

2021-2022 Annual Report



Reach *beyond*





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Values

- Dignity and respect
- Participation
- Excellence
- Communication
- Collaboration
- Effective management of change
- Learning and growth
- Accountability

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.



Strategic Priorities

Individualized Support for People 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.

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Executive Director's Report

As we continue to navigate through the pandemic, people accessing services continue to be extremely active participants within their communities, albeit most of the time virtually this past year.

Crest continues to focus on health and safety and the needs of people accessing services, their families, and all of Crest's employees.

With the continued hard work and dedication of all employees, Crest was able to open our new Clandeboye

location this past year; with four (4) people accessing services moving to the program and living semi-independently.

Thank you!

A heartfelt THANK YOU to all of employees, Board of Directors, funders and supporters of Crest.

Crest Support Services would not be able to operate as effectively as we do without the ongoing dedication and selflessness of all Crest employees!

~Agnieszka Ciszewska, Executive Director

Board Chair's Report

On behalf of the Board of Directors, it is my pleasure to report on the events for the 2021-2022 fiscal year.

Crest continues to thrive and it's amazing as a Board to witness the incredible things people accessing services have achieved and participated in while we're still in a global pandemic, including trips to Niagara Falls and Toronto all while continuing to adhere to strict health and safety regulations. The staff and management continue to show their unwavering commitment and compassion to Crest, and people accessing services.

Thank you to Crest's funders, donors, community partners, staff and people accessing services, without none of this is possible!

~Kathy Cocquyt, Board Chair



2021-2022 Board of Directors

Kathy Cocquyt, Board Chair

Brian Snell, Vice-Chair

Mingyang Xu, Treasurer

Rosie Delfre, Secretary

Dave Hohner, Director

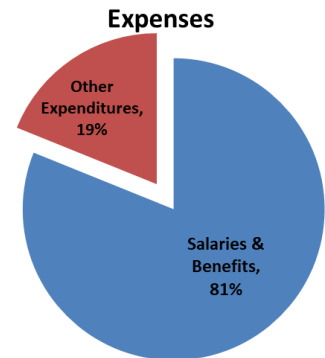
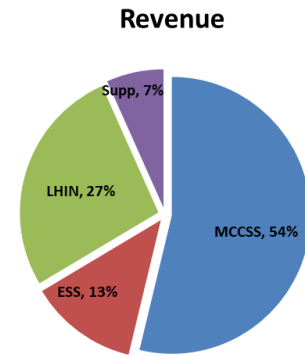
Cecile Klerks, Director

Milad Bosta, Director

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2021-2022 Financial Report

Crest Support Services			
Statement of Revenue and Expenditures			
Operating fund (in 000s)			
	2021/22	2020/21	% Inc/(Dec)
REVENUE:			
Community Living-MCCSS	3,405	3,231	5.4%
Enhanced Specialized Services-ESS	803	801	0.2%
Community Mental Health-LHIN	1,703	1,908	-10.7%
Supplementary & Connections	423	400	5.8%
TOTAL REVENUE	6,334	6,340	-0.1%
EXPENSES:			
Salaries & Benefits	5,024	5,070	-0.9%
Other Expenditures	1,170	1,172	-0.2%
TOTAL EXPENSES	6,194	6,242	-0.8%
NET RESULTS	140	98	42.9%



Employee Engagement & Wellness Committee

The Employee Engagement and Wellness Committee (EEWC) continued to focus on building a culture that promotes the health, wellness and engagement of all employees throughout 2021-2022.

To recognize Crest employees, and to continually increase branding and awareness, hoodies embroidered with the Crest logo were distributed to all employees during Not-for-profit appreciation week!

There has been a 23% increase in participation in wellness initiatives, including:

- Walking Challenge: 50% staff participation
- Beyond Silence Mental Health Training: 12% staff participation
- Resilience Workshops: 17% staff participation
- Mindfulness sessions are held twice weekly

Through the efforts of the EEWC, there has been a 20% increase in social media engagement at Crest, and it's anticipated to only get better!





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Reach beyond

