



# Amherstburg Community Services

Annual Report 2016-17



# LETTER FROM THE PRESIDENT OF THE BOARD OF DIRECTORS: 2015/2016

Welcome to the 40th Annual General Meeting of Amherstburg Community Services (ACS).

2015/16 has been a busy and productive year for the organization. Each year brings new challenges and new accomplishments. Core programs such as Meals on Wheels, CareLink Transit and Friendly Visiting continue to bring valuable services to the community.

Beyond these core programs, all of us at ACS are proud of our success with other initiatives. The 2015 Fill-a-Back-Pack event was a huge success, growing greatly to provide to the kids in our community, as well as raising awareness of ACS. Meals for Moms was introduced in 2016 as a leading new initiative to provide healthy meals to the doors of mothers-to-be and new moms. 2015/2016 also saw the launch of a new fundraising and awareness event that showed great promise: The Amherstburg Wine 'n Hop.

In the years I have been involved with ACS I have been impressed with the growth and development I have seen. I am proud of my association with this organization as they make such a positive impact on our community.

On behalf of the Board of Directors I would like to thank Kathy, the program coordinators and all the staff, as well as the many valued volunteers for yet another year of exceptional service to the community.

I would also like to thank the Board of Directors for their service and contribution to ACS. It has been a pleasure serving with all of you.

## TABLE OF CONTENTS

Letter from ED	2
Board of Directors	3
I AM ACS	4
Services	5-8
Community Planning	8-10

Respectfully,



Wendy Dade,  
**PRESIDENT, ACS BOARD OF DIRECTORS**

# LETTER FROM THE EXECUTIVE DIRECTOR: 2015/2016

As the 2015/2016 fiscal year closes, it's time to reflect on some of the Amherstburg Community Services' achievements over the year.

In the past months, we saw the end of our funding from our Ontario Trillium Grant. Our goal with the grant was to increase our community awareness and fundraising initiatives and hire a permanent Awareness/Fundraising Coordinator. In the end, everything we had set out to do was accomplished beyond our wildest dreams!

As a result of our community awareness initiatives, our presence on social media has been steadily increasing, resulting in an increase in attendance at events such as the Wine 'n Hop which launched in September to rave reviews and has since been turned into a bi-annual event. Our second annual Souper Wednesday was also well attended and the Golden Ladle Award for the Best Soup went to The Beacon Ale restaurant. Congratulations!

ACS has also started renting space to two new community partners: Solid Rock Bible Church and Listen Up! Canada. We welcome these services to our agency and look forward to new partnerships in the coming months.

Through our giving initiatives, which includes the Family Fun Day & Backpack Giveaway and the Stuff a Stocking for Seniors Campaign, we continue to give back to the community with staff and volunteers working side by side. Because of the support we receive, whether it is a donation of time, supplies or monetary support, the number of people we are assisting continues to increase. We are extremely grateful to the Amherstburg Rotary Club who continues to be a huge supporter of our Family Fun Day & Backpack Giveaway!

Our recent Volunteer Dinner was a wonderful night to thank our volunteers for their continuous dedication and commitment to our agency and its many initiatives. It was held at the Verdi Club and the guest speakers were Deputy Mayor Bart DiPasquale and LaSalle Mayor Ken Antaya. ACS along with Hawksworth Designs presented a video which featured some of our volunteers, clients, caregivers and staff expressing their thanks to the volunteers. Our volunteers are a daily reminder that if we all work together we can achieve greatness!

I would also like to thank my wonderful staff. Without them, the success of ACS would not be possible! Their contributions do not go unnoticed by myself or the communities we serve.

Lastly, to my Board of Directors, thank you for all the support and guidance you provide me throughout the year. I know how busy lives can get and I appreciate your governance role for our agency which involves making decisions about the role that ACS plays in our community now and in the future.

I am looking forward to the upcoming year as we have a lot still planned... stay tuned!

Sincerely,



Kathy DiBartolomeo

**ACS EXECUTIVE DIRECTOR**





ACS Board of Directors at the Volunteer Appreciation Dinner. From left to right: Shelley Pike, Brinton Sharman, Pam Burkhart-Badiuk, Wendy Dade, Jen Hawksworth, Ashley Gibb. Missing from photo: Kathy DiBartolomeo, Stacey Anderson, Ava Davies, Terri Barrette.

# Board of Directors

Our committed Board of Directors have devoted many hours evaluating community needs, considering how to improve and expand our programs, and committing their time and energy to help execute our mission at Amherstburg Community Services. As representatives of our community we benefit greatly from their expertise, guidance and support.

"When you have that drive, that desire to help, it doesn't just go away when you get home and none of us should ever fight that urge to help others." – **JOAN JONES, FORMER ACS BOARD MEMBER, CURRENT ACS VOLUNTEER**

**PRESIDENT** WENDY DADE

**VICE-PRESIDENT** JENNIFER HAWKSWORTH

**TREASURER** BRINTON SHARMAN

**SECRETARY** PAM BURKHART-BADIUK

**EXECUTIVE DIRECTOR** KATHY DIBARTOLOMEO

## DIRECTORS

ASHLEY GIBB

STACEY ANDERSON

ANA DAVIES

SHELLEY PIKE

TERRI BARRETTE



# I AM ACS

It cannot be stressed enough how much we value our volunteers. Each individual brings additional value to our organization and the services we offer, and some of our programs would not be available at all without their generous support. Last year, we introduced our #IAMACS campaign, which aims to increase our public presence within the communities we serve, as well as encourage volunteers and staff to develop a greater sense of loyalty to ACS and its mission.



"With the Meals on Wheels program, you build a real connection with the clients, there's a real joy when it comes to that program – it's a privilege really to help these people, to laugh with them, even to cry with them"  
- **BEV BONDY, ACS MEALS ON WHEELS VOLUNTEER**

"When we do our friendly visiting, we're able to treat the person as just another person; another human being rather than just an old grandparent or aging relative, and we feel that's important."

- **KEN WARDEN, ACS FRIENDLY VISITING VOLUNTEER**



"There's always something that someone can't do for themselves and that's what it's all about - it's a part of our lives and it's a part of giving back... and it makes you feel valuable and a part of your community"  
- **PETER WIRAG, ACS MEALS ON WHEELS VOLUNTEER**

## REGULAR FULL-TIME/PART TIME STAFF

**EXECUTIVE DIRECTOR** KATHY DIBARTOLOMEO  
**PROGRAM COORDINATOR** BRANKA STEWIN  
**PROGRAM COORDINATOR** RENATA FAUTEUX  
**COMMUNITY AWARENESS/FUNDRAISING COORDINATOR** AUSTIN TYRRELL  
**RECEPTIONIST** CLAUDIA CASTELLAN

**KITCHEN STAFF**  
SUE LAPRADE  
KAREN LEGAULT  
DEBBY VIGNEUX  
**DRIVERS**  
GAIL BEAUDOIN  
TINO RICCIO  
JAMES CYROWSKI

# Services and Results



24 programs provided by or in partnership with ACS



Over 200 stockings filled with gifts given to seniors



19,556 fresh meals delivered



5,655 calls and visits to 135 local seniors



Approx. \$70,000 given to support youth recreation and community involvement



7,227 rides provided to seniors and mobility impaired persons



Over 150 children given free school supplies



181 low income clients attended free income tax clinics



Distributed 415 articles of winter clothing

## PROGRAM OVERVIEWS

### COATS FOR KIDS:

With our volunteer partnership with Coats for Kids and the Unemployed Help Centre as the lead agency, we were able to deliver many coats to the community. Special thanks to our staff and volunteers who helped out with the collection and the distribution of 415 coats, gloves, mittens, hats and leggings. A special thanks once again to the ladies at the Gibson Gallery for their hand knitted hats and mittens to go with the coats of all sizes, given to adults as well as children who needed a warm winter coat. In these tough economic times it's great to know that the Amherstburg Community can pull together and donate over 400 items. We also recognize what a help the local papers are in helping us promote our volunteer activities free of charge. For the second year in a row, we utilized our computer room to store and distribute coats. A great effort was made by everyone who assisted in their own special way, thank you.

"Thanks to the Meals on Wheels program, my dad was able to stay home much longer and that matters more than you can know" - **ANONYMOUS**





**March for Meals promotional campaign. From left to right: Heather Vandenham of Seasons Amherstburg; Police Chief Tim Berthiaume; Amherstburg Mayor Aldo DiCarlo; Lee Tome; ACS executive director Kathy DiBartolomeo and Capt. Ron Meloche of the Amherstburg Fire Department.**

## PROGRAM OVERVIEWS CONT'D

### **MEALS ON WHEELS:**

Our Meals on Wheels program is now in its 27th year and we provide this service to Amherstburg, LaSalle, McGregor and Harrow, bringing the total meals delivered in the past year to 19,566 to 218 clients! We have a wonderful crew of employees in the kitchen who ensure the quality of our meals. Of course, we cannot say enough about our volunteers who devote their time freely to help deliver meals to our registered Meals on Wheels clients, bringing them not only a healthy, delicious meal but also a friendly visit as they make their rounds. The social aspect of the Meals on Wheels program is a very important part of the benefit the client receives in addition to the healthy food they receive. This program is funded by the Ontario Ministry of Health, the Erie St. Clair LHIN, client fees and donations. We sincerely thank our Amherstburg, LaSalle, Harrow and McGregor volunteers for their dedication and time.

### **CARELINK HEALTH TRANSIT:**

Amherstburg Community Services is partnered with 4 other agencies to form the CareLink Health Transit system. The other agencies are Essex Community Services, Life After Fifty, Community Support Services and South Essex Community Council, which improves the coordination of service, enhances customer service, and has standardized and simplified user fares. We are a specialized transportation service, in its 27th year of providing rides to anyone 55 years of age or over as well as mobility impaired persons of all ages. We have 652 clients in our database who benefit from this service. With two buses and two vans at our disposal, we are able to offer accessible transportation five days a week locally and up to four days a week to Windsor for medical appointments and social outings. In total, ACS provided 7,227 rides in the past fiscal year. The chief funder for the CareLink Health Transit is the Ontario Ministry of Health and Erie St. Clair LHIN, client fees and donations from individuals and service clubs. While costs (such as fuel) continue to rise, the financial support we receive from community donations is extremely important and we cannot express enough thanks. This service is important in assisting our seniors and mobility impaired riders to maintain their independence and is greatly appreciated in our community.

# PROGRAM OVERVIEWS CONT'D

## **SECURITY REASSURANCE TELEPHONE PROGRAM/FRIENDLY VISITS:**

Our Security Reassurance Program is in its 17th year and Friendly Visits is in its 7th year. Clients may request telephone calls on a weekly or daily basis. Our calls remind them to take their medicine, make sure they're well, offer a friendly voice and occasionally link them to other community services based on their concerns. We've had a great response from both dedicated volunteers and clients. Our volunteers offer support to local seniors tailored to the individual needs of each client. The clients can receive assistance with their hobbies, help reading mail or books, sharing a meal or just the presence of a caring individual. Regular visits stimulate physical and mental health and reassure clients that they are members of the community. Clients have become friends and often drop by the office for a visit. There were a total of 19 volunteers that provided 5655 calls and visits to 135 local seniors. In 2012, this program was expanded to include Seniors Luncheons which provides 46 seniors with an enjoyable social outing every other Friday. They have been well received and membership continues to grow. This program is funded by the ESCLHIN as part of their initiative to help seniors remain independent and living in their own homes.


## **INCOME TAX CLINIC FOR LOW INCOME CLIENTS:**

This was our 8th year working with Revenue Canada and we were able to provide the community with knowledgeable, caring volunteers to assist 181 low income clients with 7 separate free Income Tax Clinics. Many thanks go out to these individuals for their time and expertise.

"I look forward to my volunteer coming in - she's fun and she's pleasant to be with - it's good for seniors to have company. A lot of old people are alone, and they don't have anyone, and a volunteer comes in and they make a big difference." - **GEORGINA BEDARD, ACS FRIENDLY VISITING CLIENT**

## **SERVICE CANADA :**

Service Canada is still providing a representative on the 1st Tuesday of every month and has assisted 231 people with social insurance numbers, pension forms, etc this past year. Thank you to Service Canada for providing another way to help our community.



**Friendly Social Seniors lunch group getting painting lessons provided by Mudpuppy Gallery**



# PROGRAM OVERVIEWS CONT'D

## **STUFF A STOCKING:**

This was our 2nd year providing this service, and with the help of Rivertown Times and the Windsor Star and we were able to deliver over 200 Christmas stockings/bags filled with personal care items to local seniors. The seniors were absolutely delighted to have the volunteers deliver the stockings with their meals. We received many phone calls thanking us for the thoughtfulness and joy these gifts brought them.

"I thought the gift was especially nice. What I really liked though, was getting a card from the kids from the Public School – getting something made from such little hands was really special." - **MARY PARKINSON, ACS CLIENT**

## **FILL A BACKPACK:**

We are proud to be in our 5rd year providing low income families with school supplies needed to start the school year off right. Our main goal for the day is to provide an enjoyable atmosphere for the children and families who participated. The feedback we received was very positive and inspires us to make sure this event is bigger and better every year. In 2015, we helped provide over 150 children with supplies to start their school year with confidence and peace of mind.



**Jen Hawksworth, ACS board member, volunteering at the Family Fun Day & Backpack Giveaway**





Branka Stewin, ACS Program Coordinator, discussing ACS services in front of Meloche's No Frills

## COMMUNITY INFORMATION & COMMUNITY PLANNING

Our Community Information & Community Planning Programs, which operate hand in hand to serve all age groups, responded to a total of 15,062 inquiries during our last fiscal year, accessed by telephone, walk in or written requests. Our trained staff assist those requesting information with mediated referrals to help them obtain the services they need. Our statistics report gives details of the types of cases we've handled, and counselling continues to be high on the list of services accessed. Our statistics also assist us to define what needs we should be addressing for our clients, and are very important for the planning process of service delivery. We continue to work with the other information providers in Windsor and Essex County to provide a comprehensive, up-to-date database allowing us to serve our clients' needs for information.

### COMMUNITY PLANNING:

ACS continues to network with other partners in our region to collaborate on how we can best serve the people of the community, share resources and ideas, and cooperate for optimum use of resources.

Our partnership with the **Unemployed Help Centre** and **Housing Information Services** as a site for **"Keep the Heat"** helps specific target groups by providing financial assistance with their heating costs. We are now able to process client applications for assistance with their heating year round. This is a time consuming process and although this is not funded we are rewarded with the satisfaction of helping those in need of such assistance.

**OESP (Ontario Energy Support Program)** began in 2015 and we became the local OESP intake agency, executing registration and information verification processes to receive a discount on monthly energy bills.

**The Teen Health Centre** is in its 17th year in Amherstburg. A counsellor is available at our office every Wednesday to serve the youth of our community.

We also continue to make services available locally at our office from **Family Service Windsor-Essex, Hiatus House, Legal Aid Advice Lawyer, Sexual Assault Crisis Centre, Credit Counselling, Probation & Parole, Ministry of Children & Youth Services, Service Canada, Registered Massage Therapist and two foot nurses**. This past year we added the services of **Listen Up! Canada** and the **Solid Rock Bible Church**. We strive to make services accessible locally to assist those with transportation difficulties. We continue to provide the public with computers to connect to the Job Bank and create their resumes and have had great success with our free computer classes.



# COMMUNITY INFORMATION & COMMUNITY PLANNING CONT'D

## YOUTH RECREATION

We continued as the delivery agent in Amherstburg for the **Pathway 2 Potential Recreation Program** supported by **The Corporation of The City of Windsor and the County of Essex**. This service subsidizes the registration fees of extracurricular clubs and teams for youth under 17. This program allows low-income youth to participate more actively in community recreation and is a definite self-esteem builder. In 2015/2016 we processed 168 clients, resulting in \$34,458.55 being contributed to assist our youth with local recreational activities, a small part of which was provided for our administration to help offset the considerable time invested in delivering the service and preparing reports on Program Outcomes. We collect survey data from our clients and recreation providers to help us achieve this, and to date we have had only positive comments as to the importance of this subsidy to the youth in our community.

**"JumpStart,"** is an additional funding opportunity for low-income clients to participate in recreational activities with funds donated by the **Canadian Tire Foundation for Families** through local Canadian Tire stores. These clients are funded based on an income scale provided by the program that considers both income and the number of children in a family, and targets those who do not qualify for NCBS but are in a low income bracket. This was the 11th year we've administered this program, and in the past year we served 104 participants by allocating \$35,349.70 for local recreational activities.

## ANNUAL TOY DRIVE

Working with a number of anonymous donors and **Amherstburg Police Services Board**, we were happy to help provide 79 local children in need with gifts for Christmas.

The Executive Director continued to meet with the Member Agency Executive Directors to discuss mutual interests and concerns, working cooperatively to share information and resources for the benefit of our communities. We greatly appreciate the mutual support through our planning network, and recognize that by helping each other we all benefit.



“I would love to describe one particular experience I have had with ACS, but we would need a lot more time... But what I can say, is that every experience I’ve had has been enjoyable and enriching.” - June Fox, Friendly Social Senior and ACS client

## OUR FUNDERS



Erie St. Clair **LHIN**