



Community Support Connections

2022 - 2023 Impact Report



UNTEER
WITH US!



OUR IMPACT

This last year was one of growth and evolution for Community Support Connections. As our community emerged from the pandemic, we relaunched many of our in-person programs to great applause from our clients. The demand also remained high for our new virtual programs, which allow clients to remain in the safety of their own homes. To this end, we are developing the resources to carry in-person and virtual services forward. As always, we have listened to our clients and provide our services where and how they wish to receive them.

We also launched our new 2022-2025 Strategic Plan, focused on ensuring that we provide the best services and environment possible for our clients, volunteers and staff. Represented by the three core pillars of Financial Sustainability, Invest in our People, and Community Awareness & Impact, this plan will carry our organization forward through the ongoing changes in the healthcare system.

We remain committed to our goal of providing supports and services that enable our clients to remain in their own homes with independence and dignity, and to this end will continue to work collaboratively with our partner agencies, local and provincial governments, and the larger healthcare system. Most importantly, we will continue to partner with volunteers, donors, and other local supporters to ensure that we remain in tune with the needs of our clients and leverage the significant financial, human, and in-kind resources upon which we depend.

As always, we thank our staff for their unwavering dedication and efforts to improve the lives of our clients.

We look forward to the coming year with hope and optimism, and the commitment that we will continue to listen to our clients, community, and partners to provide the best services possible.

Will Pace
Executive Director

Salim Muzaffar
Board of Directors, Chair





SERVICE OVERVIEW

Community Support Connections helps seniors and people with disabilities stay healthy and happy in the comfort of their homes. Our programs and services provide essential care for our community and ease the strain on long-term care facilities and hospitals. Thanks to our community's unwavering support, we helped 6,251 clients continue to live with independence and dignity in their homes during the 2022 to 2023 fiscal year. A special thank-you is dedicated to our 472 active volunteers, without whom none of this would be possible.



6,251
Clients Served



472
Active Volunteers



Nutrition
92,171 Units



Physical Health
46,220 Units



Social Wellbeing
22,827 Units



Help at Home
46,106 Units





Nutrition

Meals on Wheels: 89,884 Meals Delivered
Grocery Shopping: 2,287 Shops Completed

Food security is a growing concern. Through our Meals service, we deliver thousands of homestyle meals to the community. Meals are prepared in our kitchen with fresh vegetables from our on-site garden, ensuring that every bite is healthy and delicious. Through our Grocery Shopping service, we help seniors in our community stock their pantries and keep the fridge full when getting to the store is a challenge.

“Please send my thanks to all the volunteers and everyone involved in bringing me my meals. I’m grateful for the service.”

- Meals Client

In accordance with our 2022-2023 Quality Improvement Plan, the Meals on Wheels menu was adjusted from a five week schedule to a seasonal menu. Feedback from clients has been positive, with 91% of satisfaction survey respondents reporting that the new menu offered enough variety of meals, and 83% reporting that they like the new format of knowing what meals they will receive weeks or months in advance.

The meals program has also seen significant growth throughout this year, with a 14% increase in meals provided. With new clients coming from community referrals and the new Let’s Go Home Program, we anticipate this positive trend will continue into the following year.



Physical Health

Gentle Exercise: 43,052 Units
Fall Prevention: 3,168 Units



Community Support Connections' Exercise and Fall Prevention Classes give people the confidence to be independent. Being strong and fit helps with mobility, and decreases the risk of hospitalization associated with falls. With a 93% client satisfaction rate, this proactive program helps clients get the most out of life while staying out of long-term care facilities and hospitals.

This year, we were able to safely return to the in-person programming at more than 30 community locations. Clients have relished the ability to interact face-to-face while getting active.

Through the pandemic, it was found that virtual exercise also brought many unique benefits that the agency was keen to keep available to clients. Thanks to popular demand, donor

support, and grant funding from the Ontario Trillium Foundation, virtual exercise was able to continue to operate in conjunction with in-person programming.

"I just love these classes. I can't tell you enough how they've helped me... Two years ago when I started I couldn't bend down, my knees, my hips, my back ached and now while it's still not the easiest thing for me to do I've noticed I can do these things again."

- Virtual Exercise Client





Social Wellbeing

Friendly Visiting: 9,114 Units
Transportation: 11,809 Rides

Caregiver Support: 1,296 Units
Friendly Connections: 608 Units

There are many people in our community who feel lonely or isolated. Community Support Connections' Social Wellbeing services change that. Our caring volunteers visit people in their homes and call them to chat. We take them

"I remain extremely appreciative of the twice weekly return transport which you provide to my specialist physiotherapy appointments in Cambridge. Thank you for this invaluable support and fabulous service. A great team doing an incredibly great job!"

- Transportation Client

shopping and introduce them to new friends. We provide support for caregivers in the community and help transport seniors to where they need to go.

This year, Caregiver Support was able to host the first in-person support meetings since the pandemic. Although virtual meetings still provide excellent support for caregivers with tight schedules, it is a welcome moment to connect in a different way. The Friendly Connections program also introduced additional diversity of programming, adding guest speakers and many other activities to the roster. This year, the Transportation Program was able to improve healthcare access by offering free rides for seniors and people with disabilities looking to access vaccine clinics.



Help at Home

Homemaking: 32,718 Hours
Home Maintenance, Snow Removal, and Yardwork: 13,388 Hours



Community Support Connections' Homemaking and Maintenance Services allow people to access a little extra help around the house or yard, so they can remain in the homes they love. These essential services help people gain independence and dignity in their lives.

Client satisfaction survey results indicated that Help at Home services are meeting the needs of clients. Respondents reported a 97.5% satisfaction rate for the Homemaking Program, a 98% satisfaction rate for the Yard Program, and a 89% satisfaction rate for the Snow Removal Program.

New innovations this year include ongoing surveys of Independent Contractors to track worker satisfaction. These surveys reported a

96% Worker Satisfaction Score indicating that, like clients, workers are satisfied with the program.

Additionally, Help at Home added 7 sub-contracted Homemakers through the new Let's Go Home Program. This will enable more people to return from hospital sooner and avoid re-admission after discharge.

"[My Homemaker] is worth her weight in gold. She is not a house cleaner to us, she is a friend, always willing to help out where needed. We couldn't ask for a better housekeeper."

- Homemaking Client



INNOVATION

Community Support Connections continually strives to improve and innovate. The 2022 to 2023 fiscal year was no different.

Diversity, Equity, and Inclusion

A new Diversity, Equity, and Inclusion committee was formed during the 2022 to 2023 year. The committee's focus is to support the agency in planning and executing projects to support diversity, equity, and inclusion for clients, staff, volunteers, and the greater community the agency serves.

The group will work closely with the Client and Family Advisory Council, other regional agencies, and people from diverse groups to achieve this goal, furthering the vision of building a community where everyone feels at home.



Let's Go Home Program

This year brought a new program to Community Support Connections - the Let's Go Home Program. This program is available to people who have been admitted to hospital and have been identified as being high risk for re-hospitalization after discharge. With the goal of reducing this risk, Community Support Connections offers temporary practical supports to aid the transition to independence. If service recipients choose, they have the option to continue using supports on a more permanent basis.

Demand for this program has continued to exceed expectations - leading Community Support Connections to welcome a full time Care Planner dedicated exclusively to this program. We are thrilled to be able to provide this essential program to the community, and look forward to its continued success in years to come.



Community Support Connections is committed to consulting clients every step of the way. Results from 2022 to 2023 client satisfaction calls and surveys have been outstanding:

96% of respondents said services contributed to their **QUALITY OF LIFE**

94% of respondents said services contributed to their **INDEPENDENCE**

86% of respondents said services contributed to **THEIR HEALTH**

90% of respondents said services contributed to their ability to **LIVE AT HOME**

Nothing About Us Without Us - Client and Family Input

The Client and Family Advisory Council continues to be an asset to Community Support Connections. We are profoundly grateful for their service and insight. This year the council was integral in developing the Quality Improvement Plan, providing input regarding COVID screening protocols, and assisting with many new policies.

Accreditation

We are continuing to uphold our Exemplary Standing accreditation result – the highest achievable result from Accreditation Canada - by ensuring that we are rigorously reviewing, revising, and following our policies, procedures, and plans. This is helping us to improve Quality and Safety for our clients, volunteers, employees, and stakeholders.

Supporting Workplace Mental Health

Community Support Connections has continued its commitment to supporting workplace mental health through its collaboration with the Canadian Mental Health Association's Your Health Space program. All members of leadership participated in crucial mental health trainings, with further training being offered to staff and volunteers.



VOLUNTEERS

This year 472 active volunteers completed 27,219 volunteer hours. Community Support Connections' volunteers are everywhere; delivering meals, delivering groceries, helping keep clients active, completing reassurance calls, transporting clients to appointments, working in our garden, lending a hand at events... the list is endless. They are a diverse group of individuals woven together by one purpose - caring for their community. There is no way any of the work Community Support Connections does would be possible without this impactful group of volunteers.

To celebrate this committed crew, we hosted our first annual Volunteer Barbecue in August of 2022. It was complete with fun games and prizes, a steel drum band, and lots of food to share. The event was a welcome chance for volunteers to connect after years of social distancing. We look forward to our second annual barbecue in 2023, as we continue to prioritize chances for our volunteers to get together and share their experiences.

The festivities didn't stop there. We were honoured to celebrate volunteer David Krup in November of 2022. We congratulate him on winning Volunteer of the Year Award, presented by the Cambridge Chamber of Commerce. We were also excited to celebrate volunteer Mary Patterson in her nomination for Kitchener Senior of the Year.

Decades of Dedication

Community Support Connections would like to recognize volunteers that reached 20, 25, or 35 year service milestones this year. Their dedication, generosity, and selflessness can not be overstated.

20 Years of Service

Catherine Lumb
Chris Sebastian
Frida Millar
Janet Fraser
Mike Muir
Mary Jean Lange
Patrick Berg
Titia Taylor

35 Years of Service

John Scheele

25 Years of Service

Grace Jutzi
Monica Himmelman



Group Volunteering

Community Support Connections was lucky enough to get support from many different groups, volunteering to support seniors as a team. Group volunteering is an excellent way to get active in the community, while bonding with your fellow group members. With many group volunteering options to choose from - there is something for every team.

This year, several notable corporate groups took on adopt-a-routes, where one team takes over a Meals on Wheels route on specified days of the week. Thank you Christian Horizons, Conestogo Electric, and MTE for delivering meals to people in our community.

Many corporate groups came out to lend a hand this year. Whether getting their hands dirty in the garden, helping out in the kitchen, writing cards to isolated neighbours, or helping us stuff holiday stockings, their help was always appreciated. Thank you to the employees of Axonify, Bosch, Bonfire, Conexium, and Manulife for sharing your time to lend your older neighbours a helping hand.

We were touched to see so many children and youth get active in their community through card writing campaigns. Handwritten cards mean so much to many seniors in our community, especially those who may be living in isolation. Whether written for a specific holiday or season, or just because, the cards were always heartwarming. Thank you to the elementary and high school students, as well as the JA Campers, for making and writing so many beautiful cards. We know that they uplifted so many of our neighbours.



THE GARDEN

The Community Support Connections Garden, led by our endlessly knowledgeable volunteer Dorothy Pearce, produced bushel after bushel of fresh produce for the kitchen. Not only does the garden provide a sustainable and affordable source of produce for the kitchen, it also provides a home for countless species of insects, offers additional variety to meal clients, and offers a space for community connection. Throughout the spring and summer of 2022, Community Support Connections staff stood in awe as they had the privilege of watching seeds grow into seedlings, and then into vegetables before they knew it - but the magic didn't end there.

The garden saw plenty of growth and innovation this year. A small orchard now surrounds the garden, thanks to a generous donation from Home Hardware. Countless volunteers lent their time and expertise when it came time to plant the fruit trees. Thanks to their help, all of the trees were planted in mere hours. We look forward to harvesting delicious fruit in the years to come.

A new home was also found for any excess produce - The Fresh Box! The initiative, led by volunteer Kim Wilson, allowed community members and staff to purchase a weekly subscription to the box for a small fee. Subscribers subsequently received 11 boxes of seasonal produce direct from the garden. This gave subscribers access to fresh, cost effective, unique, local produce. It also eliminated food waste while funding Community Support Connections' programs. Response was incredible - subscriptions sold out quickly and the boxes received raving reviews. With limited subscriptions available, subscribing is certain to be a coveted honour moving forward.

Even the fall brought a new and exciting chapter to the garden! The Cambridge North Rotary Club generously funded a new outdoor shed. This shed was desperately needed and will allow for continued growth in the coming years.



WATERLOO REGION TACOFEST



Waterloo Region's 9th Annual Tacofest took place on Friday, June 17th, 2022. After the previous year's virtual edition, it was a welcome return to an in-person event. After months of preparation, nine stellar food vendors and nine outstanding breweries joined Community Support Connections for the sold-out event at THEMUSEUM in downtown Kitchener. Special features this year included a roaming up-close magician, mango and Tajin flavoured cotton candy, and plenty of taco-themed attire.

This year's Tacofest was a smashing success - **raising a whopping \$55,299 for Community Support Connections' services.** We could not have done it without the nights' generous sponsors, the amazing food and beverage community that continues to step up year after year, and of course the loyal Tacofesters that bring the event to life.

A heartfelt thank-you goes out to the event's sponsors; Bingemans, Bre Creative, Brick and Co. Restoration, Cook Homes, Heffner Toyota, Josslin Insurance, MTE, My IT Guy, Westmount Signs, and YNCU.

We tip our sombreros to the night's food vendors; Bingemans, The Crazy Canuck, Ethel's Lounge, Proof Kitchen and Lounge, Soda El Tico, State and Main, S & V Uptown, and White Rabbit & Hop House.

Last but not least, we raise our glasses to Tacofest 2022's breweries; Farm League Brewing, Jackass Brewing, Innocente Brewing Company, KW Craft Cider, Short Finger Brewing Co, Stockyards Brewing, TWB Co-operative Brewing, Waterloo Brewing, and Wellington Brewery,



FUNDING STREAMS

Community Support Connections relies endlessly on support from our caring community. We are grateful to be supported by donations from generous individual donors, local corporate citizens, and incredible granting foundations and agencies. Each and every donation makes up a piece of the puzzle that makes our work possible. We could not be more grateful.

Monthly Giving

Monthly Giving provides a unique ability to facilitate our work. The predictable nature of monthly giving allows Community Support Connections to prevent fee increases for clients, offer new or expanded programs, or plan for capital expenditures like kitchen equipment or replacing a vehicle.

Individual donors heard the call to pivot to monthly giving, and responded with a monthly giving growth rate of 168% in the 2022 to 2023 year. This is a testament to the community that makes Community Support Connections possible. Their generosity and commitment is unmatched.

50/50 Raffle

At the end of the 2022 to 2023 year, Community Support Connections launched an online 50/50 Raffle, with proceeds going directly to funding services. With the first draw on June 21st, 2023 we are optimistic about this new revenue stream.



FUNDERS AND PARTNERS

Thank you to our funders and partners for your unwavering support. It is your generosity that makes our services possible.



WATERLOO REGION
Community
Foundation



United Way
Waterloo Region
Communities

Alex and Trish Brown Family Fund
Brenda and Peter Hallman Family Fund
Rev. Carl & Jean Wagner Family Fund

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Toyota Motor
Manufacturing
Canada Inc.



May Court Club



SYLVIA POND PHOTOGRAPHY
WWW.SYLVIAPOND.COM



DONORS

A Farwell	Barbara Fortner	Carolyn Dirks	David & Ginny Mathies
A-Plus Office Movers Inc	Barbara Martin	Carolyn Hudson	David Krupp
Abduke Melka	Bea Henry	Carolyn Jamieson	David Martin
Abel's on Queen Barbershop	Becky McKay	Casey Cruikshank	David Scarrow
Alan Nanders	Beryl McGuinness	Catharine Collins	David Stacey
Albert Dyke	Beth and Steve Brown	Catherine Bowman	David Westfall
Alfred Brandenburg	Beth Attwood	Catherine Forster	Deborah Allerton
Ali Kahn mouee	Bettie Schuurman	Catherine Menes	Deborah Skanes
Alice Nurmi	Betty Fischer	Cecile Marie Radno	Debra Cormier
Alison Sanders	Betty L. Hooper	Charles Thompson	DeeDee Owen
Allan Balfour	Betty Lou Grosz	Charlie Wilson	Dennis Desaulnier
Allan Wilkie	Betty Schierholtz	Charlotte Innerd	Devin Bonner
Amrit Anand	Beverly Pullen	Cheryl Cullen	Diana Marthinsen
Amy Stewart	Bibi Ramnath	Cheryl Lee	Diane Carleton
Andra Sauls	Blue Knights Ontario VI	Chris Seidemann	Diane Crouse
Andrea Milne	Bob & Lois Reichard	Christian Drescher	Dianne Workman
Andrea Tangney	Bob Thomas	Christine Nanson	Diayatri Ramtej
Angela Charles	Bonfire Interactive	Christine Simpson	Dimitro Wennyk
Angela Moisse	Brenda and Peter Hallman	Christine Sterzik	Dionisio Cabral
Anita Cressman	Family Fund	Christine Urschel	Dipali Batabyal
Anita O'Brien	Brenda Jewitt	Christopher Hinkewich	Dolores Sedlmeir
Anita Tiessen	Brian Latcham	Christopher Olekas	Don and Hellen Hickman
Ann Liebau	Brian McNaughton	Christopher Saville	Donna Donnait
Ann Marie Wright	Brian Schopf	Cindy Rossignoli	Donna Reid
Anna Breen	Bridget Wade	Colleen Neustaeter	Donna Walters
Anne Fullerton	Brigid Isenor	Colleen Rose	Doreen Koenig
Anne-Marie Sujatta	Brooke Murphy	Conestoga College - Student	Doreen McMillan
Annerose Wittmeier	Bruce Hannah	Engagement	Doreen Rivers
Annette Kagel	Bruce Hutchings	Connie MacDonald	Doreen Wahl
Annis and William Dippel	Bryan Hyland	Connie Willson	Doris Post
Aran Matier	Canada Helps	Cynthia Richardson	Dorothy Graf
Ascend Education Services Inc	Canadian Council of the Blind -	Dale Taylor	Dorothy Wiebe
Ashlynn Boven	Waterloo Region	Danielle Boileau	Dorothy Wilson
Astride 'Eva' I Wightman	Carl Piellusch	Darlene Greulich	Douglas Day
Audrey Maidment	Carly Hills	Darroch Robertson	Dwayne Erb
Aunna-Marie Kuzyk	Carol Zettel	Dave Raghunath	Earl C Orth
Barb Rodrigue	Carole Payne	Dave Wald	Ed & Rosemary Lukezic

“Your classes have helped me so much to gain range and strength and reduce pain in my arms and to also strengthen my knee. I can stand on it by itself now without all the pain and I can reach into cupboards and open the fridge and eat with right hand, before I could not reach up to my mouth with my right arm.”

- Exercise Client



Enid Mills
 Erb & Good Family Funeral
 Home Limited
 Eric & Heather Goulet
 Eric Karn
 Esther Grant
 Eva Tauer
 Eveline Ozols
 Faire Wholesale Inc
 Fay Albrecht
 Frances Vegh
 Francesco Filice
 Frank Mensink
 Frank Preston
 Freda Millar
 Frieda Rutz
 G. Marion Heath
 Gail Ireland
 Gail Roth
 Gary W Tomlinson
 Gary White
 George Baker
 George Zilles
 Georgina White
 Gerald Annie
 Geraldine Clark
 Gertrude Kreutzer
 Gitta Arvola
 Glee Walker
 Glenn & Carolyn Snider
 Glenn Forrest
 Gordon King
 Grace Jutzi
 Graham Mathew Professional
 Corporation
 Grant McDonald
 Greg Dale
 Greta McCauley
 Gudrun Oswald
 H. Alexandra Chappell
 Hailey Johnston
 Harold Matthews
 Heather Anderson
 Heather Siemans
 Helen Fry
 Helen Furner
 Helen Morawski
 Helen Pratt
 Helen Smiley
 Helmut Mausser
 Henry Walser Funeral Home
 Ltd.
 Hilda Addis
 Holly Garnett
 Inez Kochius

"I'm happy, yup. Let me tell you, I plan on staying here in my home until 'death do us part', and if things keep up, then I'll be here for a while!"

- Community Support Connections Client

Ingrid Drinkwalter
 Irene Sanderson
 Isobel Silaschi
 Jacqueline Sharratt
 James Lechnitz
 Jane Butler
 Jane Strange
 Jane Williams
 Janet Falj
 Janet McDougall
 Janice Ibbotson
 Janice Mckay
 Jean Dyszuk
 Jean Kritz
 Jean Simpson
 Jeannette Julie
 Jennifer Lehman
 Jennifer Sharpe
 Jerry Majich
 Jessica Snyder
 Jill Nielsen
 Jim Sehl
 Jo-Anne Hennig
 Joan Baxter
 Joan Fantuz
 Joan Feth
 Joan Galey
 Joan Hergott
 Joan Kilgour
 Joan Klages
 Joan M Laflamme
 Joan Reid
 Joan Wittnebel
 Joanne Berlette
 Joanne Nederend
 Joe Tangney
 John & Fern Good
 John & Irene Klassen
 John A Pym
 John Fairless
 John Kavelman
 John Mathews
 John Reid
 John Scheele
 John Tennant
 Joyce Campbell
 Joyce Mingiardi

Judi Harris
 Judith Kaufman
 Judith Stiles
 Judy Hummel
 Judy Murray
 Julianne Lehmann
 June Crouse
 June Leitch
 Justin Wong
 Karen Burke
 Karen McNichol
 Karen Newell
 Karen Stemmler
 Karin Voisin
 Katherine Laman
 Kathleen Brunen
 Kathleen Phillips
 Kathy Muscutt
 Katrin Kuttis
 Kenneth Schade
 Kevin Mercer
 Kevin Smith
 Kristi Patterson
 Kuntie James
 Kyle Kent
 Kyra Jansen
 Ladies of Redeemer Church
 Laura Hoag
 Laura Pritchard
 Laurie Gladwish
 Lawrence Wilson
 Leonard Graf
 Leslie Houston
 Leslie Sparling
 Ligia Zekany
 Lillian Gauvin
 Linda Barron
 Linda Brenner
 Linda Campbell
 Linda D Nicholson
 Linda Henderson
 Linda Horn
 Linda Teather
 Linda Vanstone
 Lise Christoffersen
 Loredana Petean
 Lori Oliveira

Lorraine Plummer
 Lourdes Daza
 Lucienda Girouard
 Lynda Gardner
 Magnell Robinson
 Marco DeBruin
 Margaret and Robert Laird
 Margaret Bebinski
 Margaret Boyle Class
 Margaret Fannon
 Margaret Fischer
 Margaret Horsburgh
 Margaret Kennedy
 Margaret MacPherson
 Margaret Pearson
 Margaret Rann
 Margaret Roth
 Margaret Rowe
 Margaret-Anne Tannassee
 Maria Capovilla
 Maria Fortenbacher
 Maria Gaudreau
 Marianne Sloane
 Marie Kuehl
 Marie Schmidt
 Marilyn Mason
 Marilyn Merkle
 Marilyn Mylchreest
 Marilyn Nicholson
 Marilyn Nixon
 Marilyn Scherrer
 Marilyn Thiessen
 Marilyn Weckworth
 Marisa Krulicki
 Marjorie E Snyder
 Marjorie Tinklin
 Marjorie Webb
 Marleen Guttensohn
 Marlene Batchelor
 Marlene Klingspon
 Marlene Peterson
 Marlene Zister
 Martha Linkletter
 Martin Kuhn
 Martin Ridzins
 Mary Beth Hay
 Mary Chen



Mary Cormier
 Mary El Ditner
 Mary Ertel
 Mary Jane Gallow
 Mary Jean Lange
 Mary Liz Hearn
 Mary Lou Hall
 Mary Lou Little
 Maureen Donnelly
 Maureen Jones
 Maycourt Club of Kitchener
 Waterloo
 Megan Blair
 Meghan Burns Dolson
 Mehboob Ali Khan
 Melvin Aucoin
 Merrian Smith
 MI Choi
 Michael Brewitt
 Michelle Eber
 Michelle Menard
 Mikal Hiscock
 Mohamed Abdulkadar
 Monica Himmelman
 Mrinalini Ramachandran
 MTE Consultants
 Murch Callender
 Nancy Berg
 Nancy Buckingham
 Nancy Poag
 Natalie Hoshing
 Navdeep Rathod
 Norma Hayman
 Norman Schwegel
 Olive Kingson
 Otto Dellandrea
 Pamela Polfuss-Schmidt
 Patricia Aplevich
 Patricia Cook
 Patricia Shantz
 Patrick Berg
 Paul Roth
 Paula Halpin
 Paulette Foreman
 Pauline Weiland
 Peggy Clail
 Peggy Hagen

“Wonderful service, and the independence to get to doctors appointments myself. Couldn’t live with out it.”

Penny Cressman
 Peter Williams
 Phyllis Davies
 Phyllis Didur
 Phyllis Oswald
 Phyllis Tangen
 R Graham Nelson
 R. Lorne MacKinnon
 Rahim Khan
 Renate Himmel-Hobson
 Renate Schepp
 Retired Teachers of Ontario
 (District 11)
 Rhonwyn Rossi
 Richard A Caskenette
 Richard McBay
 Robert & Janice Polfuss
 Robert Goldsworthy
 Robert Hails
 Robert Payne
 Robert Ropell
 Rodney Riehl
 Roger Cann
 Ron Ditner
 Ron Moser
 Ronald & Lorraine Green
 Ronald Williams
 Rosalie Foyle
 Rosemin Hudda
 Roshanklanu Ahmed
 Ross Robertson
 Ross Woolner
 Rotary Club of Cambridge
 North
 Rudy & Mary Enter
 Ruth Simkin
 S. Horchik
 Salim Muzaffar
 Samer Mansour
 Sandra Berlet

Sandra Evans
 Sandra Hammond
 Sandra Nairn
 Sandy Hill
 Sangsook Nam
 Sarah Stouffer
 Sarah Wright
 Scharf Realty
 Schiedel Construction Inc
 Shahkhanu Velji
 Sharon Herman
 Sharon Maloney
 Sharron Brenton
 Sheila Gossman
 Shelley Anderson
 Shelley Trupp
 Shirley Bauman
 Shirley Boisvert
 Shirley Hambly
 Shirley Jenkins
 Shirley Marcus
 Shizhen Kang
 Sibbelt Sanders
 Sigfrid Hoefert
 Silvia Nymann
 St. Aloysius Parish
 Stephanie Bauman
 Stephanie Dell
 Stephanie Lo
 Stephanie Scandrett
 Stephen Menich
 Stewart and Karen Sauder
 Sue-Anne Gallagher
 Sunday Fashola
 Susan Hill
 Susan Kumar
 Susan Mitchell
 Susan O’Neil
 Susan Remers
 Susan Sieradzki

- Transportation Client

Susan Sutton
 Susan Willmott
 Susanne M Attridge
 Sylvia Malgadey-Forgrave
 Sylvia Prachar
 Sylvia Stahle
 Ted Scharf
 Ted Wakeling
 Teledyne FLIR
 The Mark & Jenny Guibert
 Foundation
 Theresa Marks
 Tire Team Centres Inc.
 Toyota Motor Manufacturing
 Canada Inc.
 Tracey Stryker
 Trifu Barbu
 Uma Pathak
 V Ruth Shantz
 Valerie Mader
 Vanda Fuchka
 Vanessa Belanger
 Veronica Smith
 Veroy Kurzwernhart
 Vicki Williams
 Walter Baxter
 Walter Stubgen
 Waltraud “Wally” Schmidt
 Wanda Winterhalt
 Waterloo Region Community
 Foundation
 Wayne Hergott
 Wayne Kirsch
 Wayne McCormick
 Wayne McKay
 Wendy Kelly
 Wendy & Patrick Ledwidge
 Wilfred Schalm
 William A Brown
 William Gillissie
 William McDonald
 William Pace
 Woolwich Community Health
 Center
 Your Neighbourhood Credit
 Union
 Yvonne Pfohl
 Yvonne Thompson
 Zahir Bhanji
 Zulfikarali Jivraj

“I am not physically able to go out myself and I need the groceries, I don’t know what I would do with out [the shopping service].”

- Shopping Client



FINANCIAL STATEMENT

COMMUNITY SUPPORT CONNECTIONS - MEALS ON WHEELS AND MORE

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2023

	Operating Fund	Capital Fund	Reserve Fund	2023	2022
REVENUES					
Provincial/Ontario Health funding	\$ 3,187,984	\$ 0	\$ 0	\$ 3,187,984	\$ 3,152,219
Client services	911,095	0	0	911,095	760,964
Donations and fundraising	362,733	0	0	362,733	312,662
Government grants	327,955	0	0	327,955	300,819
Gain on disposal of tangible capital assets	0	26,000	0	26,000	0
Community grants	20,738	0	0	20,738	55,194
Interest income	415	0	0	415	746
	<u>4,810,920</u>	<u>26,000</u>	<u>0</u>	<u>4,836,920</u>	<u>4,582,604</u>
EXPENDITURES					
Salaries and benefits	3,034,051	0	0	3,034,051	3,031,457
Food costs	415,541	0	0	415,541	393,695
Exercise program payments	319,635	0	0	319,635	319,673
Rent and occupancy	225,763	0	0	225,763	180,734
Client transportation and travel	179,509	0	0	179,509	151,331
Equipment, repairs and maintenance	161,830	0	0	161,830	157,455
Amortization	0	96,552	0	96,552	102,175
Program supplies	51,710	0	0	51,710	44,528
Community engagement	41,200	0	0	41,200	36,888
Insurance	36,362	0	0	36,362	33,728
Supplies	35,687	0	0	35,687	21,953
Professional fees	31,705	0	0	31,705	57,603
Telephone	26,704	0	0	26,704	35,072
Training	14,402	0	0	14,402	9,739
Bank charges and interest	13,604	0	0	13,604	11,421
Volunteer support	2,441	0	0	2,441	1,888
	<u>4,590,144</u>	<u>96,552</u>	<u>0</u>	<u>4,686,696</u>	<u>4,589,340</u>
OTHER (note 11)					
External recovery	235,116	0	0	235,116	194,196
General sundry	(231,400)	0	0	(231,400)	(186,385)
	<u>3,716</u>	<u>0</u>	<u>0</u>	<u>3,716</u>	<u>7,811</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES for the year					
	<u>\$ 224,492</u>	<u>\$ (70,552)</u>	<u>\$ 0</u>	<u>\$ 153,940</u>	<u>\$ 1,075</u>





**Because everyone can use a
helping hand sometimes.**

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Community Support Connections serves in the traditional territory of the Attawandaron (Neutral) and Anishinaabe nations, and in Blocks 1 and 2 of the Haldimand Tract of the Haudenosaunee nations.