

Community Support Connections

Meals on Wheels and More



2016 Annual Report





38,310
Rides to Medical Appointments
& Day Programs



11,646
Friendly Visits &
Reassurance Calls

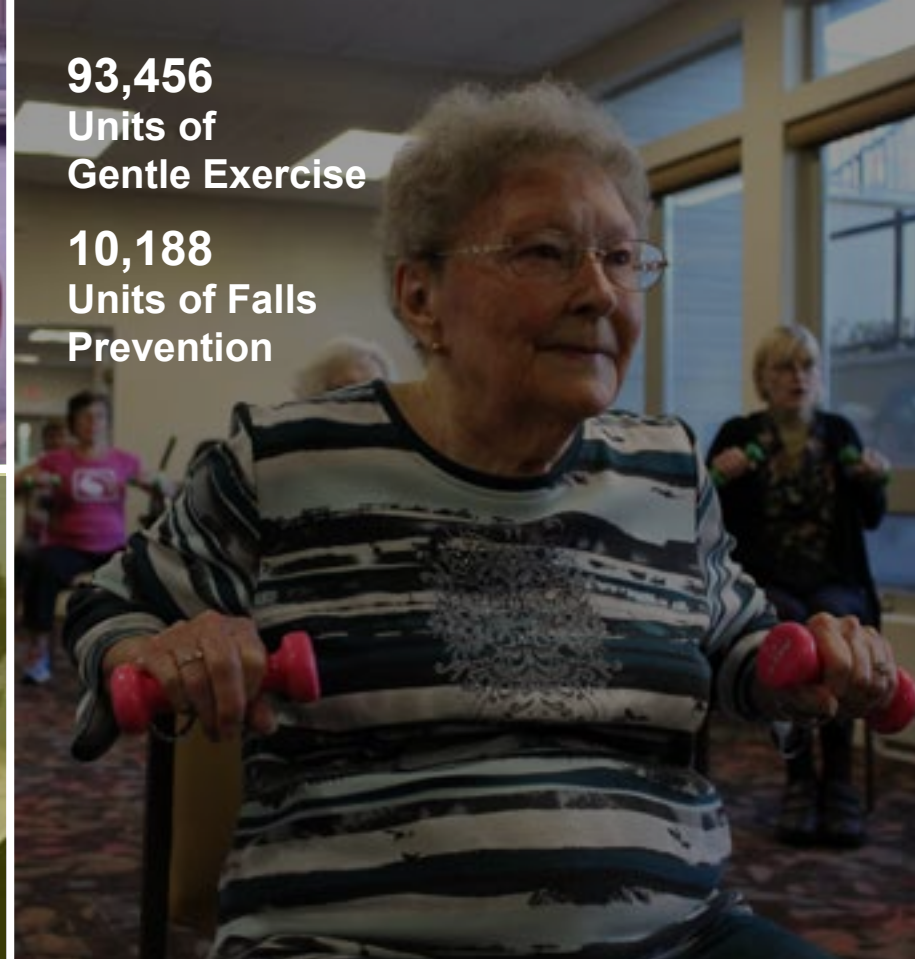
402
Hours of Caregiver Support



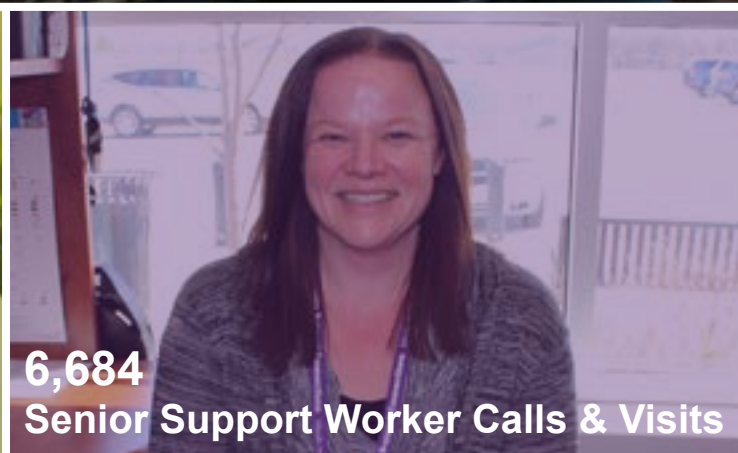
1,929
Crisis Intervention Calls & Visits



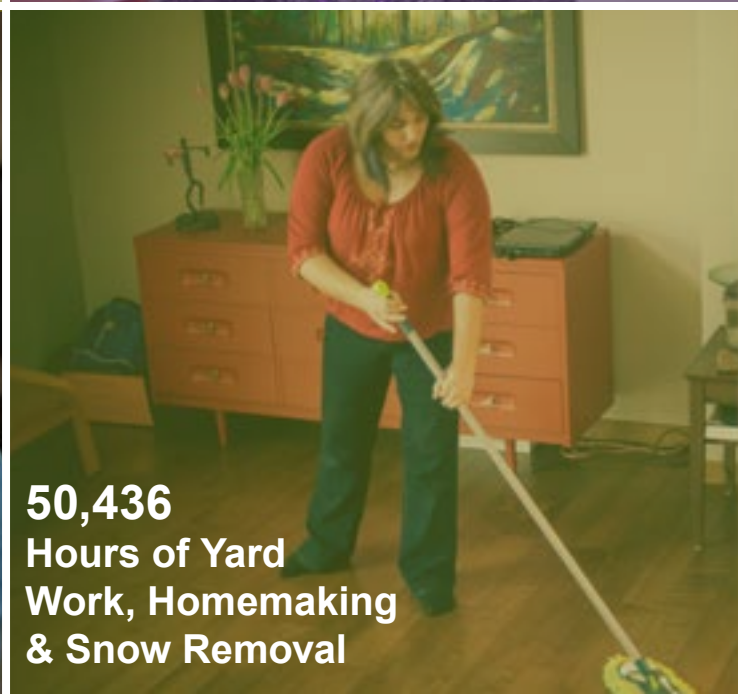
84,982
Meals on Wheels
3,669
Community Meals



93,456
Units of
Gentle Exercise
10,188
Units of Falls
Prevention



6,684
Senior Support Worker Calls & Visits



50,436
Hours of Yard
Work, Homemaking
& Snow Removal

Enabling Independence & Dignity

We are delighted to present our 2015-16 annual report. CSC continues to grow, partner and innovate – leveraging the inherent strengths and generosity of our community to serve some of our most inspiring and vulnerable neighbours.

2015-16 marked the completion of our 2013-16 Strategic Plan and the launch of our 2016-19 Strategic Plan – the culmination of months of research, monitoring trends in healthcare and social services, consultation with more than 1,000 clients, 500 volunteers, staff, donors and community partners. We listened – and we're responding.

It marked the first full year of operation of our new, in-house Tender Loving Care Kitchen – to rave reviews from clients and partners alike. It was the year in which we made a landmark decision with our Foundation – to leverage the strengths of our local community foundations instead of maintaining a stand-alone fundraising and investment structure.

It was yet another year of program growth, as we responded to the needs of the people we serve. 702 volunteers and 567 donors offered their time, talents, and treasures to help enable 7,195 people in our community to live with independence and dignity. With the support of the Waterloo Wellington Local Health Integration Network, we expanded the number of Senior Support Workers embedded in community settings from two to five, increasing clients served by 309% even though the expansion occurred mid-year. Exercise attendance increased by 36% over last year, and we launched a highly attended French class in Cambridge. Crisis response increased 88%, rides to and from medical appointments, day programs, grocery stores and more increased 29%.

It is a privilege to serve this community. We invite you to explore this report and offer us your thoughts and feedback.


Veronica Michael
President


Dale Howatt
Executive Director

83,547
Volunteer
Hours

702
Volunteers

567
Donors

7,195
Clients



Our Commitment to Quality

At CSC, we are committed to offering quality programs and services that make a real and significant impact in the lives of our clients and their caregivers. We connect with clients, both formally and informally, on a regular basis to ensure they are satisfied with the services they receive and their needs are being met. This gives them the opportunity to offer feedback and suggestions, to which we listen and respond.

This year, we conducted formal evaluations of our Meals on Wheels, Friendly Visiting, FabFit Exercise, Telephone Reassurance, Shopping, and Crisis Intervention programs.

Meals on Wheels

In response to last year's survey, we added more items to the menu to improve the variety in our meals. Clients reported 98% satisfaction with the variety in 2015, up from 92% in 2014. Clients reported the following impact of receiving Meals on Wheels:

- 98% feel increased independence;
- 98% report a better quality of life; and
- 98% are confident in their ability to stay in their own homes.

Friendly Visiting, FabFit Exercise, Telephone Reassurance, and Shopping

Clients reported being very satisfied with these programs, and that the programs met their needs and goals. Over 85% reported having positive social connections in their life as a result of the programs. By participating in these programs, our clients reported the following:

- 91% feel increased independence;
- 93% report a better quality of life; and
- 94% are confident in their ability to stay in their own homes.

Crisis Intervention

Clients reported a positive change in their lives after help from the Crisis Intervention Worker. The crisis worker has assisted clients in staying in their home after intensive cleaning; and has helped others move to a different home in a safer neighbourhood. Our clients reported the following:

- 92% feel increased independence;
- 85% report a better quality of life; and
- 85% are confident in their ability to stay in their own homes.

"The Telephone Reassurance program makes me feel more independent since I do not need to rely on my busy family who live out of town. I feel like I can live on my own without being a hassle or a bother to others. I have CSC to thank for that independence."

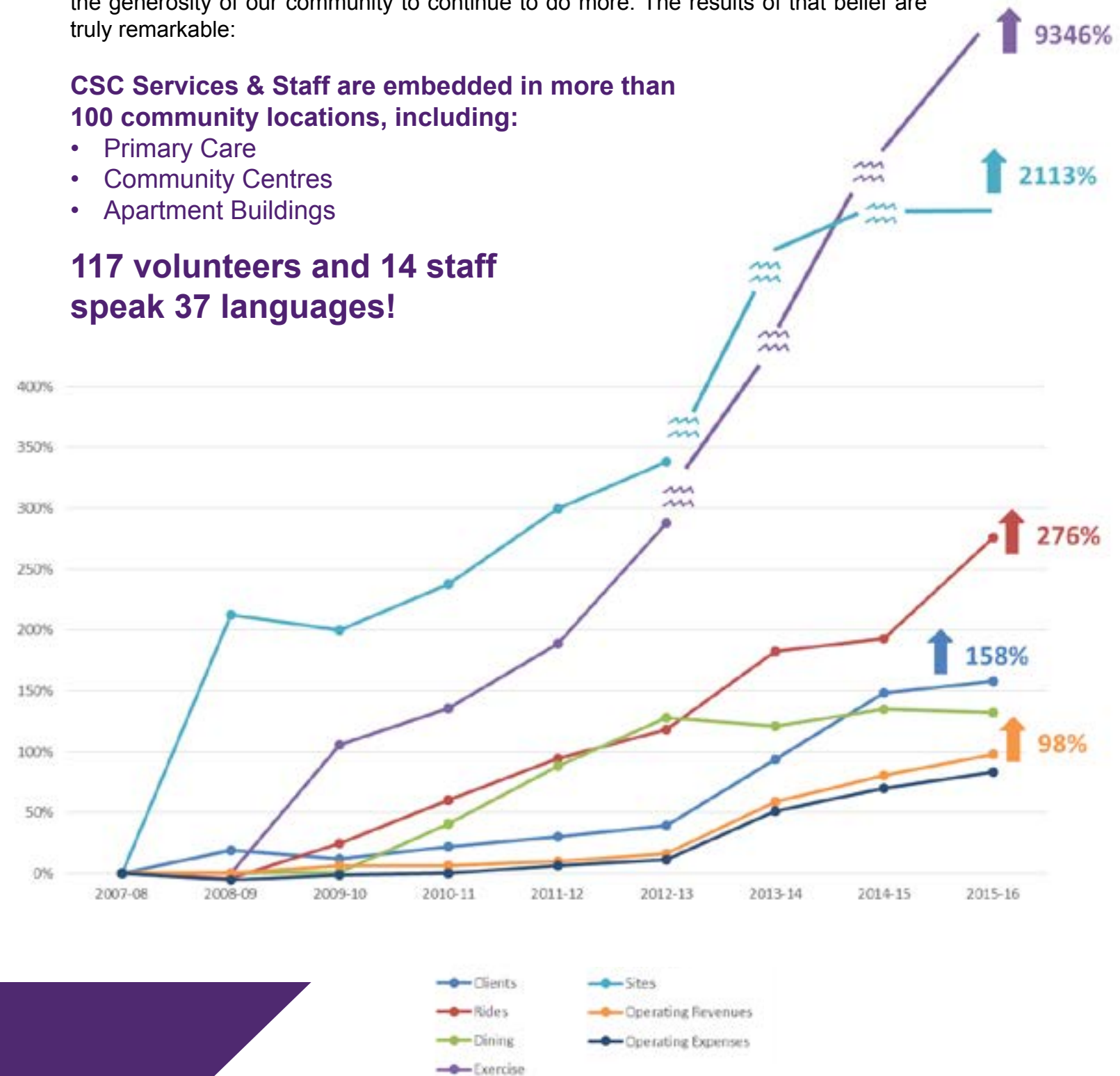
Our Commitment to Respond

CSC believes that we can continuously improve by thinking differently and leveraging the generosity of our community to continue to do more. The results of that belief are truly remarkable:

CSC Services & Staff are embedded in more than 100 community locations, including:

- Primary Care
- Community Centres
- Apartment Buildings

117 volunteers and 14 staff speak 37 languages!



"Your French Onion soup is phenomenal. I have a recipe from a restaurant in France and it tastes the same as yours did. Kudos to all the cooks."



2013-16 Achievements

When we launched our 2013-16 Strategic Plan we knew we were being ambitious, but are pleased to report that with our strategic priorities guiding the way, we've accomplished what we set out to do – *and more!*

Leveraging Partnerships, Integration and Emerging Opportunities to Improve Service

We planned to work with our partners to ensure greater accessibility, equity, and seamless coordination of services so clients would experience excellent customer service and find the supports they needed when and where they needed them. We are proud to work with more than 200 community partners. Highlights include:

- In partnership with VON and Community Care Concepts of Wellesley, Wilmot and Woolwich, we expanded our exercise program from 17 locations in Waterloo Region to 140 locations across Waterloo Wellington – and added Falls Prevention. Together, we now offer more than 600 classes a week to 8,036 clients.
- We implemented and expanded the Senior Support Worker Program – an innovative service delivery model that combines care coordination with direct service and embeds workers in community centres, apartment buildings and primary care – making them more accessible to the people who need them most.
- We also expanded our partnership with the Sunnyside Alzheimer's Program – providing transportation to and from all of their community sites.

Enhancing Flexibility and Value while Ensuring Quality

We planned to open our own kitchen, increasing our flexibility to respond to the complex nutritional needs of our clients, while managing costs by engaging volunteers and increasing charitable donations of food. We are pleased to report that with the support of our community, we did just that – *and more!*

- Toyota Motor Manufacturing Canada helped us apply their improvement methodology to our programs and services – we decreased our transportation costs, streamlined our volunteer management processes, and are still rolling out more improvements!
- We achieved first time accreditation with Accreditation Canada – they found CSC to be a strong, well-performing, integrated and responsive organization serving important community needs with high quality, responsive, safe, and needed services.

Ensuring Sustainability through Fundraising and the Development of our Foundation

We planned to increase awareness, fundraising and donations by evolving our Foundation into a robust, pro-active, long term fundraising arm and strategic partner of the organization.

During our collaborative process, we discovered an improved solution to our fundraising and sustainability needs. We are leveraging the considerable expertise of our local community foundations to steward our endowment funds – keeping our highly successful fundraising events and initiatives integrated with communications, volunteer coordination, and other related teams within CSC.

2016 - 2019 Priorities

We are excited about our new strategic plan, appropriately entitled 'Passion and Purpose'. It leverages our commitment to working collaboratively and doing the right thing to achieve exceptional outcomes. It identifies three key priorities that will guide our work, inspire us and build our capacity for future:

Engaging and Responding

We will engage with and respond to current and potential clients and their caregivers, volunteers, donors, staff and community partners. We will focus on coordinated care, access, and equity.

Delivering Exceptional Experiences

We will deliver exceptional experiences to those we serve through relentless pursuit of responsive and pro-active client and caregiver centered care. We will focus on quality, safety, and value.

Building and Sustaining Capacity

We will build and sustain our capacity to meet current, emerging, and future needs. We will focus on engaging and investing in our people and stewarding our resources.

"I am a stroke survivor. Years of therapy in hospitals and rehabilitation centres helped me to learn to write, speak, and work again. I am disabled, I am older, I am slow, and have a weak left side of my body and weak balance. I walk with a cane, so many times I lost my balance and fell down. When your facilitator came to our building, I started attending the classes. My balance is still improving, my body is stronger, and I have more energy after exercises. My bones are stronger, I am with friends having exercise, with lots of fun and talks, learning more every day."

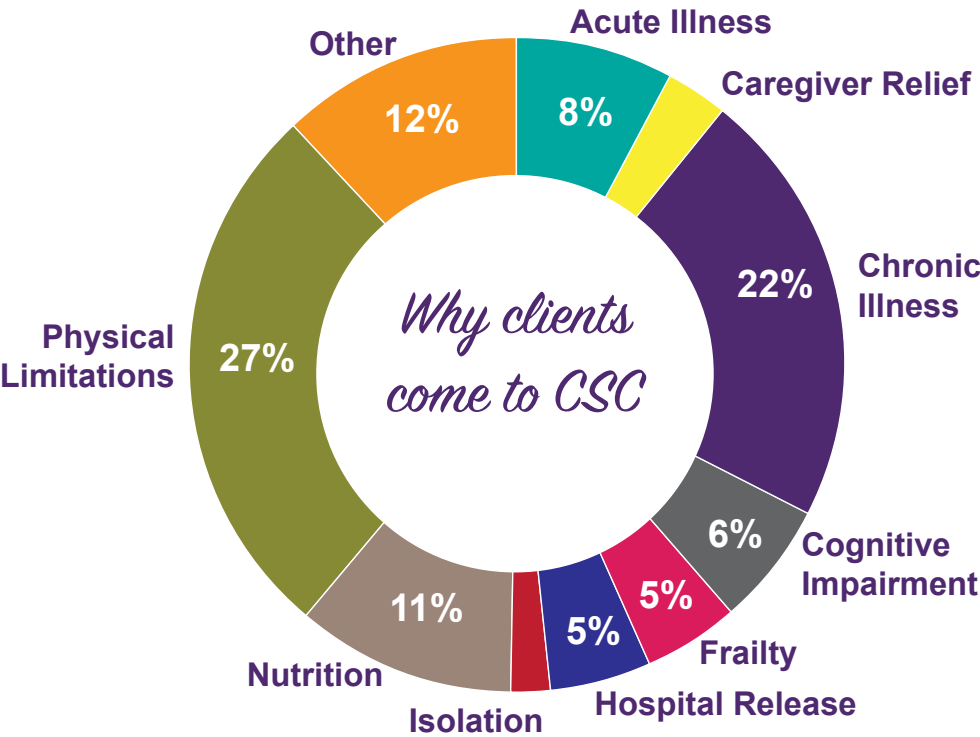
"Before the exercise program started, my wife was spending a lot of the day in bed and not going to the dining room for meals very often. She is now getting up in the morning, dressing (with a little help from me), participating in a few exercise classes, going to the dining room more often, and is overall a little more active."

"When I started classes about three months ago, I was having trouble picking up my great grandson. The other night he crawled over and I lifted him up with very little effort. I know it's because of this class. I feel better in a lot of ways, but when that happened, I almost cried."



The People We Serve

*Of the 7,195 clients we served last year:
3,668 were over the age of 80;
770 were over the age of 90; and
15 were over the age of 100.*



Volunteers

- 96% of our volunteers are satisfied with their role
- 99% would recommend volunteering with CSC to family or friends

“When the volunteer visited my mother for the first time, it filled her heart with happiness and joy. She enjoys immensely the time they spend together. I think my mother feels as if she is spending time with a granddaughter.”

The People Who Serve

Every year, hundreds of volunteers dedicate their time, talents, and smiles to enriching the lives of our friends and neighbours. While we can't begin to acknowledge the difference each and every one of our volunteers make, this year we celebrated the following milestones:



“I cannot begin to tell you how much I appreciated your volunteer driver service. The bottom line was that you were there when I needed you the most.”

25 Years of Service
Jeff Holland
Ted Scharf

20 Years of Service
Ida Francis
Vinson Francis, Sr.
Gord McConnell
Ernie Neudoerffer
Sandra Williams
Ross Woolner

15 Years of Service
Donald Barwell
Elfriede Bergman
Henry Bergman
Donna Debruin
Leda Gonzalez
Brendan Kelly
Robert Kerr

George Lee
Jerry Majich
Donald Martin
Steve Montague
Bob Pagan
David Scarrow
Terry-Lynn Walker
Darlene Weir

702 volunteers contributed 83,547 hours of service - that's the equivalent of 46 full time roles. The impact of our volunteers can't be underestimated - the salary for 46 full time staff at minimum wage is \$941,850, and at a living wage is \$1,339,520! The difference they make is priceless.





Drive to Deliver

Raised over \$23,000

"By supporting Community Support Connections – *Meals on Wheels and More*, we do more than just feed the clients, we nourish them body and soul. I am proud to support CSC both financially and with my time in the kitchen!"

Brian Plouffe
King Street Trio Uptown



Golf Social

Over 560 meals subsidized

"The Golf Social was just a great experience to get out with some community minded people and enjoy a great day of fun and golf while supporting the efforts of CSC. We were also privy to a fantastic lunch that was cooked at the CSC quarters. You guys do great (and tasty) work."

Darryl Watty
Coldwell Banker Peter Benninger Realty



Tacofest

Raised over \$29,000

"At Little Mushroom Catering, we know how important it is to provide nutritious meals made with fresh ingredients. We love to give back to organizations like CSC, who provide access to a variety of services, including hot meals, to those in our Region. It's always fun to be involved in their foodie fundraisers like Tacofest. The team of dedicated CSC staff and board members come together to make this signature event a highlight for our staff and clients each year."

Stephanie Soulis
Little Mushroom Catering



Souper Sampler

Over 800 meals subsidized

"I've had the honour of being a soup judge at the Mayor's Souper Sampler for years. I look forward to it every fall. I must admit that this event is so much fun that I sometimes forget it's a fundraiser. It's interesting that soup is used as a conduit to bring in funds to feed others right here in our community. Every year I'm delighted to see the efforts of the chefs and their crews and I look forward to hearing the thoughts and stories behind their recipes that make it so much more than just a bowl of soup. This event warms your belly and your heart."

Gayle O'Brien
107.5 Dave Rocks



Thank you for your generous support!

Patricia Abate
Gary Abbott
Mohamed Abdulkadar
Fran Adam
Doug Adams
Elsie Adams
Ron Adkin
Roshan Ahmed
Shirley Ainsworth
Garry & Charlene Aldworth
Tatjana Altarac
Aqueduct Foundation -
The Helmut and Margaret
Oberlander Foundation
Ari Ariaratnam
Ruth Armbruster
George Armstrong
Marjorie Arndt
Jean Pierre & Judy Arnold
Eva Arsenault
Fay Ashcroft
Yvonne Ashley
Hilde Atkinson
Lenore Augimeri
Patricia Bacon
John Baer
Kalyanee Bagchee
Neil Baird
Lucille Balcomb
Ofelia Baldon
Vera Banjac
Betty Bannon
Irene Baptista
Dee Barber

Trifu Barbu
Elizabeth Bareham
Thelma Barnes
Karen Bateman
Kazimierz Bator
Keith Bauman
Wayne Baxter
Wilf Baxter
Jessica & Ryan Bayne
Florinda Bazon
Maureen Beattie
Cathy & John Becker
Anil & Karin Bedi
Dan Bellan
Patrick Berg
Betty Berlet
Joanne Bertram
Rosemarie Bevan
Bigfoot Snowshoes
Lawrence & Jane Bingeman
Steve Bird
Linda & Alan Bluhm
Sylvia Boegel
Rachel Boehm
Shirley Boisvert
Shirley Bonner
Alyce Booth
Donald Bowman
Travis Bowyer
Ruth Boyd
Bill Boyle
Lesley Braun
Eileen Brederek
Brick & Co. Restoration Ltd.

Bereta Brissett
Robert & Susan Broad
Beth & Steve Brown
Daniel Brown & Sue Hutcheson
Dorothy Brown
Lois Brown
Lisa Browning
Lewis Brubacher
Kathi Brunen
Edna Bryce
Carol Buchanan
Margaret R. Bugeja
Kim Burton
Calvary United Church Women
Bill Cameron
Brian Campbell
Stephen Campbell
Gerry Capling
Carstar
Frieda Carter
Sylvia Cartmell
Linda Case
Glen Caswell
Marg A. Cation
Challenger Motor Freight
Ronald Cherry
Mary Jane Chiasson
Bruce Childs
Patricia Childs
Peggy Clail
Al Clark
Richard Clark
Howard Clarke
Lori Clausing

Donna Colis
Catharine Collins
Joan Collins
Mary Ann Comartin
CSC Foundation
Margaret Conner
Robert Cooper
Mary Cormier
Rosemary & Wilf Corriveau
Olive Cowey-Bertelsen
Junne Crouse
Ron Cruickshank
John & Barbara Cullen
Mary Ann Cummings
Gary Cunningham
Tanja Curic
Ruby Cuthbert
Lorraine Cutting
Paul Dainard
Nolan Danard
Carole Darroch
Mike Davison
Shirley Daynard
Paulo De Sousa
Marco & Donna DeBruin
Stephanie Dell
Wendy Dennis
Eileen Detzler
Jean Dickin
Myrna Dilkes
Betty Dingledine
Patsy Dix
John & Dianne Dobbie
Judy Donis

Michael & Freida Dowling
Thelma Drew
Ingrid Drinkwalter
Helen Dubaich
Christopher Dubrick
Marilyn Dufresne
Jean Dungey
Holtby Dunning
Eddie Dupont
Neil Durnan
Sandy Durst
Don & Suzanne Dychuck
Anthony & Sandra Easton
Alexander Egerhazi
Hiltrud Eisenbach
Joyce Elkins
Stephanie Ellens-Clark
Lil Eltherington
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Rudy Enter
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Ron Ertel
Eleanor Eschweiler
Louise Evans
David Fennell
Grant Ferguson
Norine Fielding
Lorraine Fischer
Margaret Fong
Kenneth & Carol Forster
Lydia Froklage
Anne Fullerton
Millie Furzer

Frank Gaal
Johanna Gabor
Jean Gagnon
Lois Gamlem
Gary H. Attack Financial Planning Inc.
Ethel Gastmeier
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Lillian Gauvin
Elizabeth Geimer
Karen Gerhardt
Stanley Gerins
GHD Limited
Jim Gifford
Susan Gorloff
Kathy Gottfried
Yolanda Grant
Doris Grassick
David Gray
Vincent Greenaway
Dr. Marvin Gretzinger
Karin & Rick Gross
Art Hackbart
Marjorie Hallman
Susan Hallman
Edward Halter
Marlene Hamacher
Shirley Hambly
Jane Hamel
Les Harris
Alla Hatt
Wanda Heibein
Janet Heimpel
Ruth Henderson
Joan Hergott

Volunteer Grant Programs: Corporations Recognizing Their Employees' Contribution to Our Community

Scott Thompson, recognized by Manulife Financial
Hanna Bratek, recognized by Sun Life Financial
Robert Fraser, recognized by TD Bank Group
Lori Bordessa, recognized by TD Bank Group

Memorial Donations were generously made in the name of:

Donald Bowman
Norman Harris
Karl Kaufman
Ann Klein-Madlensky

Don & Gertie McDougall
Violet Ann Nyitrai
Jack Tripp
Irwin Weber



In 2015-16, donations and fundraising provided \$97,206 for subsidy, making 23,378 meals and 2,174 rides more affordable for our most vulnerable clients.

Wayne Hergott	Rattan Kalsi	Bill Kuntz	Helmut Lorenz	George McIntosh	Tara O'Donnell
Hans Hessler	Mary Kapron	Katherine Kunz	David Lowater	Lise McMahon	Sheila O'Donovan
Margaret Hibbard	John Kapshey	Robert Kurzwernhart	Bruce Lowe	Doreen McMillan	Olivet United Church
David Hicks	Jennifer Kato	Keiko Kuwabara	Ed Lukezic	Kay McRae	Ronald & Linda Olson
Mae Hicks	Lynne Kattenhorn	Mike & Elaine La Ronde	Catherine Lumb	Meal In A Jar Inc.	Lisa Olsson
Frances Hieronimus	Jeff & Susanne Kaufman	Virginia Labram	Elenor Lunow	Stephen Menich	Lily Orr
Christine & Peter Higgins	Judy Kaufman	Betty & Bruce Lackenbauer	Andy Maaser	Frank & Nancy Mensink	John & Shirley Oswald
Kristin Higgins	Cecilia Kekish	Diane Lafratta	Shirley Mackie	Veronica Michael	Candice Packer
Susan Hill	Grace Keller	Clifford Lam	R. Lorne MacKinnon	Dragutin Mihajlovic	Bob Pagan
Carly Hills	Albert Kelly	Vivian Lamb	Jean MacLean	Freda Millar	Dianne Palmer
Edna Hilton	Theresa Kelly	Mary Jean Lange	Carol Mairena-Wong	Donald Miller	Gertrude Pasyk
Monica Himmelman	James Kempel	Doris Lapointe	Gloria & Jerry Majich	Helen Miller	Zofia Paszek
Peter Hogg	David Kennedy	Fran R. Lavery	Sylvia Malgadey-Forgrave	Madalina Mirea	Laszlo Pataky
Jeff Holland	John & Elizabeth Kerr	R. William Lavigne	Jasbir Mangat	Carol Mitchell	Mary Patterson
Greta Holtzhauer	Mehboob Ali Khan	An Le	Yasmin Manji	Chris Moher	Betty Jean Pauli
Brenda C.S. Holvey	Roshan Kherani	Agnes Leavens	Manulife Financial	Denise Mole	Bruce Payne
Dale Howatt	Julia King	Eleanor LeClare	William Marks	Margaret Moric	Dave Pearson
Robert Hu	Olive Kingson	Young Ja Lee-Mayo	Katharina Marquardt	Gordon Morley	Javier Perez
Andrew Huber	Kitchener Pioneer Lions Club Inc.	Doug Leffler	Jane Marr	Ron Moser	Elizabeth Perrin
Edmund Huber	John & Irene Klassen	Marjorie Legary	Laurie Marrone	Kelly Mota	Craig Pestell
Joyce Hudyma	Aiglee Klassen-Castillo	Roy Lehmann	Eileen Martin	William & Doreen Motz	Nichole Petrie
Catherine Hyde	Lucie Kleinert	Murray Lemanski	Nancy Martin	Helen Mueller	Kathy Phillips
Charlotte Innerd	Christina Klerner	Elaine Lemarcotte	Mary Matlock	Mike Muir	Marsha Phillips
David Innocente	Douglas Knight	Yvette Leonard	Patricia Maton	Elsie Murdock	Stella Piaseczny
Jim Ironside	Janice Knowles	Shirley & Ron Levene	Evelyn Matthews	Helen Murphy	Carl Piellusch
Jackman Construction	Lucy Koch	John & Marilyn Lewington	Ismail Maung Maung	Joan Nagel	Shannon Pierina
Jude Jackson	Jill Kowalchuk	Margaret Lewis	Margret Mcallister	Joanne Nederend	Clifford Pitz
Sadika Jalloul	Pat Krajaefski	Phyllis Lewis	Frankie McArthur	Janet Neill	Helga Poerschke
Kuntie James	George Kramer	Joyce Lindner	Norma McAuliffe	Wendy Newport	Mary Anne Poland
Eric Janhunen	Edith Krieger	Louise Lippert	Fran & Gord McConnell	Linda Nicholson	Stephanie Pollard
Anni Janzen	Hartman Krug	Lara Livingston-Cox	Elaine McCutchen	Marilyn Nicholson	Doris Porter
Malcolm Jones	Marina Krusznsky	Sharon Livingstone	Grant McDonald	Jovanka Nikitovic	Sylvia & Adolph Prachar
Grace Jutzi	Ted Krysciak	Desmond & Genalyn Lo	Mollie McFadden	Stien Nusselder	Frank Preston
Marie Kaal	Martin Kuhn	Marylee Lockett	Ann McGrath	The Estate of Violet Nyitrai	David Pryde

Titia Taylor, Member of Olivet United Church:

“When Olivet United Church asked parishioners to submit ideas for worthy causes to receive a donation from the surplus of funds from selling our church, I quickly became excited because I knew the perfect organization, Community Support Connections – *Meals on Wheels and More!* I was well aware that CSC had the same values as Olivet United Church: compassion, respect, dignity, integrity, and a concern for the community. All these I have witnessed as a volunteer and by speaking with clients and referring people to get assistance. This is an exceptional organization that uses its money wisely to reach its goals within the very community where we all live. For those reading this report who have some time, know that volunteering here will enrich your life also!”



In 2015-16, our community generously gave \$266,656 to support our services!

Jean Pym
John A. Pym
Andy & Carol Quick
Tim Quinn
Glenn & Eileen Raby
Cecile Radno
Barbara Rahn
Shobana Rajan
Maria Rebelo
Margaret Reist
Audrey Reitzel
Grier Rennie
Betty Richardson
Patricia Riehl
Ireen Ringel
Art & Donna Robertson
Ed Robertson
Les Robinson
Ann Robitaille
Raymond & Norah Robitaille
Doug Rodenburg
Rogers Group
Hugh Rogers
Angela Romanick
Robert Rook
Brenda Root
Mary Rose
Rhonwyn Rossi
Sebastien Roussel
Doug & Sandra Rowe
Royal Canadian Legion Branch 126
Royal Canadian Legion Branch 412
Christine Runstedtler
Jennie Russo
Alma Sachse
Elisabeth & Linda Salewsky
Irene Sanderson
Rina Sangers
Christopher Saville
David Scarrow
Michael Schaefer
Nelda Schafer

John Scheele
Ken Scheffel
Larry & Rosemary Schell
Betty Schierholtz
Bette Schmidt
Elenor Schmidt
Kathleen Schmidt
Melvin Schmidt
John Schneider
Dorothy Scholl
Peggy & Keith Schott
Christina Scott
Christian Sebastian
Tom & Cathy Seip
V. Ruth Shantz
Irene Shaw
Joe Sheehey
Marie Shiry
Peter Siambanopoulos
Bill Siegfried
Idella Sieradzki
Society Silverstar
Dolores Simpson
Olive Singh
Richard Skeen
Sue & Richard Skerritt
Helen Smiley
Don Smith
Joan Smith
Marlene Smith
Veronica Smith
Robert & Carol Snelgrove
Tim Sothern
Geoff Spackman
Agnes Spaeth
Eugene Spieker
Spirichi
Guenther & Annemarie
Sprenger
Joyce Spring
Dee Sprung
St. Agnes Women's Group

Isabelle Stauffer
Vern Steel
Karen Stemmler
Dianna Steward
Roberta Stewart
Ana Stoicu
Lori & Corey Straas
Strassburger Windows & Doors Ltd.
Mayura Stratopoulos
Beryl Sturgeon
John Summers
Allen Sun
Sun Life Financial
Margaret Sutton
Betty Tallman
Eva Tauer
Patricia Taylor
TD Bank Group
Ted Teichroeb
Helga Tewfik
Wayne & Delores Thaler
Marilyn Thiessen
Liz Thomas
Edna Thompson
Yvonne Thomson
Ann Tikal
Tire Team Centres Inc.
John Titterton
Naseem Toor
Yesenia Torres
Richard Trottier
Eleni Tsimpragos
Diane Turnbull
June Tustin
Bruce Underwood
United Way of Burlington & Greater
Hamilton
United Way of Greater Toronto
United Way of PEI
Roza Bet Uomaran
Esme Usher
Laurie Vandenhoff

Linda Vanstone
Shahkhanu Velji
Emma Vogl
Constance Voll
John Voss
Rev. Carl & Jean Wagner
Patricia Wagner
Juliet Wahba
Glee Walker
Marilyn Walker
Cathy Waram
Marie Warren

Judith Waterworth
David Westfall
Anna M. White
Jim Wild
Helen Wilkie
Kathy & Bill Wilkins
Kathy Wilkinson
Beate Wille
Sandra Williams
Vicki Williams
Vi Williamson
John Wilson

Mollie Witenoff
WK United
Mennonite Church
Henrich Wolf
Dorothy Woodhouse
Ross Woolner
Linda Yang
Sharon Yantz
Joe Zenker
Ewald Zimmerman
Doris Zinn

CSC is generously funded by



The Kitchener and Waterloo Community Foundation and:

The Alex and Trish Brown Family Fund
The Rev. Carl & Jean Wagner and Family Fund

Community Support Connections Foundation Donors

John & Emilie Brown
Rick Calhoun
Dorian Hausman
Michael Simourd
The Rae Lipskie Partnership



As CSC and our Foundation worked collaboratively to build the Foundation into a pro-active, robust, fundraising and strategic partner, The Kitchener and Waterloo Community Foundation invited us to consider something different: Why not leverage their considerable volunteer talent to steward our endowment funds and continue with our fundraising operationally? This invitation changed our thinking, discussions and ultimately decisions about how we work together in community.

We're pleased to announce that both Boards of Directors agreed to develop partnerships with both The Kitchener and Waterloo Community Foundation and Cambridge & North Dumfries Community Foundation – investing our endowment funds with them, thereby maximizing returns and minimizing duplication of volunteer time and talents.

Both community foundations now have funds dedicated to Community Support Connections – *Meals on Wheels and More* and the CSC Foundation is in the process of dissolution.

Our sincere thanks to the dedicated, visionary Board members of our Foundation who demonstrated the courage to think differently: Anne Tinker, Rev. Carl Wagner, Karl Kaufman, Janet Babcock, Catharine Collins, Monica Himmelman and Frank Mensink.



"I have been participating in SMART group exercise to strengthen my muscles and prevent falls. I am now able to get around without falling. I used to fall all the time, having my husband to get me up. My blood was always out of whack and with good nutritious meals, it has gone back to normal. I am much healthier now."



"Thank you so much for this service. I am now eating a healthy meal daily. Once I am healthy and able to walk, I am going to pay it forward. Thank you to all the volunteers."

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

For the year ended March 31	2016			2015
	Operating Fund	Capital Fund	Reserve Fund	Total
Revenue				
LHIN / Ministry of Health and Long-Term Care	\$ 2,789,878	\$ -	\$ -	\$ 2,789,878
Government grants	67,268	-	-	67,268
Community grants	28,400	-	-	28,400
Client services	765,987	-	-	765,987
Donations and fundraising	236,631	30,025	-	266,656
Interest income	2,496	-	-	2,496
	3,890,660	30,025	-	3,920,685

Expenditures				
Amortization	-	195,746	-	195,746
Bank charges and interest	4,826	-	-	4,826
Client transportation and travel	238,205	-	-	238,205
Community engagement	7,662	-	-	7,662
Equipment, repairs and maintenance	33,456	-	-	33,456
Exercise program payments	358,080	-	-	358,080
Food costs	366,787	-	-	366,787
Fundraising	31,207	-	-	31,207
Insurance	25,995	-	-	25,995
Professional fees	18,678	-	-	18,678
Program supplies	29,285	-	-	29,285
Rent and occupancy	199,937	-	-	199,937
Salaries and benefits	2,358,616	-	-	2,358,616
Supplies	45,527	-	-	45,527
Telephone	26,302	-	-	26,302
Training	16,789	-	-	16,789
Volunteer support	20,408	-	-	20,408
	3,781,760	195,746	-	3,977,506

Excess of revenue over expenditures for the year	\$ 108,900	\$ (165,721)	\$ -	\$ (56,821)	\$ 484,364
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CSC Board of Directors

Veronica Michael,
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Lucie Allard,
Secretary

Stephanie Pollard,
Treasurer

Stephanie Ellens-Clark,
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Ryan Bayne

Monica Himmelman

Julie Schelter

**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.