



Community Support Connections *Meals on Wheels and More*

ANNUAL REPORT 2010-11

Enhanced Capacity Fuels Growth



*Dale Howatt, Executive Director
Monica Himmelman, President*

It gives us great pride to present the Annual Report for Community Support Connections—*Meals on Wheels and More*. 2010-11 has been defined by continued growth within a context of limited resources: more and improved services to more seniors and adults with disabilities in Waterloo Region. Quite simply put, we've realized some basic efficiencies and synergies originally envisioned when we developed CSC – and have added to that a 'culture of innovation' that enables us to do more with less.

The continued hard work and passion of our staff, and the dedication and commitment of the Board of Directors and

Program Volunteers have made it possible to not only continue to serve our clients well, but have also allowed the agency to expand and offer a timely, seamless approach to their needs.

This year, we have leveraged new partnerships to improve services. Partnering with the CCAC's Integrated Assisted Living Program, we were able to offer community dining at several of their service 'hubs' in the community. The Kitchener Senior Volunteer Services Board of Directors generously donated their shiny red extended van to CSC in order to better coordinate their services with ours. We introduced a new Caregiver Support program in the Cambridge community and began delivering food hampers to seniors in need.

The numbers are clear: a 40% increase in community dining and 29% increase in rides are complemented by more modest yet consistent increases in client numbers and other programs. Most importantly, our clients continue to be satisfied with our services. 96% tell us that they would recommend the service they currently receive to a friend.

Our clients are aging—and their needs are becoming more complex. This year, 1,646 of our clients were over

80, 295 over 90—and 7 over 100 years of age—still living in their own homes! 45% of clients receive more than one service.

It was within this context of growth that CSC Board members, staff and volunteers engaged in strategic planning using an ecosystem approach that promotes the sustainability of complex systems. Like a forest, a healthy and vibrant organization is dependent on its ability to adapt and to have

all stages of the eco cycle in the organization at any point in time. Incubation and preservation of critical services is essential, as is the capacity to scan the environment and create opportunities to nurture new growth. This process has laid the ground work for even more responsive services in future.

While we continue to change and grow, there is a single constant that defines our

Continued on page 2

CSC at a Glance

700 volunteers
63,254 volunteer hours
526 donors
3,372 clients

80,710 Meals on Wheels
78,540 Care Coordination Visits & Calls
57,768 Hours of Homemaking, Yard Work & Snow Removal
16,316 Rides
11,845 Friendly Visits & Reassurance Calls
4,616 Hours of Gentle Exercise
2,226 Community Meals
1,154 Crisis Intervention Calls & Visits

Board of Directors

Monica Himmelman, President
 Karl Kaufman, Vice President
 Joanne King, Treasurer
 Valerie Feick, Secretary
 Ryan Bayne
 Stephanie Ellens-Clark
 John Hall
 Amy McKee
 Dawn Phillips-Brown
 Wendy Rose
 Veronica Strauss
 Carla Verwijs
 Mary Wright
Our sincere gratitude to Darryl Horst & Sylvia Scott who retired during the year.

Staff

Agnes Arthur
 Susan Astley
 Beth Attwood
 Glenn Baird
 Jennifer Ball
 Claire Bentley
 Ray Berge
 Heidi Bevan
 Diane Brilliant
 Emilie Brown
 Donna Bulpitt
 Christine Clowes
 Jo Anne Eckert
 Linda Flemming
 Hanadi Fourani
 Rosalind Horne
 Natalie Hoshing
 Dale Howatt
 Michelle Hughes
 Marie Kaal
 Natalie Kalte
 Erika Lam
 Andrea Lebel
 Huma Lodhi
 Heather Mason
 Monica Morrison
 Ann Robitaille
 Angela Romanick
 Lori Smetaniuk
 Joy Smith
 Kevin Smith
 Susan Tisdale

During 2010-11 we said goodbye to:
 Travis Bowyer
 Catherine Brennan
 Marjorie Brown
 Kate Lavender
 Sue Murphy-Whiteman
 Maria Sherwood

Growth continued

direction: the unwavering dedication and commitment of staff, volunteers and donors—to our mission and to improving client service.

We continue to recruit and retain amazing staff and volunteers. 700 volunteers contributed countless hours to making a difference and bringing smiles to the faces of our clients. Increasingly our volunteers are leveraging their employers' volunteer matching programs - which then contributes to the bottom line. This year we added a new corporate volunteer team to our roster. Sunlife Financial—Waterloo Wellington Financial Centre chose CSC as its charity of choice - making us the beneficiary of their charitable donations and corporate 'team development' activities.

Our fundraising events have been tremendously successful, especially given the recent economic challenges.

This is the mark of a truly caring community. 2010-11 marked the introduction of *The Mayor's Souper Sampler for Meals on Wheels* at Cambridge City Hall (see pictures on page 6).

The customers of *Shoppers Drug Mart* at Bridgeport Road East and Weber Street North in Waterloo once again overwhelmed us with their generosity through *Stuff a Stocking for a Senior*.

It is an honour and a privilege to represent over 700 volunteers, and 30 staff members. We look forward to continuing to assist in helping support the 3,000+ clients who are our raison d'etre.

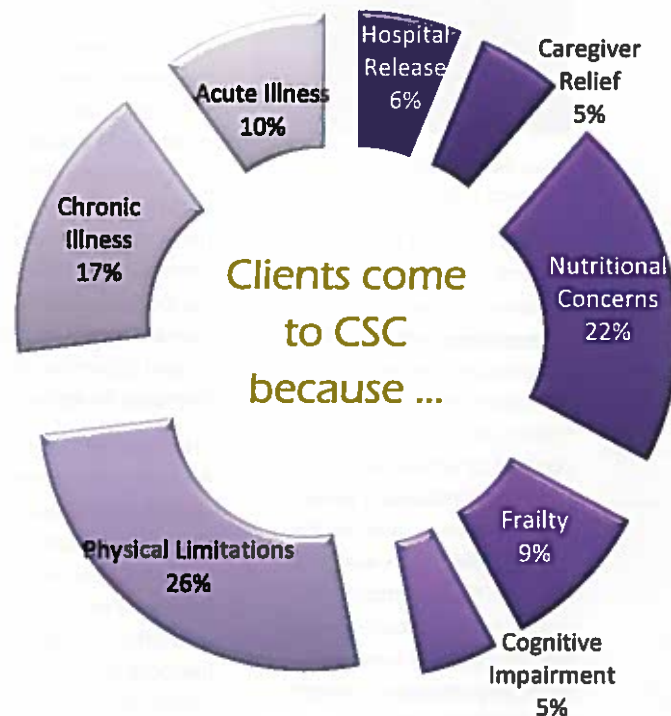
Respectfully submitted,

Monica Himmelman, President

Dale Howatt, Executive Director

Our Clients

72% female
 28% male
 45% receive more than one service
 89% live alone or with a spouse (ie not with extended family)



Keep up with what is happening at Community Support Connections—Meals on Wheels and More on our website, Facebook and Twitter:

www.communitysupportconnections.org



We have made it easier to learn about our volunteer opportunities by hosting regular information sessions and accepting online applications—see our website for more details.

Complex and Changing Needs Require Flexible Services

Barb started using Community Support Connections' supports and services over 12 years ago. It has been over a decade since she returned home from a stay in hospital and found she was unable to prepare meals for herself. CSC was not only able to provide her with nutritious hot meals, but we were able to continue the low sodium diet the hospital had introduced.

Months later Barb struggled to regain more independence, and cancelled Meals on Wheels. She wanted to try and manage on her own. For many clients we are a short term solution that they can come back to later in life. Barb pushed herself to get out and was able to get her own groceries, but found that she was then too tired to cook on her own, wasting food she had paid for on her limited budget, and regularly going hungry.

With no close family to rely on, Barb started accessing frozen and hot meals a couple of times a week, and, despite her initial reticence, showered the agency with compliments to the chef! While she came on and off service several times as she felt she needed it, Barb frequently expressed how grateful she was for the consideration and kindness shown to her by CSC volunteers.

Eventually, one of these volunteers, her dedicated grocery shopper, identified concerns about Barb's living conditions. Through our multiservice approach, Barb was able to access homemaking services after our Crisis Intervention Worker helped her sort through paperwork and remove excess clutter that had built up in the home.

"She had things like an extra TV lying around, simply because she hadn't been in a position where she could remove that by herself." CSC Staff Member

"Her driving force is to stay at home... we've been able to ride the storm with her."

CSC Staff Member

"Barb and her place are looking MUCH better. You can actually see a clear section of the floor. I think not being so cluttered has helped improve her frame of mind and her overall health."

CSC Volunteer

CSC has been with Barb through thick and thin, as supports and services from other agencies have come and gone. We have been one constant she has been able to rely on whenever she wants. While organizations were experiencing cutbacks, we were able to supplement her assistance with subsidies when needed.

Recently, Barb's relationship with CSC almost ended. She was rushed to a local hospital in an ambulance and was later admitted. Plans were made to move Barb into a retirement home as initially her condition seemed to indicate she would no longer be capable of taking care of herself at home, but she astounded hospital staff with a dramatic recovery in a matter of weeks.

No matter what life throws at Barb, she knows she can pick up right where she left off with supports from CSC. Home from hospital once again, Barb has reinstated homemaking and shopping assistance, and is still living in her own home, where she is safe, comfortable and happy.

Name changed for client confidentiality

Connecting with our Clients about Quality & Satisfaction

Community Support Connections—Meals on Wheels and 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.

"...a godsend. I would suffer without these services."

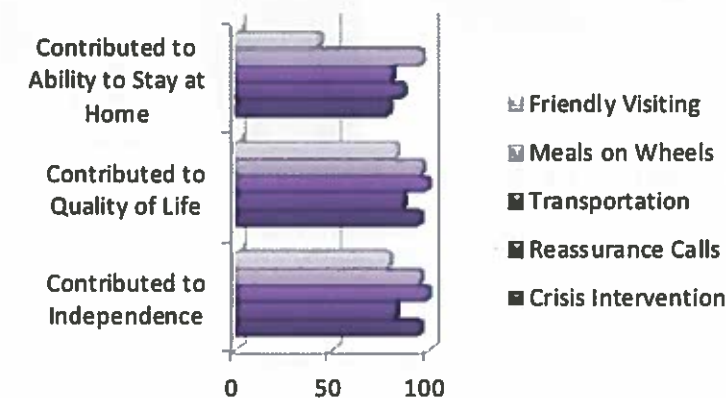
Evaluation Responses

"The food is better than going out to eat."

This year, we also conducted formal evaluations of our Meals on Wheels, Transportation, Friendly Visiting, Telephone Reassurance and Crisis Intervention programs. The results were overwhelmingly positive.

"The services are really necessary. I thought about a nursing home and it depressed me. Now I don't worry and am not depressed."

Evaluation Response



CSC Services at a Glance

Meals on Wheels: Hot, nutritionally balanced meals, delivered by friendly, familiar volunteers Monday through Friday. Special diets, allergies and personal preferences can be accommodated. Frozen meals are also available.

Friendly Visiting & Telephone Reassurance: Friendly visitors are matched with individuals who share their interests. Supportive, friendly volunteers also provide daily telephone 'check ins' at a designated time of the day.

Transportation & Shopping: Dependable and thoroughly screened volunteers use their own vehicles to provide escorted transportation services to and from medical appointments, banking, day programs and other personal needs appointments. Our van and new 'bus' complement this service by providing drop off and pick up transportation. Volunteer shoppers accompany and assist clients on shopping trips or shop from a list, carry and 'put away' purchases as needed.

Community Dining: An opportunity for seniors to get together to share hot nutritious, noon hour meals, participate in recreational or educational opportunities and expand their social networks.

WALC—Wellness and Active Living Club: Weekly, fun and gentle one-hour fitness classes are led by certified volunteer instructors and offered at a variety of sites across the region. Everyone can participate—from chair exercises to walking!

Homemaking, Home Maintenance, Yard Work & Snow Removal: CSC recruits, screens and matches homemakers, home maintenance workers and 'snow buddies' who then work directly for the clients.

Crisis Services: Our friendly, knowledgeable staff assess difficult situations, engage with the client and/or family to determine the best course of action, and then ensure the appropriate services are in place.

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



Strawberry Social

Community Support Connections—Meals on Wheels and More had its annual Strawberry Social for our Friendly Visiting Matches on June 23 at the Waterloo Brethren Mennonite Church. Tea and Strawberry Shortcake a la CSC were enjoyed by all. A Special Thanks to *Shoppers Drug Mart* for generously donating the Strawberry Shopping Bag surprises!

TRANSPORTATION OPTIONS

Kitchener Senior Volunteer Services (KSVS) has provided transportation for seniors to and from the City of Kitchener's Senior Day Program for years. The smiling faces of their volunteers form an integral part of the Day Program experience.

In July, the KSVS generously donated their shiny red van (fondly referred to as 'The Bus') to Community Support Connections—Meals on Wheels and More. The reason: improved client service.

The generous donation of the vehicle, plus the ongoing support of the KSVS volunteers means that clients will continue to receive the same wonderful service to and from Day Program—and the vehicle can be utilized during the day to ensure more people receive the transportation assistance they require.

The use of the Bus will be coordinated with current CSC volunteer drivers and our Aging at Home van, to make sure all our clients get to the places they need to go, in the vehicle most suited to their needs.

Thank you KSVS!



NEW CAREGIVER SUPPORT GROUPS

Community Support Connections expanded our services in 2010-11, to address a growing need in our community. Caregiver burnout and distress are big issues that face families today who are looking after their own families as well as an elderly relative/friend. Caregiver distress also affects people caring for their spouses.

This program addresses this need. The format is simple—a six week information sharing program followed by ongoing peer supports for those who choose to continue past the preliminary six weeks.

The information topics covered include:

- reflections on aging and care giving,
- effective communication,
- making decisions about home and long term care,
- stress management, and
- financial and legal matters.

The Caregiver Support Program launched in the fall of 2010, was repeated in the early months of 2011 and will be offered quarterly on a go forward basis.

NEW PROGRAM LOCATIONS

In addition to increases in client numbers and services, we have also expanded the number of locations where our community based programs are offered.

In 2010, we added 4 new community dining sites:

210 Fourth Avenue, Kitchener

233/239 Franklin Street North, Kitchener

Highland Baptist Church (135 Highland Road West, Kitchener)

601 Duke Street, Cambridge

We are also now offering our WALC (Wellness Active Living Club—fun and fitness together) classes at Rockway Garden Village and Highland Baptist Church.



NEW PARTNERSHIP, BETTER PROGRAMS

Community Support Connections—Meals on Wheels and More is pleased to announce that we are partnering in a new way with Cambridge Self Help Food Bank to build a healthier community.

Our volunteers deliver food hampers bi-weekly to seniors and people with disabilities who are not able to access the Cambridge Self Help Food Bank due to mobility or health issues.

The partnership discussion started at the Food Summit 2009 in Kitchener, where the growing issue of access to food for the older population and people with disabilities was identified.

The partnership made good sense since our incredible Meals on Wheels volunteers already deliver food and check in on our clients on a daily, weekly or occasional basis.

Putting the FUN in Fundraising

Community Support Connections—Meals on Wheels and More relies on the generosity of our community—through donations of time, talent and money—and through participation in our fundraising events. Thank you for your support.

May 2010

“Drive to Deliver” Golf Tournament

Thanks to the tireless efforts of our Golf Committee, the annual tournament was a ‘windy’ success.



131 golfers braved the elements to raise over \$35,000 to support meal subsidies!

October 2010—‘Souper’ Success



Local restaurants, celebrity judges and eager taste testers came out in droves to support our inaugural ‘Souper Sampler’.



Attendees were delighted with the array of taste sensations to sample.



February 2011— Valentine’s Symphony of Love Gala

Guests dined and danced the night away to the fabulous music of the renowned Toronto All Star Big Band at St. George Banquet Hall.



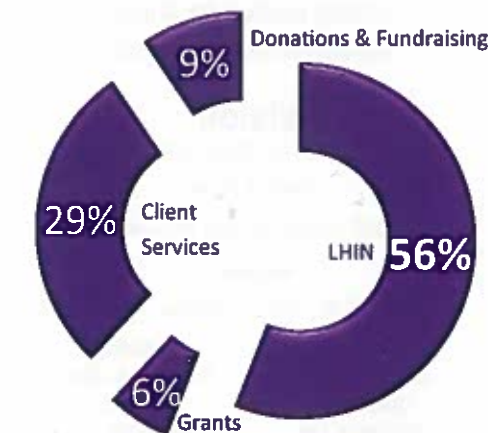
Enabling people to live at home with independence and dignity

2010-11 Financial Report

Community Support Connections - Meals on Wheels and More Statement of Operations

For the year ended March 31	2011		2010	
	Operating Fund	Reserve Fund	Total	Total
Revenue				
LHIN / Ministry of Health and Long-Term Care	\$ 1,170,000	\$ -	\$ 1,170,000	\$ 1,170,000
Government and community grants (Note 8)	124,876	-	124,876	120,853
Client services	595,900	-	595,900	570,151
Donations and fundraising	198,828	-	198,828	232,671
Other income	1,060	-	1,060	-
Interest income	2,357	339	2,696	1,377
	2,092,809	339	2,092,948	2,095,052
Expenditures				
Amortization	25,908	-	26,908	41,448
Bank charges and interest	3,677	-	3,677	4,303
Client transportation and travel	132,451	-	132,451	126,979
Equipment, repairs and maintenance	25,721	-	25,721	24,145
Food costs	549,232	-	549,232	554,271
Fundraising	34,574	-	34,574	35,452
Insurance	7,979	-	7,979	9,511
Office supplies	28,926	-	28,926	43,991
Programs	7,599	-	7,599	518
Professional fees	15,087	-	15,087	16,016
Public education and advertising	10,475	-	10,475	9,456
Rent and occupancy	123,464	-	123,464	121,345
Salaries and benefits	1,050,548	-	1,050,548	999,570
Telephone	19,223	-	19,223	19,801
Training	9,147	-	9,147	9,401
Volunteer support	16,416	-	16,416	17,281
	2,060,427	-	2,060,427	2,033,488
Excess of revenue over expenditures for the year	\$ 32,182	\$ 339	\$ 32,521	\$ 61,564

Revenues



Expenses

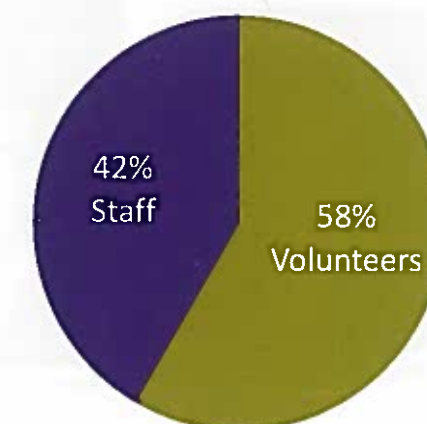


CLIENT SUBSIDY: \$50,724.74

Community Support Connections - Meals on Wheels and More is generously funded by:



How We Get the Work Done



Enabling people 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

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

Celebrating Hundreds of Years of Caring

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 people's faces and joy to their hearts.



In October over 200 people celebrated milestones of community caring.

Celebrating 35 Years of Service
Fran McConnell

Celebrating 25 Years of Service
John Scheele

Celebrating 20 Years of Service
Rose Mary Hawthorne
Jeff Holland
Donna Robertson
Ted Scharf

Celebrating 15 Years of Service
John Brown
Ida Francis
Beth Grove
Gary Grove
Peggy Harris
Theresa Heibein
Joan Henkel
Jennifer Jackson
Deanne Lemieux
Mary Liddard
George McIntosh
Ron Pope
Art Robertson
Graham Weber
Shirley Wildfang

Celebrating 10 Years of Service
Dave Bartholomew
Patrick Berg
Elfriede Bergman
Henry Bergman
Bill Coats
Gloria Coats
Terry Gies
John Hall
Mary Hamoodi
Lotte Hedges
Brendan Kelly
Robert Kerr
John McCormick
Jerry Majich
Barbara Malcolm
Don Miller
Cory Owen
Bob Pagan
David Scarrow
Christian Sebastian
Teresa Simarro
Albert Stalzer
Terry-Lynn Walker
Darlene Weir
Marjorie Williams
Paul Zacharias

Volunteers are the very heart and soul of Community Support Connections! This past year, 700 volunteers donated approximately 63,254 hours of their time to helping friends and neighbours through CSC. That's 35 full time jobs!

Pictured here are John Scheele (top), Ida Francis (left), Shirley Wildfang (right), Jeff Holland (bottom left), Donna Robertson (bottom middle) and Javier Perez.

