

**Community  
Support  
Connections**



*Meals on Wheels and More*



2017 - 18  
**IMPACT REPORT**  
[www.cscmow.org](http://www.cscmow.org)



# OUR GOALS

“You’ll never know how many lives you touch in a positive way.” - CSC Client



- 1 Increase service flexibility and availability by expanding evening and weekend transportation service
- 2 Improve ability to respond to needs and risks for clients with increased acuity/complexity by piloting an alternative homemaking option
- 3 Strengthen our financial position and diversify our revenue sources by laying the groundwork to launch a social enterprise

“When our homemaker Kim comes in, she lifts my spirits right up.” - CSC Client



Increased flexibility in transportation helped us provide 41,864 rides, including increasing our shopping trips



100% of clients in homemaking pilot (versus 73% in control) reported service contributed to independence, quality of life, and ability to stay at home



We’ve started menu development for a frozen meal line, after Meals on Wheels partners province wide contributed to our social enterprise business plan

# OUR WORK



# 2018 HIGHLIGHTS



“I got a ton of phenomenal support. It was laid back and you felt you could talk. Just to verbalize the issues takes a lot of stress off and you realize you’re not alone.”

Michael, Caregiver Support Client



85,237

Meals on Wheels



41,864

Rides



91,773

Units of Exercise



10,397

Units of Visiting & Shopping



4,457

Community Meals



66,488

Hours of Home Help



908

Units of Caregiver Support



9,748

Units of Falls Prevention

With the help of 631 volunteers and 744 donors, we served 7,571 clients in our community.



# 2018 Impact Report

## Mission

Enabling people to live at home with independence and dignity

We are delighted to present our 2017 - 18 Impact Report, reflecting our belief that, with people at the centre of everything we do, we can make a very real difference in the lives of the people we serve. The generosity of our community – volunteers, donors, partners, funders – makes this belief a reality.

With the help of 631 caring volunteers, 744 generous donors and hundreds of community partners, we helped 7,571 seniors and adults with disabilities live with independence and dignity. With input from 728 clients and caregivers, we focused our strategy: increasing access and flexibility of our transportation and falls prevention programs, improving quality, safety and value of our homemaking program, and actively working with our supporters to build a more sustainable, diverse and equitable organization.

These improvements were generously supported by the Kiwanis Club of Kitchener-Waterloo who stepped up with a multi-year \$250,000 donation to replace aging vehicles and support CSC’s Community Connectors, the Kitchener Waterloo Community Foundation who supported the expansion of our transportation and shopping programs to evenings and weekends, and the Waterloo Wellington Local Health Integration Network (WWLHIN) who funded in year increases in volume. We can now offer flexibility to clients while freeing up daytime volunteers and vehicles for essential medical appointments. Thank you!

The Board has put a lot of emphasis on finding and supporting alternate funding sources to support the continuing escalation of client numbers who need our support and services. The Board wishes to thank Dale Howatt, our outgoing Executive Director, for the passion, enthusiasm and direction she has provided to CSC over the past ten years. Dale has played a critical role in the development and success of the organization.

As we look to the future, our challenges are many – but so too are our strengths. We look forward to continuing to find innovative and collaborative ways to build a community where everyone feels at home.



Dale Howatt  
Executive Director



Frank Mensink  
President

# Board of Directors

## Vision

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



Our Board functions under the Policy Governance model, which focuses on the establishment and monitoring of value-based policies to further the mission and strategic planning of the organization. The Board meets monthly from September to June, excluding December, and special meetings are scheduled if required. Our standing committees (Governance, Finance, and Quality) meet regularly concerning the organization’s strategic priorities, risk management, financial management, and program outcomes. We report annually to the community about our activities and progress. We also publicize and report on our strategic direction.

CSC has an annual operating budget of approximately \$4.0M. We receive funding from the Waterloo Wellington Local Health Integration Network, the United Way Waterloo Region Communities, the Municipalities of Cambridge, Kitchener and Waterloo, the Kiwanis Club of Kitchener-Waterloo, Ontario Trillium Foundation, Kitchener Waterloo Community Foundation, Cambridge and North Dumfries Community Foundation, and Canada Summer Jobs. Client fees, donations and fundraising complete our operating budget. Donations and fundraising are, and will be, our primary areas of growth in the coming years.

We are committed to working with everyone in our community in order to fulfill our mission. We rely on the goodwill and generosity of many groups and individuals – and believe that together we are much more effective and responsive to community need.

- 2017 - 18 Board of Directors**  
Frank Mensink, President  
Anne Tinker, Vice President  
Lucie Allard, Secretary  
Salim Muzaffar, Treasurer  
Veronica Michael, Past President  
Janet Babcock  
Kathi Brunen  
Phil Hennelly  
Aran Matier  
Stephanie Pollard  
Sunanda Sachdev  
Rebecca Stuart
- Community Committee Members**  
Monica Himmelman,  
Finance & Quality  
Chandra Kancheti, Quality  
Julie Schelter, Quality



# Focus on Client Centred Care

**728** clients, caregivers and volunteers offered perspectives to guide operational decisions

CSC tested a new way of offering homemaking services to increase oversight and responsiveness as more clients are living independently at home for longer, with increasing acuity and complexity. We also tested a sliding scale model for this program, which successfully covered direct costs.

Comparing this model with our traditional brokered service model, clients were more satisfied with the service and their communication with the homemaker in the pilot group.

The benefits were clear, and CSC now offers two models of homemaking to best suit clients' needs.



Pilot satisfaction with service - 100%

Regular program satisfaction - 75%

Pilot communication with homemaker - 100%

Regular program communication - 72%



When it came time to retire our 2008 Dodge Caravan, we conducted four client focus groups to test new types of vehicles. Our clients gave us feedback on comfort, ease of getting in and out of the vehicle, and suitability for their needs. Based on this information, we purchased a Kia Sedona with funds received from the Kiwanis Club of Kitchener-Waterloo.

Clients of Meals on Wheels, friendly visiting, shopping, FabFit, reassurance calls, falls prevention, caregiver support, and homemaking told us CSC services make a very real difference in their lives: contributing to their independence (94%), their quality of life (96%), and their ability to stay at home (94%).

# The Impact of Volunteers

**631** volunteers gave 79,120 hours of their time and talents - that's equivalent to 43 full time roles

**“Thank you for your kindness. Your gift of time and generous spirit means a lot to me.” - CSC Client**



Our volunteers change lives and make a world of difference. Whether front line, or behind the scenes, their support to our clients and staff is immeasurable.

In a new initiative, we welcomed 46 volunteers, including seven groups, to work in our Harvesting Independence Garden. Volunteers contributed 273 hours to prep beds, plant, weed, and harvest to increase the fresh, local content in meals prepared for our Meals on Wheels and community dining clients. Our Tender Loving Care Kitchen was able to incorporate everything from fresh basil to butternut squash into delicious entrees and soups.



## Years of Service Awards

**30 Years**  
Howard Parliament

**25 Years**  
Mary Ann Cummings  
Marco DeBruin

**20 Years**  
Dudley Burke  
Nyle Eby  
Monica Himmelman  
Mary Anne Poland  
Bernard Ross

**15 Years**  
Marie Cressman  
Jean Maclean  
Carol Snelgrove  
Robert Snelgrove  
Annemarie Sprenger  
Guenther Sprenger  
Titia Taylor

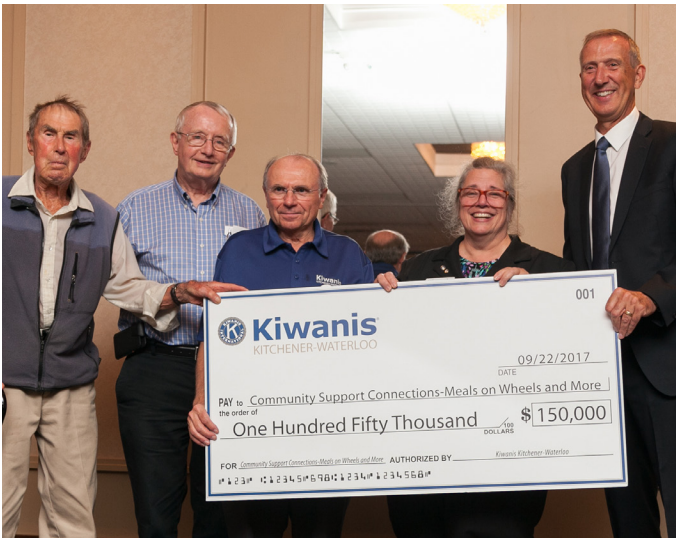


# Community Partnerships

More than 40 years after volunteers from the Kiwanis Club of Kitchener-Waterloo started the Meals on Wheels program in Kitchener and Waterloo, members of that same club announced their continued support for local seniors through a significant gift to CSC. Their investment of \$250,000 over three years is providing two new vehicles for CSC's transportation program and funds for CSC's Community Connectors, who ensure clients can get the services they need in an accessible place close to home.



As demand continued to increase for one of CSC's largest programs, the Kitchener Waterloo Community Foundation invested in the expansion of evening and weekend transportation. This provided greater availability of agency vehicles on the road at different times, with the specialized recruitment of additional volunteer drivers. We added 27 new transportation volunteers to our amazing roster.



CSC also participated in a system wide collaborative Quality Improvement Plan to decrease re-admissions of patients with congestive heart failure. Partners included Cambridge Memorial Hospital, Langs, WWLHIN Homecare nurses, Grandview and Two Rivers Family Health Team. Our part of the plan? Making sure rides were available for patients to visit primary care within seven days of discharge. The results? Readmissions decreased from 22% to 18% - and the collaborative improvement efforts continue.

119

locations for CSC services are provided by our community partners at no charge



Over the last ten years, CSC's free, gentle exercise programs have grown from 16 classes led by dedicated volunteers, to group classes at over 90 locations. Our latest initiative is for individuals with hip or knee osteoarthritis symptoms. Staff kinesiologists now lead the GLA:D program at the A.R. Kaufman YMCA and the Chaplin Family YMCA, in partnership with VON who is offering the program in Guelph Wellington.

We also worked with community partners to expand our falls prevention programming through the introduction of two permanent locations to improve access for people not already familiar with our programming, supporting a 15% increase in enrollment over the previous year. Rockway Centre opened in April 2017 and Salvation Army Kitchener Community Church in September 2017.



Our friendly Community Connectors conduct new client intakes, connect clients with appropriate services and stay in touch with them throughout their time with us to ensure their service needs are being met.

Thanks to community partners, our Connectors are now embedded in 22 accessible community locations making them easier to meet to access services.

- Cambridge Housing
- Cambridge Self-Help Food Bank
- Carizon
- City of Kitchener Community Centres
- House of Friendship
- Independent Living Centre
- Kitchener Housing
- Kiwanis Cambridge
- Langs
- Mill Creek Terrace
- North Dumfries Community Health Centre
- Region of Waterloo Housing
- Saint Luke's Place
- Senioren Haus



# Events

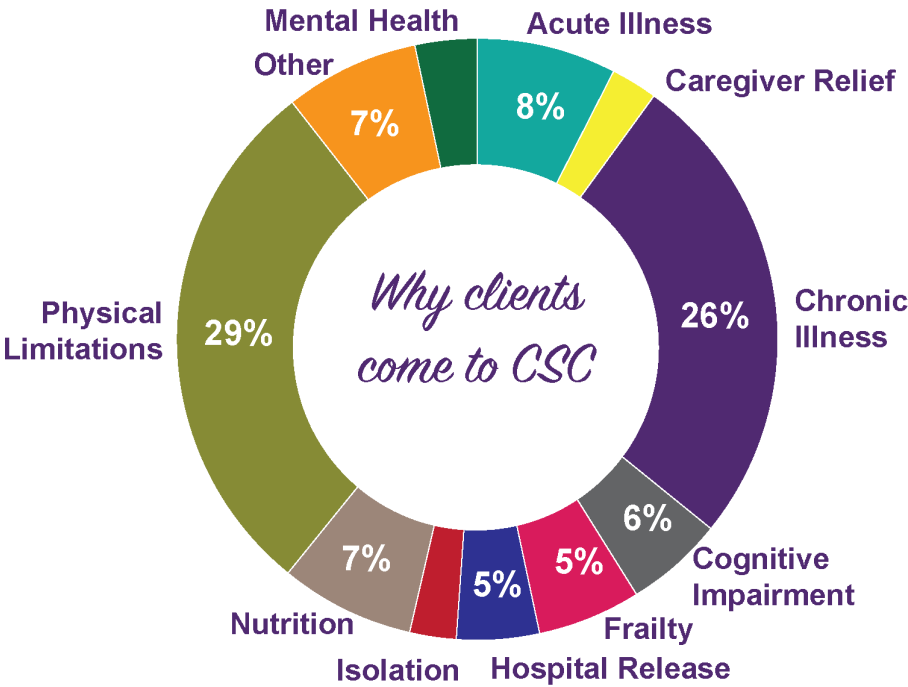
21

local mayors, MPs, MPPs, and councillors joined our volunteers for Mayors for Meals

The internationally celebrated Mayors for Meals offers a way for local funders and dignitaries to join dedicated volunteers on their meal delivery routes, to meet Meals on Wheels clients and see first hand how the program makes a difference.



CSC's Chef Paula also went out to meet clients and hear their feedback about the meals she prepares with a team of volunteers and staff in the kitchen.



Of CSC's 7,571 clients,  
**15** were aged 100+  
**841** were ages 90-99  
**2,659** were ages 80-89  
and **28%** were under age 65

3

fundraising events inspired support from our community, raising \$74,985 for services



The 5th annual Tacofest raised \$48,934, thanks to 16 local restaurants and craft brewers who generously donated their food and drink offerings.



The 13th annual Drive to Deliver Golf Tournament raised \$20,855, enough to subsidize over 5,500 meals for lower income clients in our community.

**“Without your support, I do not think I would be able to stay in my apartment.”**  
**- CSC Client**



The 9th annual Mayor's Souper Sampler for Meals on Wheels saw more than 500 attendees who helped raised \$5,196 for CSC's programs and services.



# Donors

Mohamed Abdulkadar	Barrday	Sylvia Boegel	A. Bruce Buckingham
Activa Holdings Inc	Karen Bateman	Rachel Boehm	Karen Budel
Fran Adam	Batorex Ltd.	John Boersen	Marguerite Buller
Doug Adams	Keith Bauman	Esther Boettcher	Carol Young & Stella
AGF Group Foundation	Joan & Walter Baxter	Shirley Boisvert	Burnham
Antoinette Ahier	Jessica & Ryan Bayne	Dorrell Boles	Louise Burns
Deborah Allerton	Douglas & Margo Bean	Alyce Booth	Gail Burtch
Sharon Alvarez	Julianne Beaupre	Gerlinda Bouda	Maria Cabral
Udai Anand	Margaret Bebinski	Travis Bowyer	Cheryl Cadieux
Janice Anderson	Warren & Bernice	Bill Boyle	Gena Caicco
Susan Armstrong	Bechthold	Sorin Bradea	Clair Callaghan
Jean Pierre & Judy	Gloria Bednar	Lewis Bradich	Cambridge & North
Arnold	Dan Bellan	Catherine P. Bradley	Dumfries Community
Eva Arsenault	Nancy Berg	Anna Breen	Foundation -
Barbara Arthur	Patrick Berg	Brick & Co. Restoration	Community Support
Yvonne Ashley	Genie Berger	Robert & Susan Broad	Connections Fund
Robin Atchison	Paul Bergman	Beth & Steve Brown	Anne Cameron
Margaret Austermeuhl	Joanne Bertram	Ibi Brown	Brian Campbell
Janet Babcock	Nyssa Biedermann	Lois Brown	Esther Carlton
Patricia Bacon	Bigfoot Snowshoes	Lewis Brubacher	Sylvia Cartmell
John Baer	Sun Bing He	Kathi Brunen	Rosa Carvalho
Cecile Balm	Lawrence & Jane	Bernice Brunton	Richard Carvell
Bonnie Barnard	Bingeman	Edna Bryce	Linda Case
Thelma Barnes	Wendy Bingham	Carol Buchanan	Heather Cawsey



Donors touring CSC offices in November during our Donor Open House

744

generous donors helped us raise \$445,514, supporting people’s choice to stay at home

Challenger Motor	Marie Demeis	Lil Eltherington	Stanley Gerins
Freight	Elenna Denisoff	Gerry Engel	Nancy & Fraser Gibson
Marion Mutton &	Sharon Densmore	Paul & Hertha Enns	Terry Gies
Gordon Chambers	Wolfgang Derle	Elizabeth Erb	Jeanette Gifford
Robert & Karen	Jim DeRoo	Mary Ertel	Marianne Gilberg
Chambers	Jean Dickin	Ron Ertel	Heather Gilbey
Betty Chapman	Patricia Dicks	Eleanor Eschweiler	Helen Gilicze
Michael Charles	Ron Ditner	Luciana Eydt	Givesome Foundation
Dale & Virginia Charlton	John & Dianne Dobbie	Wende Fansher	Tara Glaude
Mary Chen	Traute Doerel	Zelia Faustino	Randy & Karin
Peggy Clail	James Doering	Mary Fell	Gondosch
Colin Clarkson	Ann & Louis Domjan	David Fennell	Kathy Gottfried
Wangari Clelland	Bernard Dost	Andrew Ferguson	Bob & Sherry Graham
Patrick Cline	Helen Douglas	Grant Ferguson	Yolanda Grant
Ann Collins	Lois Dow	Fibernetics	Cathy Gregory
Catharine Collins	Michael & Freida	Norine Fielding	Betty Lou Grosz
Alice Cook	Dowling	Nancy Fietsch	David Guenther
Betty Cook	Thelma Drew	Jessie Finkelberg	The Mark & Jenny
Patricia Cook	Michelle D’Souza	Brian Fisher	Guilbert Foundation
Robert Cooper	Dr. Martina Power &	Linda Flemming	Elisabeth Guilhauman
Mary Cormier	William Duncan	Alvin & Marilyn Forler	Saleema Habib
Eric Cornford	Ken Dunford	Carol Fouse	Peggy Hagen
Doreen Couch	Eddie Dupont	Ivan & Myrna Frederick	Marjorie Hallman
Lesley Crompton	Don & Suzanne	Shirley Fries	Susan Hallman
June Crouse	Dychuck	Dianne Frombach	Anne Halter
Elva Crowe	Benjamin Dyck	Sylvia Froome	Marlene Hamacher
Mary Ann Cummings	Charlotte Dykes	Joy Fryfogel	Shirley Hambly
Gary Cunningham	Leonard Dymond	Anne Fullerton	Jane Hamel
Pat Cunningham	Jean Dyszuk	Frank Gaal	Sandra Hammond
Brenda Davidson	Jean Eckmier	Daniel Gadoua	Barbara Hanna
Margaret Rose Davis	Erika Edler	Jean & Willie Gagnon	Dusan Hanousek
Douglas Day	Hiltrud Eisenbach	Lois Gamlem	Josh Hargraves
Kay De Silva	El Shaddai Outreach	Gary H. Attack Financial	Les Harris
Renee Debrot	Ministries Inc.	Planning Inc.	Marnie Hart
Marlene Delicart	Stephanie Ellens-Clark	Elizabeth Geimer	Margaret Hastings
Stephanie Dell	Wendy Ellis	Dave George	Alla Hatt

## Memorial Donations were generously made in the name of:

Sally Beaupre	Paul William Jones	Marie Neeb
Gerth Daub	Harry Kempthorne	Howard Parliament
Joan Gurlitz	Michael La Ronde	Doreen Elaine Wilhelm
Frances Hieronimus	Fred Mendler	



# Donors

Norma Hayman	Brenda Holvey	Ronald Johnston	John & Irene Klassen
Gertrude Haynes	Betty L. Hooper	Malcolm Jones	Lucie Kleinert
Bella & Probhat Hazra	Rosalind Horne	Joan Joseph	Lucy Koch
Sharon Healey	Eileen Horrigan	Grace Jutzi	Christel Koehler
Linda Henderson	Audrey Howard	Yvonne Kaine	Doreen Koenig
Brian Hendley	Dale Howatt & Greg Kelly	Natalie Kalte	Judy Kovats
Linda Hendry	Robert Hu	Chandra Sekhar Kancheti	John Kraehling
Joan & Wayne Hergott	Joyce Hudyma	John Kapshey	George Kramer
GINNY HESS	Joyce Hunt	Jennifer Kato	Elizabeth Krampelj
Kim Hetherington	Eva Huschilt	Judy Kaufman	Barbara Helena Krasowski
Hanna Heuckroth	Estate of Catherine	Karen Keeling	William Kreller
David Hicks	Patricia Hyde	Eleanor Kerr	Edith Krieger
Mae Hicks	Charlotte Innerd	Mehboob Ali Khan	James & Shelley Kropf
Kristin Higgins	Gail C Ireland	Olive Kingson	Hilda Krotz
Audrey Hill	Ruby Ironside	Joe Kirkey	Hartman Krug
Carly Hills	Joyce Irving	John Kiss	Martin Kuhn
Edna Hilton	Brigid Isenor	Kitchener Autobody Inc.	George Kurniawan
Renate Himmel-Hobson	Geraldine Jacob	Kitchener Mennonite Brethren Church	Robert & Veroy Kurzwehnart
Monica Himmelman	Anne James	Kitchener Pioneer Lions Club Inc.	Mike & Elaine La Ronde
Monika Himsl	Mary Anne Jantzi	Kiwanis Club of Kitchener-Waterloo	Angela LaFlamme
Mary Hobbs	Anni Janzen		Diane Lafratta
Donna Hodgkinson	Peter James Jeffrey		
Terry Hoffmann	Edelgard Jeftovic		
Jeff Holland			



AGF - Rebar Inc cheque presentation at Meals on Wheels on Us Donor Lunch

**\$101,790** subsidized 23,680 meals and 1,717 rides, supporting our most vulnerable clients

Lauren Lam	Catherine Lumb	Mollie McFadden	Joanne Nederend
Katherine Laman	Gloria Lumb	Jane McKeon	Marlene & Clayton Neeb
Vivienne Lamb	Helen Lumby	Lise McMahon	Jason Neiva
Karla Lambe	Richard Lys	Doreen McMillan	R Graham Nelson
Mary Jean Lange	James MacDonald	John McMorland	Eileen Niall
Doris Lapointe	Shirley Mackie	Karen McNichol	Audrey Nicholls
Dorothy Larocque	R. Lorne MacKinnon	Paul McPherson	Dawn Nieuwesteeg
Anam Latif	Jean MacLean	Kay McRae	Lisa Norton
Fran Lavery	John MacNeil	Sharan Mellor	John Nunn
Peter Lawler	Margaret MacPherson	Stephen Menich	Stien Nusselder
Eleanor LeClare	Gloria & Jerry Majich	Frank & Nancy Mensink	Nyle & Carol Nussli
Joan Ledingham	Gurdip & Kanwal Mamak	Michael Mensink	Tara O'Donnell
Patrick Ledwidge	Jasbir Mangat	Paul Merritt	The Helmut and Margaret Oberlander Foundation
Cheryl Lee	Yasmin Manji	Veronica Michael	Samantha Olsen
George Lee	Manulife Financial	Dragutin Mihajlovic	Lisa Olsson
Margaret Lee	Denis Marcotte	Don Miller	Muriel Omand-Naylor
L. Lehner	William Marks	Carol Mitchell	Lily Orr
William Leighfield	Betty Marshall	Christine Mitchell	Maria Owet
Edith Lenz	Barbara M Martin	Andrea Mondoux	Eveline Ozols
Andriena Lesich	Sylvia Massey	Gloria Montserin	Bob Pagan
Marie Levesque	David & Ginny Mathies	Margaret Moric	Gary & Sue Parker
Sandy Levesque	Aran Matier	Ann Moser	Howard Parliament & Marjorie Rosekat
Margaret Lewis	Evelyn Matthews	William & Doreen Motz	Bruce Payne
Joyce Lindner	Ismail Maung Maung	Helen Mueller	Allan & Elizabeth Payntz
Barbara Lindsay	Janna Mazuryk	Brian & Bonnie Murdoch	Dave Pearson
Joyce Lindsay	McAfee Canada ULC	Elsie Murdock	Elizabeth Perrin
Brian Linka	Norma McAuliffe	Tracy Murphy	Marlene Peterson
Mary Lou Little	Gloria McBride	Glenna & J. Ian Murray	Nichole Petrie
Louise Litwiller	Cassidy McCabe	Jean Murray	Janice Phillips
Sharon Livingstone	Alma McCarthy	Judy Murray	
David Lowater	Grace McDonald	Salim Muzaffar	
Bruce Lowe	Grant McDonald	Chris Nanson	
Muoi Lu	William McDonald	Mary Nau	
Ed Lukezic			

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

- Manulife Financial, recognizing Andrew Pearen
- TD Bank Group, recognizing Bob Fraser
- Toyota Motor Manufacturing Canada Inc., recognizing Stephanie Pollard



# Donors

Stella Piaseczny	Dieter Rogas	Mario Agate & Marilyn	Snelgrove
Carl Piellusch	Tony Romeril	Schneider	Ruthanne Snider
Stephanie Pollard	Jean Romeril	Gerry Schnurr	Deborah Soanes
Eileen Porter	Robert Rook	Mary Scholz	Social Planning Council
Rita Post	Brenda Root & Richard	Franz Schulz	of Cambridge & North
James & Shirley Potts	Trottier	Connie Schuts	Dumfries
Premium Plus Tool	Helga Rosekat	Bettie Schuurman	Tim & Teresa Sothern
Repair & Packaging	Rhonwyn Rossi	Anna Schwab	Geoff Spackman
Inc.	Marg Roth	Irene Schwindt	Sharon Spall
Frank Preston	Christine Runstedtler	Steve Scott	Sandra Sparkes
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Kitchener-Conestoga	Marcia Ryan	Christian Sebastian	Supply
Jack Pym	Irene Sanderson	V. Ruth Shantz	Ilse Specka
Cecile Marie Radno	Rina Sangers	Stephen Sharma	Mario Speziale
Shobana Rajan	SAP Canada Fund at	Jennifer Sharpe	Linda Spiewak
Mitch Ramsay	Toronto Foundation	Kathleen Sheehy	Annemarie & Guenther
Diayitri Ramtej	Christopher Saville	Laurene Sherk	Sprenger
Anna Rapp	David Scarrow	Marie Shiry	Dee Sprung
Barbara Ready	Ken Schade	Jane Shivas	St. Aloysius Parish
Maria Rebelo	Robyn Schall	Catherine Sidle	St. Francis Catholic
Jim Reid	Ted Scharf	Silver Star Society	Women's League
Joan Reid	Gwendolyn Schedewitz	Albert & Jennifer	St. James Rosemount
Brandon Reidel	Ken Scheffel	Simoes	United Church
Margaret Reist	Marilyn Scherrer	Dolores Simpson	Joyce & Bill Stankiewicz
Reiner Remers	George Schertzer	Nadine Simpson	Rosemarie Startek
Pauline Rennie-	Schiedel Construction	Bhoopnarain Singh	Karen Stemphlet
Tomlinson	Incorporated	Olive Singh	Laurie Stephens
Marion Richardson	Allen Schiedel	Richard Skeen	Christine Sterzik
Patricia Riehl	Chuck & Charlotte	Helen Smiley	David Stewart
Janine Rigby	Schiedel	Joan Smith	Roberta Stewart
John & Nancy Riley	Betty Schierholtz	Lois Smith	Ana Stoicu
Doreen Rivers	Bette Schmidt	Sheila Smith-Jones	Jody Strangward
Art & Donna Robertson	Kathleen Schmidt	Jean & Len Sneath	Sarah Strome
Donna & Jim Robinson	Marie Beatrice Schmidt	Robert & Carol	Waltraut Stumpf

# Thank you for your generous support!

Helen Sun	Peter Toner	Anne Victoros	Tiffany Webster
Gerald & Joyce Swing	Naseem Toor	Henny Visser	Martin Weigelin
Natasha Szabolcs	Peter Townshend	Emma Vogl	John D. Weise
Yuen Ha Tang	Toyota Motor	Connie Voll	David Westfall
Phyllis Tangen	Manufacturing	Diane Voll	Bernie Wettlaufer
Eva Tauer	Canada Inc.	Rev. Carl & Jean	Mike Whate
Titia Taylor	Shelley Trupp	Wagner	Anna M White
TD Bank Group	Margaret Tupling	Henry Wagner	Janice & Tony White
Linda Teather	Zeinab Turkey	Patricia Wagner	Gerda Wiens
Helga Tewfik	Walter Twomey	Juliet Wahba	Clyde & Janet Wight
Delores & Wayne	United Way Toronto &	Diane & Richard	Helen Wilkie
Thaler	York Region	Walden	Laura Wilkinson
G. Jenny Theriault	University of Waterloo,	Glee Walker	Lorraine Williams
Betty Thiessen	School of Accounting	Monika Walter	Vicki Williams
Marilyn Thiessen	and Finance	WalterFedy	Vi Williamson
Lynn Thom	Marguerite Vallee	Donna Walters	John Wilson
Liz Thomas	Ben Van Dieren	Kendal Watamanuck	David Wing
Gray Thompson	Greg Van Horn	Waterloo Knights of	Doug Winger
Terry & Jenni	Deedy Vandenberg	Columbus Council	Heinz Wolf
Thompson	Lina Vandennoort	5135	Dorothy Woodhouse
Kim Thomson	Betty Vanderlip	Waterloo-Wellington	Ross Woolner
Yvonne Thomson	Linda Vanstone	Chapter of Appraisal	Your Neighbourhood
Ann Tikal	Vince Vasco	Institute of Canada	Credit Union Limited
Tire Team Centres Inc.	Ion Vasilescu	Glen & Lynda	Marlene Zieske
John Titterton	Trudy Venclik	Weatherdon	

**“We support and believe in the important work CSC is doing in our Region. The meaning of the word Community has its roots in “*sharing things in common*”. This translates at CSC into people sharing their resources, talents, time to support those in need in our Community.” - Brick & Co. Restoration Ltd.**

**“MTE has a culture of caring for the communities we help build. So when it came to volunteering for a Meals on Wheels route it wasn’t hard to find a group of MTE staff willing to help. And because this group volunteers their time, MTE also supports CSC’s events through sponsorship. We also do this because we believe that the work that CSC does positively impacts Waterloo Region and makes it a better to place to live, work and play.”**  
**- More Than Engineering**

- Kitchener Waterloo Community Foundation and the:**
- Community Fund
  - Community Support Connections Fund
  - Lonsdale and Roberta Schofield Fund
  - The Motz Family Endowment
  - Rev. Carl & Jean Wagner and Family Fund
  - TD Canada Trust Merv Lahn Community Development Fund
  - Westfall and Hill Family Fund



# Funders

9

generous funders, making a difference in our community



WWLHIN staff volunteering in the Tender Loving Care Kitchen

# Statement of Operations

For the year ended March 31				2018	2017
	Operating Fund	Capital Fund	Reserve Fund	Total	Total
<b>Revenue</b>					
LHIN / Ministry of Health and Long-Term Care	\$ 3,123,845	\$ -	\$ -	\$ 3,123,845	\$ 2,831,545
Government grants	72,967	-	-	72,967	66,278
Community grants	134,680	16,400	-	151,080	40,995
Client services	860,178	-	-	860,178	814,509
Donations and fundraising	358,444	87,070	-	445,514	318,014
Interest income	8,206	-	-	8,206	4,178
	4,558,320	103,470	-	4,661,790	4,075,519
<b>Expenditures</b>					
Amortization	-	192,499	-	192,499	188,194
Bank charges and interest	5,534	-	-	5,534	5,330
Client transportation and travel	246,621	-	-	246,621	237,542
Community engagement	14,159	-	-	14,159	13,474
Equipment, repairs and maintenance	84,869	-	-	84,869	61,281
Exercise program payments	445,482	-	-	445,482	348,040
Food costs	398,170	-	-	398,170	400,905
Fundraising	39,631	-	-	39,631	28,464
Insurance	24,395	-	-	24,395	24,828
(Gain) loss on disposal of tangible capital assets	-	(1,060)	-	(1,060)	4,626
Professional fees	61,853	-	-	61,853	37,984
Program supplies	35,589	-	-	35,589	33,383
Rent and occupancy	167,073	-	-	167,073	195,483
Salaries and benefits	2,779,835	-	-	2,779,835	2,700,478
Supplies	44,913	-	-	44,913	41,985
Telephone	17,433	-	-	17,433	31,590
Training	11,161	-	-	11,161	11,722
Volunteer support	26,909	-	-	26,909	11,026
	4,403,627	191,439	-	4,595,066	4,376,335
Excess (deficiency) of revenue over expenditures for the year	\$ 154,693	\$ (87,969)	\$ -	\$ 66,724	\$ (300,816)



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