

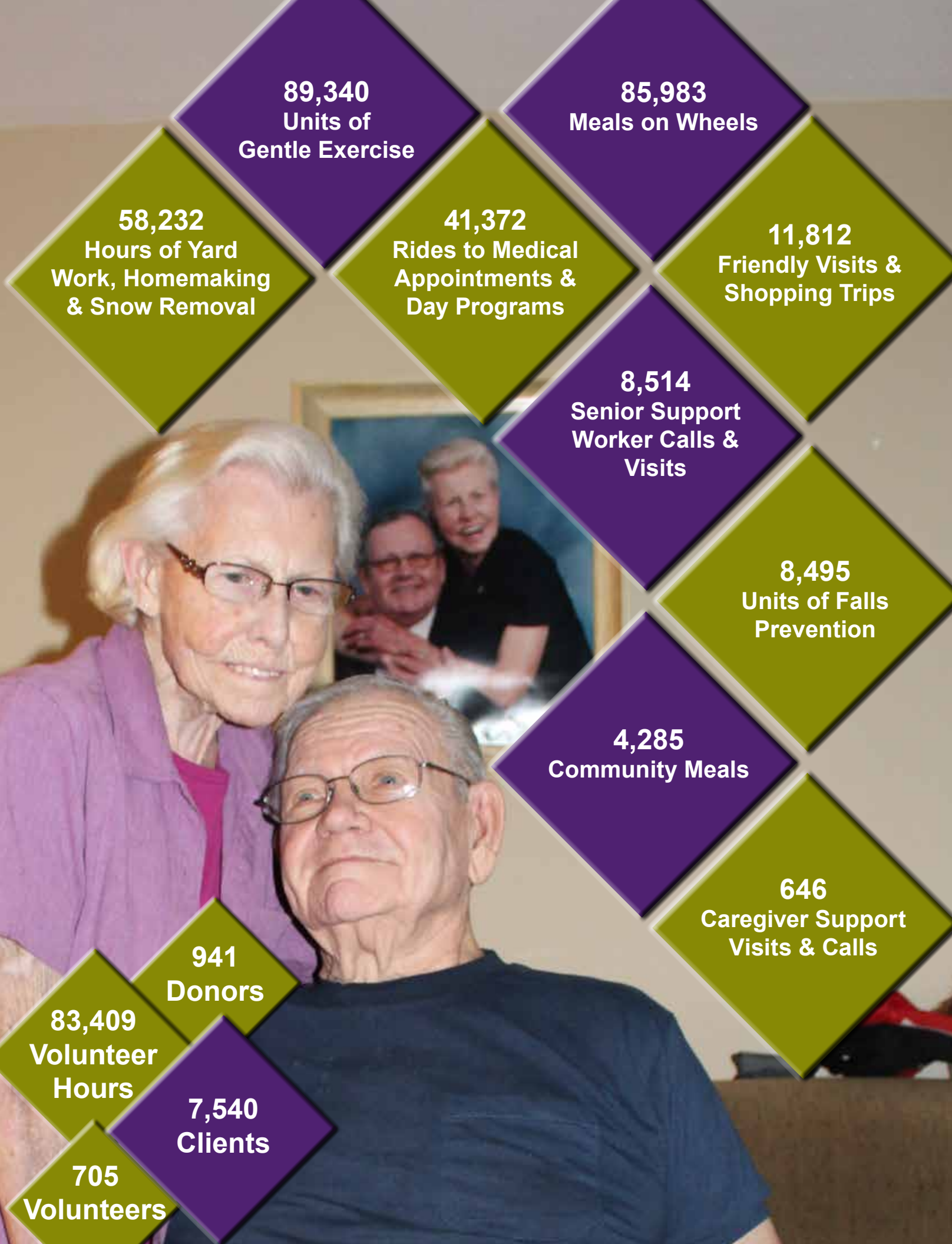
**Community
Support
Connections**



Meals on Wheels and More



2017 Community Report



2017 Board Report

We are thrilled to present our 2016 - 17 Community Report, reflecting yet another year of responsiveness, collaboration, innovation – and the resulting growth to respond to changing community needs. We lived and breathed our strategic plan of engaging and responding to current and potential clients, caregivers, volunteers, donors, staff and community partners, of delivering exceptional experiences through the relentless pursuit of responsive and pro-active client and caregiver centred care, and of building and sustaining capacity to meet current, emerging and future needs.

We listened to the people who are at the centre of everything we do – and responded. We heard clients, caregivers and community partners tell us loud and clear that we needed more Senior Support Workers in more locations, that having our services embedded in the community made them much more accessible. We responded and restructured our whole organization around the idea of local, embedded, client and caregiver centred care. We now have 13 Community Connectors embedded in local community centres, apartment buildings and doctor's offices where they're easy to find, a cross functional customer service team, increased caregiver support, and enhanced supports for volunteers. We worked with our partners to deliver exceptional experiences and to build the capacity and sustainability not only of CSC, but of our community, to respond.

We are fortunate to live in a tremendously generous community. Together with our committed volunteers, donors and community partners, we helped more than 7,500 local people continue to live at home with independence and dignity. For some, Meals on Wheels means a hot meal delivered by caring volunteers; for others, it means decreased anxiety and worry "because I know you're looking out for me". For some, transportation means getting to the doctor's office or the grocery store without feeling like a burden to their children; for others, a ride to visit a life-long spouse who now resides in long term care means everything. For some, free gentle exercise and falls prevention is about staying healthy and preventing decline; for others, improved mobility means being able to pick up their grandchildren. For the people we serve, and the people who serve, it's always about independence and dignity.

Frank Mensink
President

Dale Howatt
Executive Director



The People We Serve

Enabling people to live at home with independence and dignity are more than just words at CSC. It influences everything we say and do, placing people at the centre of our strategic plan and every decision we make. When we thoughtfully reflected on the rapidly changing demographic we serve, we knew we had to leverage our experience of thinking and doing differently – and we did.

Why clients come to CSC



Of the 7,540 clients we served last year:

3,455 were 80+ years old 738 were 90+ years old 9 were over 100 years old

“I used to have to ask my sister to do things for me. My family wants to come over for a visit and not always to help me. Receiving services from CSC opened up a normal relationship with my family and friends. It helps to not have to lean on them, because I was worried that they would stop visiting me since it wasn’t really a visit.”



The People Who Serve

CSC relies on the generosity of more than 700 volunteers to offer rides, deliver meals, visit people in their homes, make reassurance and security check calls, facilitate exercise classes and encourage clients one on one, help in the kitchen and the office, and so much more. With the changing face of volunteerism, we knew that we needed to ‘think and do’ differently with our volunteers. We now have three full time Volunteer Engagement Specialists – whose sole focus is to leverage this generosity, focusing not only on traditional volunteerism but also on student, corporate and other group engagement through new and mutually beneficial partnerships. Students gain meaningful work experience while contributing to the wellbeing of some of our most vulnerable neighbours. Companies with volunteer programs that allow their employees to volunteer within work hours experience enhanced employee and customer satisfaction.

The response has been tremendously positive. In 2016 - 17, we hosted 14 groups in the kitchen – and already have groups lined up to help with our new ‘Harvesting Independence’ garden. From one time team building experiences to weekly commitments, companies like MTE, Scharf Realty, Christian Horizons, Just Energy and the Farrow Group have contributed hundreds of volunteer hours to make our community better.



705 volunteers contributed 83,409 hours of service - that’s equal to 46 full time roles. The impact of our volunteers can’t be overstated - the annual salary for 46 full time staff at minimum wage is \$950,863, and at a living wage is \$1,334,544! The difference they make in the lives of our clients is priceless.

Years of Service

20 Years

Theresa Heibein
Janet Heimpel
Bill Babstock
Grace Jutzi
Mary Vincent

15 Years

Patrick Berg
Rosemarie Bevan
Carol Buchanan
Diane Day
Audre Fellows

30 Years

Carole Neudoerffer
John Scheele

25 Years

Betty Blance
Betty Richardson

Janet Fraser
Daniel Frei
Mary Jean Lange
David Lowater
Catherine Lumb

Barbara Malcolm
Freda Millar
Cory Owen
Elisabeth Patterson
Christian Sebastian

Engaging & Responding

We needed to be more accessible, so we combined several positions into new ‘Community Connectors’: warm and friendly CSC staff embedded in community locations, who deliver free gentle exercise, help people access the services they need – and roll up their sleeves to do what needs to get done in the meantime. Our 13 Connectors work out of local apartment buildings, community centres, food banks and nurse practitioner clinics, which makes it easy for people to find and access them when they need them.

“CSC really cares about what we, as clients, have to say. It feels good to recommend something and then to see the change take place. It’s nice to be listened to, respected, and taken seriously.”

We also moved our Cambridge office to the Hub @ Langs, beside the Alzheimers Society and the Intensive Geriatric Service Workers, just a few short steps from a myriad of other programs and services.



“Before moving to the senior’s apartment building (with the Connector), I was not aware of all of the services available in the community. I am now signed up for the shopping bus, I do the exercise class, I get Meals on Wheels and I go to community dining. These services have lowered my stress levels, they get me out of the house and I’m meeting lots of new people. I didn’t think that I would ever be this involved at my age!”

We combined positions into a new Customer Service and Scheduling Team that schedules client rides with both volunteers and agency vehicles, MOW volunteer routes and much, much more. The team has also begun to schedule evening and weekend rides to meet the constantly increasing demand for transportation.



In order to enable people to live with independence and dignity, we need to support caregivers – spouses, families, friends and neighbours – so that they can provide the best care possible. This year we dedicated more resources to Caregiver Support, to provide both groups and one on one supports in more locations throughout our community. Last year, 210 people accessed this service in 12 different community locations.



“The sharing was good because other people’s stories provide perspective and make me realize I’m not the only one struggling.”

“The rides to the doctor appointments are amazing. The drivers are so kind and friendly. They never make you feel rushed, and they always wait for you to finish your appointment. I wouldn’t be able to afford visiting my doctor, getting my blood work done, or taking my sister to Hamilton hospital for her chemo treatments without CSC. It means the world to me that I can be there with my sister in the hospital.”



Exceptional Experiences

CSC is committed to offering quality programs and services that create exceptional experiences for our clients and their caregivers. To do so, we connect with them, both formally and informally, on a regular basis to ask their opinions, ensure that they are satisfied with the services they receive and that their needs are being met. We listen to their feedback and respond.

In 2016, we conducted our first agency wide Client and Caregiver Experience Survey where 1,081 clients and caregivers shared their thoughts.

- ◆ 99% would choose CSC if they needed services again and/or recommend CSC to friends and family
- ◆ 95% felt that CSC staff and volunteers explained the purpose of our services well
- ◆ 93% reported that staff are responsive to their needs
- ◆ 90% felt the services started within a reasonable period of time

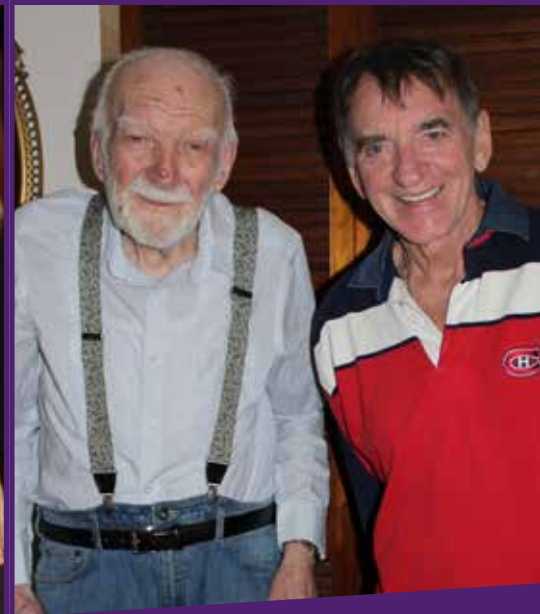
In terms of self-reported outcomes, responses mirror those in our program evaluations:

- ◆ 96% reported that CSC services help them meet their goals
- ◆ 92% reported that CSC services enable them to live where they want
- ◆ 92% reported that CSC services improve their quality of life
- ◆ 88% reported that CSC services improve their feeling of independence

We also conducted more in depth evaluations of our Friendly Visiting, FAB FIT, Reassurance Calls, Crisis, Caregiver Support and Meals on Wheels programs, feedback from which was incorporated into program development.



Accreditation is an ongoing process that CSC is proud to be a part of, an opportunity for continued learning, growth and development to better serve our community. In November, we became fully accredited by Accreditation Canada. Experienced professionals from accredited health facilities visited CSC, reviewed our policies, procedures and practices, spoke with Board, staff, volunteers, clients and caregivers. They found CSC to be ***“an inclusive, no blame, transparent culture comprised of a highly and diversely skilled Board, staff and volunteers, with clients and families at the centre of care.”***



Building Capacity & Sustainability

Building and sustaining capacity to meet current, emerging and future needs is about investing in our people, diversifying our revenues sources, initiating environmentally friendly initiatives and better using data to make evidence based decisions.

In 2016 - 17, we were thrilled that the 100 Women Who Care Waterloo Region shared our vision for more fresh, local content in our meals and invested not only in our 'Harvesting Independence' garden but also an internal green wall that improves our work environment.

The Ontario Trillium Foundation generously supported the development of both a feasibility study and business plan for a potential social enterprise that will not only contribute significantly to our mission, but also our organizational capacity. We hope to report the launch of that social enterprise in our 2017-18 report.

Based on an energy assessment performed by EnviroStewards, we retrofitted more than 270 internal lights with energy efficient LED lighting to decrease our energy consumption. We also modified several internal processes to decrease paper and printer cartridge usage.

The YMCA generously offered us centrally located space on Hespeler Road and St. Paul's Lutheran church in Waterloo similarly provided space for new Meals on Wheels Depots – minimizing our mileage which means reduced carbon emissions and more time and resources for our clients.



Our bingo volunteers are at the Cambridge Bingo Centre every other Monday afternoon, including holidays! Last year, CSC raised over \$15,800. All the funds raised through the Bingo partnership are used for our Meals on Wheels program costs in Cambridge.

Statement of Operations

“When you walk in the front door to the Connector office, the main office, the dining event, the shopping bus, whatever, you feel important. The staff and volunteers make you feel like you matter to them.”

“I don’t want to ask people to drive me around. I hate it. I hate feeling dependent on someone else, and I hate feeling like a bother. I want my independence and I want to be able to do things on my own. With CSC, I can.”

“The Connectors provide unbelievable support. Now I know who to contact if I need anything. I now have lots of other supports and services available to me, which makes me able to stay in my apartment.”

CSC is generously funded by:



For the year ended March 31				2017	2016
	Operating Fund	Capital Fund	Reserve Fund	Total	Total
Revenue					
LHIN / Ministry of Health and Long-Term Care	\$ 2,831,545	\$ -	\$ -	\$ 2,831,545	\$ 2,789,878
Government grants	66,278	-	-	66,278	67,268
Community grants	40,995	-	-	40,995	28,400
Client services	814,509	-	-	814,509	765,987
Donations and fundraising	290,274	27,740	-	318,014	266,656
Interest income	4,178	-	-	4,178	2,496
	4,047,779	27,740	-	4,075,519	3,920,685
Expenditures					
Amortization	-	188,194	-	188,194	195,746
Bank charges and interest	5,330	-	-	5,330	4,826
Client transportation and travel	237,542	-	-	237,542	238,205
Community engagement	8,186	-	-	8,186	7,662
Equipment, repairs and maintenance	61,281	-	-	61,281	33,456
Exercise program payments	348,040	-	-	348,040	358,080
Food costs	400,905	-	-	400,905	366,787
Fundraising	28,464	-	-	28,464	31,207
Insurance	24,828	-	-	24,828	25,995
Loss on disposal of tangible capital assets	-	4,626	-	4,626	-
Professional fees	37,984	-	-	37,984	18,678
Program supplies	33,383	-	-	33,383	29,285
Rent and occupancy	195,483	-	-	195,483	199,937
Salaries and benefits	2,700,478	-	-	2,700,478	2,358,616
Supplies	47,273	-	-	47,273	45,527
Telephone	31,590	-	-	31,590	26,302
Training	11,722	-	-	11,722	16,789
Volunteer support	11,026	-	-	11,026	20,408
	4,183,515	192,820	-	4,376,335	3,977,506
Deficiency of revenue over expenditures for the year	\$ (135,736)	\$ (165,080)	\$ -	\$ (300,816)	\$ (56,821)

During the year, CSC’s Board of Directors approved a restructuring plan and the costs associated with this plan have been included in the operating fund results for the year ending March 31, 2017.



2017 Community Report proudly provided by the team at Simpson Print



In Support of Meals on Wheels



Tacofest promises three things – tacos, craft beers and cider, and good times! The fourth annual Tacofest was held on June 24, and raised over \$33,800 for our meal subsidy program. This event is made possible through the generous support of sponsors (MTE Consultants Inc., Heffner Toyota, Your Neighbourhood Credit Union, Sandvine, Westmount Signs, Bingemans, Bre Creative, Sylvia Pond Photography, and My IT Guy) and all of our amazing vendors:

- ◆ Abe Erb
- ◆ B@THEMUSEUM
- ◆ The Bauer Kitchen
- ◆ Beertown
- ◆ The Berlin
- ◆ Bingemans
- ◆ Black Oak Brewing Co.
- ◆ Block Three
- ◆ The Bruce Restaurant and Lounge
- ◆ The Busy Locavore
- ◆ The Culinary Studio
- ◆ Descendants Beer and Beverage Co.

- ◆ Elora Brewing Company
- ◆ Ethel's Lounge
- ◆ Fork and Cork Grill
- ◆ Four Fathers Brewing
- ◆ Gilt Restaurant and Lounge
- ◆ Great Lakes Brewery
- ◆ Innocente Brewing Company
- ◆ KW Craft Cider
- ◆ Little Mushroom Catering
- ◆ Mill Street
- ◆ Muskoka Brewery

- ◆ Public Kitchen + Bar
- ◆ Ramblin' Road Brewery Farm
- ◆ Royal City Brewing Co.
- ◆ Steam Whistle
- ◆ Taco Farm
- ◆ Together We're Bitter
- ◆ Wellington Brewery
- ◆ Wildcraft



Drive To Deliver / Golf Social Tournament

Thanks to everyone who came out in support of our 2016 Drive to Deliver/Golf Social Tournament. Your generosity helped us raise over \$19,000 for our meal subsidy program, enough to offset the cost of 4,843 subsidized meals for low income seniors and adults with disabilities in Waterloo Region. Special thanks to our sponsors BMO and Cook Homes.



Souper Sampler

It was a wet, windy day, but that didn't stop more than 500 people from joining us at the 7th Annual Mayor's Souper Sampler for Meals on Wheels! We raised over \$4,300 for CSC Services in the Cambridge Community. Thanks to our dedicated sponsors Toyota Motor Manufacturing Canada and CGT, as well as these amazing restaurants and caterers for providing such delicious soup options:

- ◆ Amber Tree Fresh Market Kitchen
- ◆ B@THEMUSEUM
- ◆ Beertown
- ◆ The Black Badger
- ◆ Blackshop Restaurant and Wine Bar
- ◆ The Bruce Restaurant and Lounge
- ◆ The Hungry Olive
- ◆ Little Mushroom Catering
- ◆ The Loose Grape
- ◆ Melville Café
- ◆ Moderno Bistro
- ◆ State & Main - Cambridge
- ◆ Zoup

Thank you for your generous support!

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Debbie Adare
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Rosemarie Bevan
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Perry Edgar
Carlyn A. Erb
Dobrila Grubescic

Douglas Howald
Ricky Howatt Vasquez Guerrero
Rita Luker
Ivan Matas
Morley Mellen

Monika Peller
Raymond Robitaille
Jackie Siegner
Paul Stumpf

In 2016-17, donations and fundraising provided \$102,042 for subsidy, making 24,195 meals and 1,209 rides more affordable for our most vulnerable clients.

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Lori Hill	Judy Kaufman	Kurzwehnart	Mary Lichty-Neeb	Katharina Marquardt	Katie McQuaid	Elsie Murdock	Marjorie Rosekat
Patricia Hill	Winnifred Kean	Mike & Elaine La	Mona-Marie Linder	Rita Marques	Denise McRae	Becca Murphy	Carol Parsons
Susan Hill	Albert Kelly	Ronde	Joyce Lindhorst				
Carly Hills	Barbara Kennedy	Diane Lafratta	Joyce Lindner				
Edna Hilton	David Kennedy	Vijay Lakshmanan	Sharon Lindner				
Monica Himmelman	Sarah Kenning	Lauren Lam	Brian Linka				

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

Bob Fraser, recognized by TD Bank Group

Stephanie Pollard, recognized by Toyota Motor Manufacturing Canada Inc.

Donations were generously made to celebrate

Frank & Joan Hergott's 50th Wedding Anniversary

In 2016-17, our community generously gave \$318,014 to support our services!

Margaret Parsons	Vi Radcliffe	Jennifer Russell Smyth	Irene Shaw	St. Aloysius Parish	Jean Thiele	Linda Vanstone	Agnes Whittaker
Heena Patel	Cecile Marie Radno	Sunanda Sachdev	Joe Sheehey	St. James Rosemount	Marilyn Thiessen	Milka Varga	Michael Whittrick
Anne Paterson	Tammy Rahamut-	Irene Sanderson	Christine Shields	Shannon Stampatori	Lynn Thom	Shahkhanu Velji	Ev Widarski
Meredith Patrick	Bhagwat	Rina Sangers	Marie Shiry	Joyce & Bill Stankiewicz	Liz Thomas	Trudy Venclik	Sheri Wideman
Betty Jean & Keith	Kathleen Ramroop	Sally Sarachman	Laura Shoemaker	Diane Stanley-Horn	Loretta Thomas	Helcin Vermeulen	Ted Wiebe
Pauli	Diayitri Ramtej	Shirley Sauder-Pitkin	Lynne Short	Larry & Luba Steffler	Joan Thompson	Trang Vo	Kate Wiens
Shelly Pavlic	Sandra Ranton	Christopher Saville	Marjorie Shortill	Ruth Steffler	Shona Thomson	Constance Voll	Helen Wilkie
Bruce Payne	Maria Rebelo	David Scarrow	Peter Siambanopoulos	Darlene Stegner	Yvonne Thomson	John Voss	Janet Willard
Carole Payne	Syd Reginato	Ken Schade	Idella Sieradzki	Karen Stemmler	Kolby Thomson-Latimer	Breda Wade	Jane Williams
Paypal Charitable	Shawna Reibling	Robyn Schall	Isobel Silaschi	Lane Stevens	Kelly Thorman	Rev. Carl & Jean	Vicki Williams
Giving Fund	Janice Reiner	Ted Scharf	Dolores Simpson	Roberta Stewart	Andrea Thornton	Wagner	Vi Williamson
Dave Pearson	Audrey Reitzel	John Scheele	Alison Sims	Erin Strahan	Maria Tickl	Leanne Wagner	Karl Willig
Tara Peers	Betty Richardson	Ken Scheffel	Kim Sims	Anne Strassburger	Ann Tikal	Pat Wagner	Geri Williston
Glenn Peister	Marion Richardson	Allen Schiedel	Bhoopnarain Singh	Christine Strassburger	Anne Tinker	Juliet Wahba	John Wilson
Nicole Pereira	Janine Rigby	Betty Schierholtz	Olive Singh	Strassburger Windows	Tire Team Centres Inc.	WALC Participants	Leeanne Wilson
Elizabeth Perrin	Monica Paola Rivas	Don Schilling	Clarie Skinner	& Doors Ltd.	John Titterton	at Forest Hill United	Doug Winger
Carol Petersen	Barbosa	Grant Schilling	Linda Skinner	Elena Stratopoulos	Kelly Todorovich	Church	Mary Withers
Nichole Petrie	Barbara Roberts	David Schmidt	Maddalena Skowron	Catherine Straus	Anne Toner Fung	Glee Walker	Larry Witzel
Darlene & Jim Pett	Art & Donna Robertson	Kathleen Schmidt	Wayne & Blanche	Sarah Strome	Naseem Toor	Marilyn Walker	Astrid Woerner-Kropp
Carl Piellusch	Ed Robertson	Edward Schnarr	Skuce	The Estate of Paul	Victoria Toschkoff	Shannon Walls	Steve Wong
Janet Pirie	Raymond & Norah	John Schneider	Andrea Smerchinski	Stumpf	Toyota Motor	Waterloo Knights of	Dorothy Woodhouse
Mary Anne Poland	Robitaille	Lisa Schneider	Helen Smiley	Waltraut Stumpf	Manufacturing	Columbus Council	Bernadette & Barry
Stephanie Pollard	Rockwell Automation	The Schnider Family	Joan Smith	Spring Su	Canada Inc.	5135	Woods
Rose Pontes	Canadian Trust	Lynn Schnurr	Marlene Smith	Sun Life Financial	Trillium United Church	Melanie Wawryk	Tina Woods
Judith Porteous	Doug Rodenburg	Kristi Schwab	Veronica Smith	Margaret Sutton	Diane Turnbull	Lauren Weber	Ross Woolner
Beverley Porter	Angela Romanick	Heather Schwartz	Penny Smythe	Jela Svazic	United Way Greater	Patricia Wedderburn	Victoria Worley
Doris Porter	Jean Romeril	Cheryl Schwende	Robert & Carol	Sandra Sydor	Toronto	Katie Weeks	Debbie Wright
Sylvia & Adolph	Robert Rook	Karen Scian	Snelgrove	Beth Tackaberry	United Way of	Dana Weiner	Donna Yendt
Prachar	Brenda Root & Richard	Genesta Scissons-Law	Maria Solina	Phyllis Tangen	Burlington & Greater	Nancy Weller-	Sheila Yendt
Ingrid Pregel	Trottier	Margaret Scott	Tim Sothern	Eva Tauer	Hamilton	McCracken	Gerry Young
Frank Preston	Daniela Rosiu	Christian Sebastian	Stephanie Soulis	Jasmine Taylor	United Way Toronto &	Rita Westbrook	Joan A. Young
Probus Women's Club	Rhonwyn Rossi	Patty Seegmiller	Connie Sousa	Sarah Taylor	York Region	David Westfall	Your Neighbourhood
of Kitchener	Sebastien Roussel	Pearl Seibert	Miranda Sousa	Titia Taylor	Roza Bet Uomaran	Hazel Westfall	Credit Union Limited
Proof Kitchen + Lounge	Margaret Rowe	Arpine Semerjian	Geoff Spackman	Dawne Taylor-Gilders	Greg Van Horn	Bea Wettlaufer	Michelle Zaluski
Donna-Marie Pye	Royal Canadian Legion	Eileen Shantz	Diana Spitz	TD Bank Group	Greg Van Wyck	Lisa Whaley-Chase	Cassandra Zehr
John A Pym	Branch 412	Katelyn Shantz	Guenther & Annemarie	Helga Tewfik	Deedy Vandenberg	Anna M White	Joe Zenker
Andy & Carol Quick	Luis Ruiz	Lorrie Shantz	Sprenger	Wayne & Dolores	Laurie Vandenhoff	Elizabeth White	Dagmara Ziedins
Lynne Quigley	Christine Runstedtler	V. Ruth Shantz	Margaret Sproule	Thaler	Betty Vanderlip	Shelley White	
Tim Quinn	Shannon Russell	Jennifer Sharpe	Dee Sprung	Deb Thiele	Tami Vandyke	Colleen Whitney	

The Kitchener and Waterloo Community Foundation and:

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

"We are a locally owned and operated investment business that was founded in Kitchener-Waterloo through family values and a strong sense of community. Although our work is important, being a community leader and helping those in need is always our first priority. We believe Community Support Connections is a great avenue for us to achieve our charitable goals as it exemplifies many of the core values that our family and business believe in."
Matt Schlotzhauer, Vice President, Matbridge Investments

CSC Board of Directors

Frank Mensink, *President*
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Monica Himmelman
Julie Schelter
Becky Stuart



Mission

Enabling people to live at home
with independence and dignity

Vision

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

**Community
Support
Connections**



Meals on Wheels and More