

Amherstburg Community Services

2016-2017 Annual Report

Amherstburg

LaSalle

Harrow

McGregor





Terri Barrette
President of the ACS Board of
Directors 2016-2017

GREETINGS FROM THE PRESIDENT OF THE BOARD

We have much to celebrate this year! This Spring, one of our Meals on Wheels dinners was rated by a food critic! He confirmed the reputation of the high quality food this core program provides. We experienced continued success with the Wine 'n Hop fundraisers – the Spring session was a sellout. It has become a popular biannual event in Amherstburg that continues to raise awareness of the resources ACS infuses into the area. A record amount of donations were received this year, especially around Christmas. Many families and children benefitted from this. It shows how far-reaching the impact of the organization can be. This year, over 120 volunteers were honoured at the Volunteer Appreciation Dinner! These examples of success illustrate the integrity of the organization and its high regard and value in our community.

On behalf of the Board of Directors, it is with much respect that I would like to thank Kathy, the program coordinators, and our valuable staff and volunteers. Their incredible commitment, creativity and compassion is what drives this organization to success.

I would also like to recognize the dedication of the Board of Directors for their service and contributions that help make ACS thrive. I'm proud to be a part of such a wonderful team.

As we celebrate our successes, we look forward to upcoming events that have been in the planning stages, such as the fruition of the senior's social outreach program. We are moving ahead with high hopes for the coming year, full of many exciting opportunities.

Respectfully,

Terri Barrette

PRESIDENT, ACS BOARD OF DIRECTORS

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Kathy DiBartolomeo
ACS Executive Director

GREETINGS FROM THE EXECUTIVE DIRECTOR

As the 2016/2017 fiscal year closes, it's important to reflect on some of our biggest accomplishments at ACS.

Community awareness, despite being a constant challenge, has grown through social media, community engagements and partnerships and our fundraising events.

We are thrilled to welcome our newest community partners: Social Services, The Verdi Club and our newest foot care nurse, Bonnie Shay. By working with Mealtime Express, we were able to add a Secret Santa Children's Toy Drive to our list of Giving Initiatives. Such programs allow staff, volunteers and the business community to work together to help our region thrive.

The annual March for Meals campaign had the support of many local dignitaries from Amherstburg and LaSalle as they helped spread the word of this much needed program. Another high point for our Meals on Wheels program was a visit from Jonathan Pinto, a local food blogger for CBC Windsor. Jonathan sampled one of our meals and discussed how much he enjoyed it on CBC Radio Mornings. This was a first for both Jonathan and our kitchen!

I believe big thanks are in order for our wonderful network of 124 volunteers. I would also like to thank my wonderful staff, whose dedication and teamwork make it a pleasure to look towards the future and reach for the stars!

The Board of Directors remains a constant source of support and knowledge and their motivation assists us while fulfilling our mission. They are a true asset to everyone at ACS! Last but not least, we will be saying goodbye to long time board member, Brinton Sharman, who started his affiliation with ACS as a summer student in 1994 and eventually joined the Board of Directors in 2008. We thank him for his many years of service and wish him well with all his future endeavours. It has been a pleasure working with you!

Sincerely,

A handwritten signature in black ink that reads "Kathy DiBartolomeo". The script is fluid and cursive.

Kathy DiBartolomeo
ACS EXECUTIVE DIRECTOR



June Fox (left) and Sharon Slingsby (right) using the ACS CareLink Health Transit on route to a social outing

OUR MISSION

To improve the overall quality of life and social well-being for residents of Amherstburg, LaSalle, Harrow and McGregor.

OUR VISION

Residents of our region are aware of social issues within their communities and work together to create a fair and dignified community for all.

OUR VALUES

Accessible to all, regardless of physical, social or financial status

Community Awareness of local issues and solutions

Solutions for local issues



ACS Board of Directors (2016/2017). From left: Greg Crain, Brinton Sharman, Shelley Pike, Ashley Gibb, Pam Burkhart-Badiuk, Jennifer Hawksworth, Terri Barrette, Kathy DiBartolomeo. Missing: Wendy Dade, Stacey Anderson.

Meet the Board

PRESIDENT Terri Barrette
VICE PRESIDENT Jennifer Hawksworth
TREASURER Brinton Sharman
SECRETARY Pam Burkhart-Badiuk
EXECUTIVE DIRECTOR Kathy DiBartolomeo

DIRECTORS

Wendy Dade
 Ashley Gibb
 Stacey Anderson
 Shelley Pike
 Greg Crain

Meet the 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 Cryowski
 April Diemer

A Glimpse of 2016/2017



18627 Meals Delivered



6998 CareLink Rides Provided



2110 Reassurance Calls



126 Volunteers Engaged in Supporting their Community



235 Tax Clinics Provided



150+ Winter Coats Distributed through Coats 4 Kids



105 Children Given Free School Supplies



\$70,000 Given to Subsidize Recreation Fees



260 Stockings Donated to Seniors for Christmas



Meals on Wheels provides fresh, delicious meals that are cooked daily within our own office. Our kitchen staff is dedicated to offering the best tasting food we can deliver by developing their own twists for classic plates like Chicken Parmesan, Cabbage Rolls and Pan Seared Perch, as well creating unique servings such as Sue's famous Lasagna Soup. By delivering **18,627 meals** last year alone, we helped an average of **120 clients per month** maintain their independence within their own homes.

IN 2017 WE SERVED
120
 CLIENTS PER MONTH
 ON AVERAGE

LAST YEAR ACS
 CARELINK TRAVELLED
79231
 KILOMETERS



ACS is one of 7 agencies that have teamed up to provide the CareLink Health Transit; a simplified and integrated system that makes it easy for residents to find and utilize accessible transportation. We operate five days a week and provide transportation to seniors and adults with temporary or permanent disabilities for medical appointments, social outings, shopping trips and much more. Last year, we provided nearly **7000 rides** and **travelled almost 80,000 kms.**



St. Clair College Student Shuttle

In partnership with the following agencies, we gave 27 rural students over 2000 rides to and from St. Clair College





CONGREGATE DINING
AVERAGE MONTHLY
ATTENDANCE ROSE

42%
FROM LAST YEAR

791
FRIENDLY VISITS &
2110
REASSURANCE CALLS

WE DELIVERED
260
CHRISTMAS
STOCKINGS TO
SENIORS

The Friendly Social Seniors Congregate Dining

Meeting twice a month, the Friendly Social Seniors' Congregate Dining group is a constant reminder that age is just a number. The program provides an exciting way for seniors to meet new people and reduce the risk of isolation and loneliness. Now 40 regular members strong with **over 500 meals served last year**, the fun never stops.

Friendly Visiting & Social Reassurance

As we age, it is easy for feelings of loneliness to creep in, while living alone can create dangerous challenges and hazards. The Friendly Visiting program pairs volunteers with seniors to ensure that everyone in our community has a friend. The Social Reassurance program provides seniors with regular check-ups over the phone to provide peace of mind that someone is looking out for them and to offer a friendly conversation.

Stuff-a-Stocking

The Holidays are a time for giving, but too often the elderly in our community are overlooked. The annual Stuff-a-Stocking program ensures that every senior gets a gift that reminds them that they have their entire community behind them. Not only did we provide more stockings this year than ever before, the support we received from the community in the way of donations and volunteering was unprecedented.



Fill-a-Backpack Program

Every year, we work to provide local children with the right tools to succeed in school. We believe every child deserves the same opportunities for success, and no financial situation should hinder that. Last year, we provided **105 backpacks** filled with school supplies to local children.

**OVER 100
CHILDREN
WERE GIVEN
SCHOOL SUPPLIES
IN 2016**

Recreation Subsidy Programs

Sports and other activities are vital to the development of children, however registration fees are often an obstacle for struggling families to overcome. By working with Canadian Tire Jumpstart and Pathway to Potential's Recreation Subsidy program, we distributed **over \$70,000** to help cover these costs.



Secret Santa

2016 saw the return of the Mealtime Express Secret Santa program in Amherstburg after a 7-year hiatus. Owners Norm and Janet Mickle approached us to help promote and operate the program, alongside the Amherstburg Police Service. The partnership was able to supply toys to nearly **50 children**.

TOYS GIVEN TO
48
CHILDREN AND
27 FAMILIES

Coats for Kids

ACS is proud to have worked with the Unemployed Help Centre of Windsor for 17 years to distribute winter clothing to children and families in Windsor-Essex. Last year, we helped distribute over **150 winter coats** and other types winter clothing to families in need.

150
WINTER COATS
DISTRIBUTED IN
AMHERSTBURG

Service Canada

Our office is a proud satellite location for Service Canada in Amherstburg. The government organization uses our office on the first Tuesday of each month to provide a convenient place for rural residents in the western half of Essex County to access important services such as the Canada Pension Plan, Employment Insurance, SIN, the Electronic Job Bank, and much more. Over the past year, **443 people accessed these services.**



Keep the Heat and OESP

As energy prices continue to rise in Ontario, the choices that families in our region are forced to make become more and more difficult. Through our partnerships with the Unemployed Help Centre and the Housing Information Services, we work with families to register for the Keep the Heat program, which provides financial support for heating costs. We provide support for households looking to access the Ontario Energy Support Program, which assists low-income households by providing energy discounts. In all, **we helped 453 people** find support for their energy and heating bills.

Comprehensive List of Services

Meals on Wheels

Teen Health Counselling

Friendly Visiting

Security Reassurance

Friendly Social Seniors

Youth Recreation

Subsidies

Coats for Kids

Free Hearing Test

Windsor-Essex
CareLink

Computer Classes

Keep the Heat

Income Tax Clinics

Medical Footcare

Legal Aid Lawyer

Credit Counselling

Hiatus House

OESP Intake

Sexual Assault Crisis
Centre

St. Clair Student
Shuttle

Service Canada

Ministry of Children
and Youth Services

Ministry of Community
Safety and Correctional
Services

We are proud to be a part of a network that provides these results across Ontario

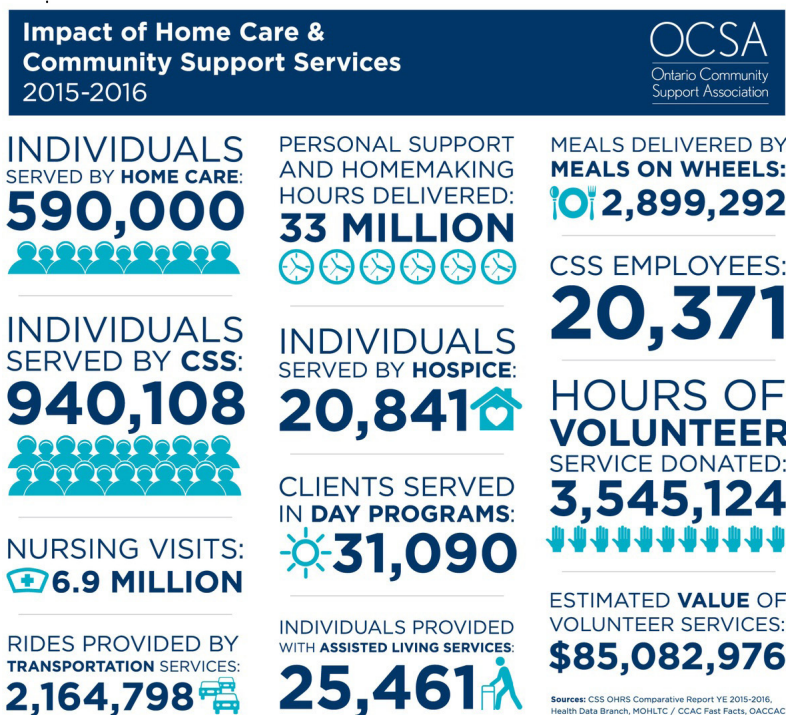


Image is courtesy of Ontario Community Support Association, as featured in the 2017 publication, *Steps to Community Support Sustainability*.

**Learn more about the OCSA by visiting their website:
www.ocsa.on.ca**

FUNDED BY

Erie St. Clair **LHIN**

Amherstburg

LaSalle

Harrow

McGregor



www.amherstburg-cs.com