



# Community Support Connections *Meals on Wheels & More* ANNUAL REPORT 2008-09

## New Van Increases Service Options



Drivers Glenn Baird & Ray Berge

In June 2008, Community Support Connections—*Meals on Wheels & More* received a brand new Dodge Caravan as part of the Aging at Home Strategy of the Ministry of Health and Long-Term Care.

It is one of seven vans given to agencies in the Waterloo-Wellington LHIN. We are actively working with our community partners to ensure this new resource means that more seniors and adults with disability have transportation available to them for medical appointments and other tasks of daily living that enable them to live with independence and dignity in their own homes.

The van complements our existing volunteer driver program, which provides escorted transportation for our clients. The van service will take clients from door to door, freeing up volunteer time for clients that require escorted service.

With the van in service only a few short months, we've seen a 5% increase in the number of people accessing our transportation program.

It is my sincere pleasure to present the 1st official Annual Report for Community Support Connections—*Meals on Wheels & More*.

As Jessica Bayne, our Founding President moved to the Past-President role, and I assumed her previous position, we have again experienced a most exciting and rewarding year. The strong, knowledgeable and energetic leadership from our Executive Director, the continued hard work and passion of our staff and the dedication and commitment of our Board of Directors and volunteers, have made it possible to not only continue to serve our clients well, but have also to expand and offer a timely, seamless approach to their needs.

The day prior to last year's Annual General Meeting, we received notification that the Office of the Public Guardian and Trustee had approved our application for amalgamation on May 2, 2008. We certainly had cause to celebrate at that meeting!

## Good News Abounds

Since that time we have continued to receive many good-news messages, among them the donation of a van from the Ministry of Health through the Waterloo Wellington Local Health Integration Network (LHIN), as part of a province wide Aging at Home strategy, and addition of the Wellness Active Living Club (WALC) to our program roster. WALC is offered by trained volunteers at 17 sites throughout the region. Fun and fitness for every ability level, are the order of the day.

The community continues to support us in many ways. It is truly inspiring to experience the generosity of many individuals and group through gifts of money, time and experience. The Meals on Wheels Drive to Deliver Golf Tournament held in May 2008 was our most successful tournament to date. We were the recipients of the proceeds of the 2008 Home Hardware Golf Tournament held last June and look forward to working together with them again this year.



Monica Himmelman, President

Our Chip In for Charity Golf Tournament brought out true supporters on a hot and humid July day. The Symphony of Love Gala on Valentine's Day was a huge success and a real tribute to the staff and volunteers who worked tirelessly to host a dinner-dance that was second to none.

Community Support Connections—*Meals on Wheels & More* was also nominated for a Regional Service Award for Geriatric Excellence (SAGE) in the Organization Category. Over 500 people attended the banquet in May, and it was an honour to be amongst such dedicated and experienced professionals.

As we move into the coming year, I know that there will be many more opportunities and good-news messages waiting for us, and I can't wait to be part of them. It is an honour to represent over 600 volunteers, and 26 staff members, and I look forward to continuing to help support the 3,000 + clients who are our raison d'être.

Respectfully submitted,  
Monica Himmelman, President

### Services at a Glance

During 2008-09, 3,318 clients received:

- 82,314 Meals on Wheels
- 46,031 Care Coordination Calls & Visits
- 27,040 Hours of Homemaking
- 9,934 Friendly Visits & Reassurance Calls
- 8,060 Hours of Yard Work & Snow Removal
- 2,246 Hours of Gentle Exercise
- 1,582 Community Meals
- 1,152 Crisis Intervention Calls & Visits

## Board of Directors

Monica Himmelman, President  
 Ron Szabo, Vice President  
 Joanne King, Treasurer  
 Betty Tomlinson, Secretary  
 Jessica Bayne, Past President  
 Ryan Bayne  
 Rev. Lynne Calhoun  
 John Hall  
 Sylvia Scott  
 Rev. Carl Wagner  
 Karl Kaufman  
 Wendy Rose

*Our most sincere gratitude to Board Members who retired during the year:*

John Baer  
 Bill Klos  
 Stephen Richmond

## Staff

Jennifer Ball  
 Claire Bentley  
 Travis Bowyer  
 Emilie Brown  
 Donna Bulpitt  
 Jo Anne Eckert  
 Mirella Fasan  
 Linda Flemming  
 Deb Gemmill  
 Heather Higgs  
 Natalie Hoshing  
 Dale Howatt  
 Sarah Ingram-Cotton  
 Marie Kaal  
 Erika Lam  
 Kim Lester  
 Monica Morrison  
 Sue Murphy-Whiteman  
 Janice Paul  
 Susan Qui  
 Ann Robitaille  
 Angela Romanick  
 Susan Tisdale  
 Susan Tremaine

## Students

Kristen Cairney  
 Leah Kelly  
 Jonathan Zivka

*During 2008-09, we bid a fond farewell to:*

Terry Anstey  
 Pat Cooper  
 Adelia Dias  
 Ingrid Hutter  
 Will Khoo  
 Joanne Klausnitzer  
 Elizabeth Patterson  
 Quyen Pham  
 Owen Roszell  
 Susan Stark

## A Year of Changes & Opportunities



*Dale Howatt,  
 Executive Director*

As I write this, I am astounded that a year has passed. It has been an amazing and wonderful year—full of changes, challenges and opportunities.

It was at this time last year that we received notification that the merger of our four founding agencies into Community Support Connections—*Meals on Wheels & More* had become official. The notification was almost anticlimactic, since we'd been working as a single entity for over a year—and had already begun to see results in terms of improved client service.

2008-2009 was a year of many changes. We merged four sets of policies, procedures, financial processes, fundraising strategies and events, volunteer management processes, reporting systems and much, much more.

Dr. Joseph Tyndale and Heather Porter completed a process evaluation about the merger. We presented our learnings to our Waterloo Wellington LHIN and provincial colleagues at the Ontario Community Support Association in October, the Champions of Change meeting in December and a provincial symposium on Integration and Strategic Restructuring in April.

We added new programs—both the Aging at Home Van and the Wellness & Active Living Club—to our program roster. We had to make difficult decisions—among them to replace hot weekend meals with frozen alternatives delivered during the week.

We refined our organizational structure to better meet client needs. We introduced a common data base for all sites and programs..

In November, the Board of Directors met with senior staff to develop our strategic plan. Five strategic priorities were identified that have guided our work since that time and will continue to guide our work in the months to come. These priorities are: Financial Stability & Fundraising, Human Resource Development (staff & volunteers), Board Governance, Public Awareness and Program Development/Evaluation.

We said goodbye to some long time supporters, and welcomed new staff, volunteers and donors aboard. Working together to enable individuals in our community to live with independence and dignity is a mission that resonates with many, many people in our community.

Throughout the changes, there has been a single constant: the unwavering dedication and commitment of staff, volunteers & donors— to our mission and to improving client service. I'm pleased to report that the number of people accessing our services increased by 19% during this year of changes, challenges and opportunities.. Individualized, person-centred care remains our focus.

We continue to recruit and retain amazing staff and volunteers. Our fundraising events have been tremendously successful, especially given the recent economic challenges—the mark of a truly caring community. Our funders and community partners continue to support us in the work that we do. We are truly fortunate.

Thank you—for your time, patience, talents and dedication. Together we contribute to a community where everyone feels at home—valued, connected, and empowered.

*Dale Howatt*

### It's official

On May 2, 2008,  
 Kitchener Waterloo Friendship Group for Seniors,  
 Meals on Wheels of Kitchener Waterloo,  
 Meals on Wheels & Community Home Support, &  
 RAISE Home support Service for the Elderly  
 officially became  
**Community Support Connections**  
*Meals on Wheels & More*

## Changing Needs, Changing Services

Helen\*, became involved with RAISE Home Support Services for the Elderly, one of our originating agencies back in 1989 when she was 74 years old. She had just been involved in a car accident and needed some extra help to live independently at home.

At first, she used our homemaking services while she recovered from the accident. After a while, she was able to manage her own housekeeping but decided it was time to give up driving. At that point, she signed up for our transportation program, using us faithfully for all her medical appointments for the next 20 years.

Helen had married twice during her lifetime, remarrying after her first husband passed away. Neither union produced any children and her only surviving sister lives in the States. With no family in the area, she relied on us to provide the services she needed to remain in her apartment where she had lived for many years, surrounded by hand crafted furniture made by her late husband.

In 2004, she found it was becoming too difficult to get her groceries and our shopping service was added. Sally\* our shopping volunteer, faithfully took Helen shopping every 2 weeks. Sally recounts how independent Helen was, how she was always nicely dressed and how much she enjoyed sweets!

Life continued on as usual and Helen, now 94 years old was managing remarkably well. Early this year, concerned transportation volunteers started reporting to the office differences they started noticing in Helen. They were noticing how frail she had become and were noticing, for the first time, some confusion.

Sally had also called into the office concerned because she too was noticing changes in Helen's behaviours and her abilities. Helen no longer accompanied her to the grocery store, sending a list instead.

In addition, the Community Care Access Centre (CCAC) contacted us as they too were noticing changes.

With these changes occurring, and the concern for her well-being, it was suggested that daily reassurance calls to her would be very helpful. The calls would reduce some of the isolation and keep us in touch with Helen on a regular basis.

At this point the Client Intervention Assistance Service (CIAS) became involved to look at assisting with possible changes for her in her living situation. With the collaboration of social work from CCAC, CIAS was able to provide the support for when she moved, and determine the process of how that would happen.

CIAS met with Helen in her home, and she was very aware of the move she had to make to Long-Term Care and had at least been able to decide which place she wanted to go to - her choice was one in which was going to be near to her home church. Helen was very unsure of how the process of dispensing of furniture and yet she also knew what she wanted and could take with her.

The plan was put in place, a local agency was lined up to help identify what she wanted to take, and they would do all the packing and planning.

Within three days of that visit Helen received a call from the CCAC, and an opening at her choice of long term care facility was available. She was relieved, yet she also knew it was a big change. Friends and neighbours in the building together with her CSC shopper had become her family, and so they organized a farewell gathering the night before she was to leave.

The morning that she was to move, the nurse that had come in each week to check on her found that she was not answering her door. With the assistance of landlord, she was able to gain access to her apartment, and they had found she had passed away during the night.

Helen passed away quite suddenly in her own apartment surrounded by the things she loved. She was scheduled to move to long term care the next day. She was just 2 months shy of her 95<sup>th</sup> birthday.

*\* Names changed to protect client confidentiality*

## Connecting with our Clients

Community Support Connections—Meals on Wheels & More is committed to ensuring we offer quality programs and services that make a real and significant impact in the lives of our clients. We connect with our clients, both formally and informally, on a regular basis to ensure that they are satisfied with the services they receive, that their needs are being met and that they have the opportunity to offer feedback and suggestions.

This year, we also conducted a formal evaluation of our Friendly Visiting, Client Intervention and Assistance, and Community Dining Programs. The results were overwhelmingly positive. 95% of respondents were either satisfied or very satisfied with the service. 100% reported that the services met their needs. 88% reported that our services contributed to their independence, 95% to their quality of life and 83% their ability to stay at home. 100% would recommend our services to a family member or friend in need.

Comments were equally positive: *'Her visitor is an angel', 'Uncanny how well the matches are made', 'You really helped', 'I can't believe the difference this program has made in my life', 'the best thing that ever happened to me', 'makes me forget the pain', 'brightens my day', 'just perfect'.*

*"Enabling individuals to live at home with independence and dignity"*

## Meals on Wheels

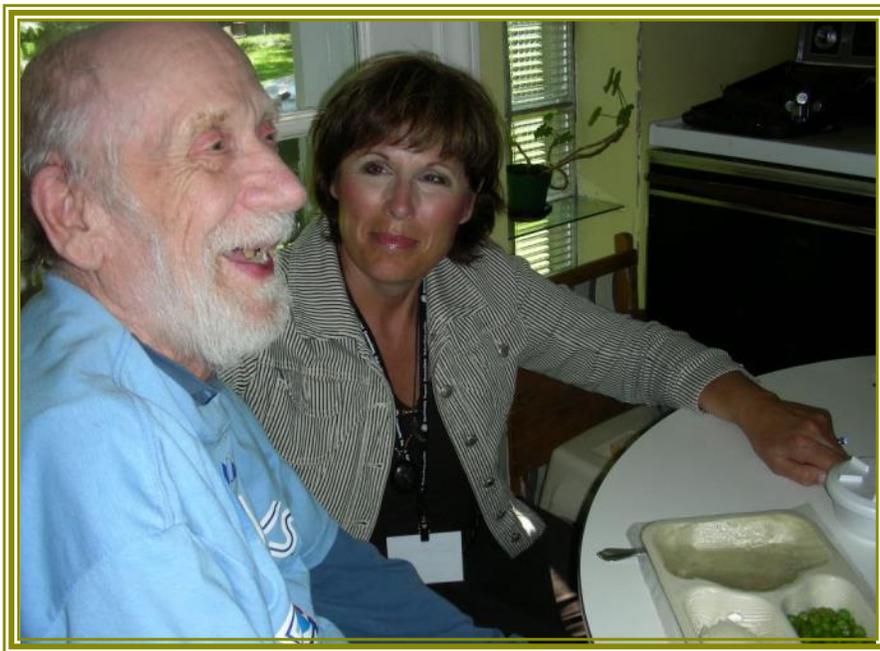
A hot, nutritionally balanced meal, delivered by a friendly, familiar volunteer can make a real difference in the lives of seniors and disabled adults in our community.

During 2008-09, volunteers delivered 82,314 hot and frozen meals to 1,004 clients throughout Cambridge, Kitchener, Waterloo and North Dumfries.

Meals can include juice, milk or cheese, soup, entrée and dessert. They can be adapted to meet special diets, allergies and personal preferences.

Hot meals are delivered Monday to Friday at noon. Over 300 volunteers dedicate their time to ensure members of our community receive a hot meal and friendly smile on a daily basis.

One of the hardest decisions that we had to make in 2008-09 was to discontinue hot meal delivery on weekends in Kitchener and Waterloo in order to maintain the program the rest of the week. Clients who did get meals on the weekends now have the option of receiving frozen meals during the week to keep for weekends.



*Frank Stricker & Jane Dupéré*

## Care Coordination

One of the very real and tangible benefits of our merger is the care coordination model. Clients can now call a single number and speak to a single Care Coordinator who will meet with them, discuss their needs, ensure that necessary services are coordinated, and follow up on a regular basis to ensure the services are working and adjust as client needs change.

The Care Coordinator not only coordinates the delivery of appropriate services within the agency, but also externally with other providers.

### Highlights

#### of the Care Coordination Model

- **Client-centric model:** services are tailored to individual client needs.
- **Easy access:** one number to call.
- **Consistent personal connection:** single point of contact for clients and their families to access a broad range of services.
- **Information and referral to other agencies as required.**
- **Early detection of and response to potential crisis situations.**

## Community Dining

Our 'Dine & Dash' Clubs in Cambridge & North Dumfries offer the opportunity for seniors to get together to share a hot nutritious, noon hour meals, participate in recreational or educational opportunities and expand their social networks. Transportation is also available for two of our sites.

165 clients participated in our "Dine and Dash" clubs during 2008-09. There were 108 program days that served 1582 meals to seniors in our community.

## Homemaking, Home Maint

Community Support Connections—Meals on Wheels & More recruits, screens and matches homemakers, home maintenance workers and 'snow buddies' with clients in need.

Affordable, reliable and consistent cleaning and light housekeeping services are offered. They include vacuuming, laundry, dishes, meal preparation, shopping, dusting, etc.

Visit  
A community where everyone  
—valued, connected

## Transportation & Shopping

Our dependable and thoroughly screened volunteers use their own vehicles to provide escorted transportation services assisting frail and elderly persons to and from medical appointments, banking, day programs and other personal needs. In 2008-2009, these volunteers provided 9,600 trips for 470 clients.

The Aging at Home Van (page 1) complements this service by providing drop off and pick up transportation to medical appointments and other tasks of daily living.

Volunteer drivers may also offer either list or escorted shopping. They shop, carry and 'put away' purchases as needed.

## Crisis Intervention & Assistance Services

For many seniors, social isolation, dementia related illnesses, housing issues, and navigating the health care and social service systems for appropriate services can be challenging.

In 2008-2009, our Crisis Intervention & Assistance Service made 1,150 calls and visits to over 120 clients, offering practical assistance to meet these challenges.

Our friendly, knowledgeable staff assess the

situation, engage with the client and or family to determine the best course of action, and then ensure the appropriate services are in place.

CIAS remains involved with the client to ensure proper supports are entrenched to result in more stability.

Service alliance and coordinated efforts with other agencies continues to be integral to this program.

### What our clients say about CIAS

*"You helped get things done that needed to be done."*

*"I don't know what I would have done without your help. I was getting so tired..."*

*"You knew who to call. Thank you."*

Client comments  
CIAS Program Evaluation, February 2009

## Maintenance & Snow Removal

For individuals who are unable to do their own home maintenance, yard work, heavy and seasonal cleaning services are also available. 'Snow buddies' help seniors and disabled adults maintain their independence by clearing and removing snow on sidewalks, driveways and personal walk ways.

During 2008-2009, 942 clients accessed these services.

## Friendly Visiting & Telephone Reassurance

Close to 10,000 visits and phone calls were made by trained volunteer friendly visitors who provide companionship and friendship to 327 seniors and adults with special needs who might feel lonely and isolated in their homes.

Friendly visitors are matched with individuals who share their interests. During weekly visits arranged at a mutually agreed upon time, visitors might chat, play games or take their friend out to the mall or for coffee.

Volunteer visitors may also relieve family members of their caregiving roles for brief periods of time during their visits, thereby helping reduce stress placed on family relationships.

Telephone reassurance and security checks are also made by supportive, friendly volunteers. These daily 'check ins' provide a friendly contact at a designated time of the day. The volunteer calls, checks on the client's wellbeing, and chats briefly about subjects of interest to the client.

on  
everyone feels at home  
and empowered.

## WALC: Fitness & Fun

The Wellness & Active Living program has long history in the community with a strong dedicated group of volunteers who have been providing exercise programs to seniors in Waterloo region for over 10 years. It started with VON, moved to Grand River Hospital and now has a home at Community Support Connections.

We recruit, train and coordinate the services of amazing volunteers. This type of program fits well with our other services because exercise is a key component in ensuring health and well being. We have 16 sites facilitated by 21 trained volunteers who provide 448 exercise classes in a 28 week span.



Dorothy Preece & Anna Hosie at our 2008 Christmas Social

## Putting the FUN in Fundraising

Community Support Connections—Meals on Wheels & More relies on the generosity of our community—through donations of time, talent and money—and through participation in our fundraising events. 2008-09 was a remarkable year for fundraising.

Thank you for your support.

### May 2008 — Kitchener Waterloo Meals on Wheels “Drive to Deliver” Golf Tournament

Title sponsored by TD Canada Trust, this tournament receives tremendous support from the business community of Kitchener Waterloo. Held at Grey Silo, the golfers enjoyed a beautiful day on the course and returned for a short evening program and an opportunity to participate in our silent auction.



### July 2008 — Cambridge Chip in for Charity Meals on Wheels Golf Tournament

Last year marked the 21st anniversary of the Chip in For Charity golf tournament making it our longest standing fundraiser. After an afternoon on the course at Cambridge Golf Tournament, golfers enjoyed a fine steak meal and an opportunity to bid at our silent auction.



Toronto’s All Star Big Band

### Mark your calendar:

**May 11, 2010**  
Meals on Wheels Drive to Deliver Golf Tournament

**Feb 13, 2010**  
Symphony of Love

### September 2008 — Pass the Pasta

This truly Italian evening savored the tastes and feel of Italy with a variety of pasta dishes completed with the delectable cannolis. Guests then tried their hand at the fun game of bocce ball. Music from the

Cortina Club Choir added to the ambiance of this light and festive evening at Bingeman’s.

### February 2009 — Valentine’s Symphony of Love Gala

An evening of elegance and class, close to 300 guests danced the night away to the fabulous music of the renowned Toronto All Star Big Band at St. George Banquet Hall. Highlights of the Gala included our 120 item silent auction, our live auction which featured a trip to Hawaii (compliments of Bullas Travel) and our humorous emcee—Kyle Christie.



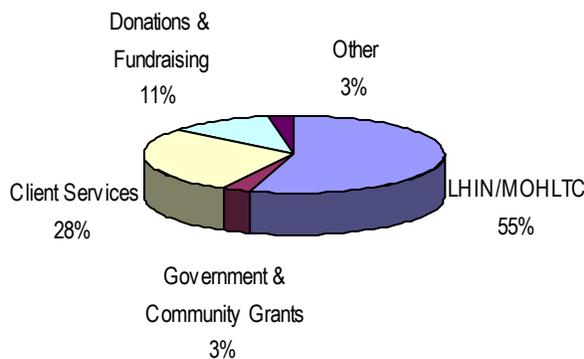
Kyle Christie from CTV was Emcee— shown here with wife Leslie Gordon

Gala Guests: Steve Menich, Mary Ellen Cullen, Eve Menich, Cathie Cullen, Rachel Miller and Chris Goldsworthy

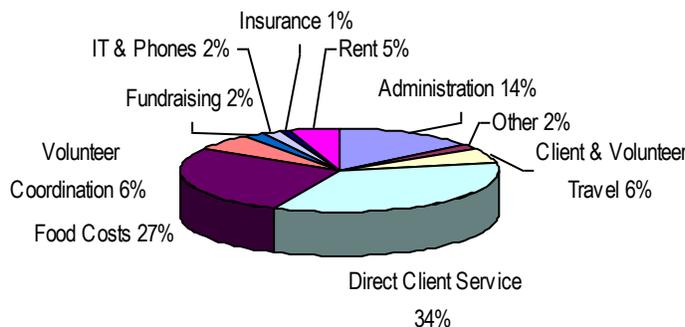


# Financial Overview

## Revenue



## Expenditures



## Community Support Connections - Meals on Wheels & More Statement of Operations

For the 11 month period ending March 31, 2009

### Revenue

WW LHIN/Ministry of Health	\$1,081,137
Government & Community Grants	59,141
Client Services	553,557
Donations & Fundraising	225,832
Other Income	45,761
Interest	6,281
<b>Total Revenue</b>	<b>1,971,709</b>

### Expenditures

Advertising & Promotion	5,219
Amortization	39,592
Bad Debts	137
Bank Charges	5,298
Food Costs	538,385
Fundraising	46,213
Information Technology	19,573
Insurance	9,995
Office Supplies	41,266
Professional Fees	6,952
Rent & Occupancy Costs	102,653
Salaries & Benefits	991,071
Telephone	19,707
Training	6,241
Travel	115,017
Volunteer Support	17,192
<b>Total Expenditures</b>	<b>1,964,511</b>

Excess of revenue over expenditures	7,198
Amalgamation Expenses	(47,436)
<b>Excess (deficiency) of revenue over expenditures</b>	<b>(40,238)</b>

## CSC is generously funded by:



City of Cambridge  
City of Kitchener  
City of Waterloo  
Township of North Dumfries

& donations, gifts & sponsorships from groups, businesses & individuals across Waterloo Region (see insert)

## Our merger was generously funded by:



& Jim & Sue Hallman

*"Enabling individuals to live at home with independence and dignity"*

# Community Support Connections



Meals on Wheels and More

## Mission

Enabling people to live at home with independence and dignity.

## Vision

A community where everyone feels at home  
→valued, connected and empowered.

### Waterloo

420 Weber St. N., Unit L, Waterloo, ON N2L 4E7

### Kitchener

40 Shirley Ave.,  
Upper Level  
Kitchener, ON  
N2B 2E1

### Cambridge

800 Franklin Blvd.,  
Unit 4B  
Cambridge, ON  
N1R 7Z1

[www.communitysupportconnections.org](http://www.communitysupportconnections.org)

T: 519-772-8787 F: 519-742-5523

## The Heart of Community Support Connections

Volunteers are the very heart and soul of Community Support Connections! This past year, 606 volunteers were actively involved in over 11 different kinds of volunteer activities—donating approximately 60,000 hours of their time. That is equal to 33 full time jobs!

The numbers, however, are only the tip of the iceberg. From assisting in the office to delivering a hot nutritious lunch meal, driving a senior to the doctor's office, or helping to grocery shop, designing a presentation or deliberating with other Board members...our volunteers extend their hands and their hearts to our most vulnerable citizens. Their words and acts of kindness bring smiles to peoples faces and joy to their hearts.

### Celebrating 30+ Years of Service

Frieda Carter  
Dorothy Harder  
Mae Hicks  
Fran McConnell

In October, we held our first ever agency wide volunteer appreciation event. Over 300 people attended.

Elected officials from every level of government across the region joined WWLHIN CEO Sandra Hanmer in recognizing and thanking our volunteers for their dedication.

A highlight of the evening was the heartwarming stories of the relationships that have been built over the many years of volunteering. And of course, this evening was an opportunity to recognize our valued volunteers and to celebrate milestones in their service.



Mae Hicks and Dorothy Harder

## Elsie Pearsell reflects about volunteering



For twenty years now I have been volunteering for Meals on Wheels in Cambridge. The relationship started after I lost my husband and I was looking for something meaningful to do with my life. I was at the Cambridge Centre Mall and they were hosting a volunteer fair.

I met with the staff from Cambridge Home Support and thought "I can do this".

Being a volunteer has made me feel useful, and makes my life worth while. I have made many great friends over the years and we still get together on Fridays for lunch after our routes are done.

One of the clients that I deliver to has been on service for the same amount of time, 20 years. At first it was his mother, father and himself, and slowly it went down to just him.

I have to say that I have seen some "very interesting sights" over the years. I have come to expect the unexpected while I am waiting for a door to open.

It is great having the opportunity to meet and get to know some wonderful people but it is also hard when they pass away.

*"It's such a rewarding thing to do and takes so little of your time".*

Meals on Wheels gives me pleasure, and an opportunity to make a difference in the lives of other people and at the same time makes me feel complete.

*Elsie Pearsell*

20 year Volunteer

### Celebrating 20 Years of Service

Homer Langford  
Elsie Pearsell

### Celebrating 15 Years of Service

Richard Denison  
Dorothy Dobie  
Jenny Heimpel  
Madeline Kuepfer  
Marilyn Martin  
Betty Roelofson  
Ben Rosebrugh  
Margaret Rowe  
Jean Woolley

## Thank you

to each and every one of our volunteers.

Clients call you

'Angels'

'Bright Lights'

'Gifts from God'

'Wonderful, Kind & Generous Souls'

You brighten their days and their lives.