) Inc. as an exceptional agency through community awareness.



# Executive Director's Report

In a year of worldwide uncertainty and fear, people accessing services at Crest have continued to thrive. Although all travel plans and external activities have been temporarily cancelled due to the pandemic, everyone has adapted well to alternate inclusion, virtually.

Through the generosity of Middlesex Mutual Insurance Co., the newly renovated Hub was able to be equipped with sensory and exercise equipment.

The Hub has continued to be in operation for people accessing services in accordance with strict health and safety guidelines and protocols.



Crest is celebrating 50 years of providing services this year. While we wish we could hold a large event to celebrate this milestone, we will save the celebration for when we can all come together again. We're looking forward to holding smaller scale celebratory events over the next year!

A heartfelt and sincere THANK YOU to all front-line Direct Support Professionals, Administration, Management and Board of Directors. During this most trying year, everyone's unwavering care and dedication to people accessing services have made this unprecedented time easier for everyone. The gratitude and appreciation can never be adequately expressed with mere words!

**Agnieszka Ciszewska, Executive Director**

# Board Chair's Report

On behalf of the Board of Directors, I am pleased to report on the events of the fiscal year 2020/2021.

Energized by Crest's mission and vision, Crest's management and amazing front-line employees continue to make a noticeable, positive impact on the lives of people accessing services; even during the most unprecedented time in recent history.

On behalf of all of Crest, I thank Agnieszka

Ciszewska for continuing to provide exceptional and stable leadership through these trying times. Her commitment and dedication will continue to grow and lead Crest into the future.

Thank you to Crest's funders, donors, community partners, direct support professionals, and people accessing services, without none of this is possible.

**Kathy Cocquyt, Board Chair**

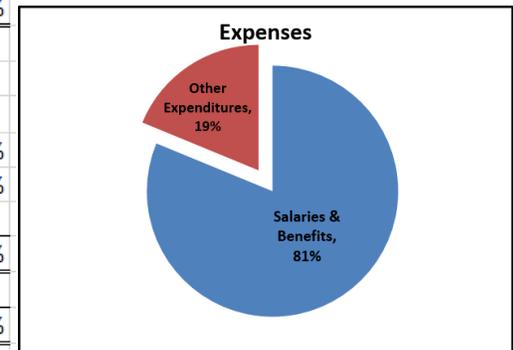
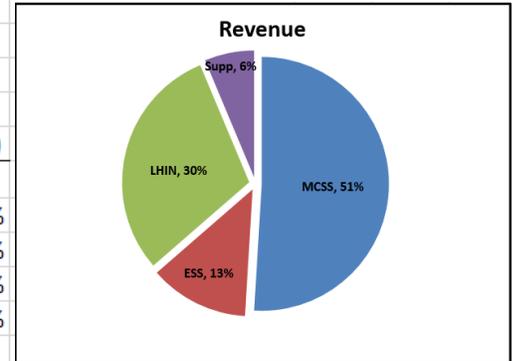


## 2020-2021 Board of Directors

- |                             |               |
|-----------------------------|---------------|
| Kathie Cocquyt, Board Chair | Dave Hohner   |
| Brian Snell, Vice-Chair     | Cecile Klerks |
| Mingyang Xu, Treasurer      | Mike Bosta    |
| Rosie Delfre, Secretary     |               |

# 2020-2021 Financial Report

Crest Support Services			
Statement of Revenue and Expenditures			
Operating fund (in 000s)			
	2020/21	2019/20	% Inc/(Dec)
<b>REVENUE:</b>			
Community Living-MCCSS	3,231	2,870	12.6%
Enhanced Specialized Services-ESS	801	783	2.3%
Community Mental Health-LHIN	1,908	1,697	12.4%
Supplementary & Connections	400	352	13.6%
<b>TOTAL REVENUE</b>	<b>6,340</b>	<b>5,702</b>	<b>11.2%</b>
<b>EXPENSES:</b>			
Salaries & Benefits	5,070	4,464	13.6%
Other Expenditures	1,172	1,078	8.7%
<b>TOTAL EXPENSES</b>	<b>6,242</b>	<b>5,542</b>	<b>12.6%</b>
<b>NET RESULTS</b>	<b>98</b>	<b>160</b>	<b>-38.8%</b>



## Employee Engagement & Wellness Committee

The Employee Engagement and Wellness Committee (EEWC) had a busy 2020-2021. The EEWC hosted multiple health and wellness challenges throughout the spring and summer relating to: exercise, nutrition, and budgeting.

To help keep everyone active, the EEWC organized a virtual walk in which 34.6% of active employees virtually walked across Canada. A new walk began on May 1, 2021 and this time we're heading for New Zealand, with 64.1% of employees walking!

Due to the current pandemic and inability to get together for Crest events, the EEWC have hosted several virtual coffee houses where employees join on Zoom to play games and socialize with colleagues.

The EEWC Facebook group continues to grow, with a 24.4% increase in members over the past year. There has also been a 43% increase in participation and engagement thanks to the hard work by the EEWC.

The EEWC have a newly formed Diversity and Inclusion Subcommittee. The committee will be exploring topics including diversity and inclusion in the workplace, cultural competency, pronoun information and the importance within the workplace.

Through the efforts of the EEWC, there has been a 24.36% improvement in employee satisfaction of workplace culture at Crest, and it's only going to get better!





# EEWC Committee



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[www.crestsupportservices.ca](http://www.crestsupportservices.ca)