

AMHERSTBURG  
COMMUNITY  
SERVICES

***ANNUAL REPORT***

***2019-2020***



# TABLE OF CONTENTS

- Page 3 Greetings from Executive Director
- Page 4 Greetings from President of the Board
- Page 5 Meet Our Board
- Page 6 Meet Our Staff
- Page 7 About ACS
- Page 8 & 9 Local Impact
- Page 10 Our Services
- Page 11 Our Future

# Greetings From The Executive Director Kathy DiBartolomeo



Page 3  
2019-2020 ACS Annual Report

The Annual Director's Report is a time to reflect about the past year's achievements and a time to look forward to the upcoming year!

This past year has been simultaneously eventful and uneventful, if that makes sense.

This report, which covers the time period, of April 2019 through March 2020, began with nothing out of the ordinary and ends with the biggest worldwide pandemic in one hundred years.

The past year began, as always with our Annual Volunteer Appreciation dinner, complete with Elvis to perform! That night is always a highlight for staff because it is our chance to show our many volunteers how much we truly appreciate their commitment to ACS and the community.

Shortly after that, we began preparing for our relocation to the Community Hub, a partnership with the Town of Amherstburg. This initiative will give residents access to many different health and recreational services under one roof.

During this year of transition, it has given us time to Rethink, Repurpose and Rejuvenate our services. As the needs and demands, of our growing communities change, we are constantly striving, to meet those needs.

As we look forward, we see many opportunities to collaborate with other agencies, businesses and individuals to create a caring and compassionate community that will allow everyone to live in their homes longer and with dignity.

There are so many people to thank and the support we receive is truly appreciated.

Thank you, to our many volunteers. We are constantly in awe of your dedication year after year, through all kinds of weather and conditions, you are always there for us.

Thank you to my Board of Directors, whose support and guidance, especially, this past year, was invaluable to me.

Thank you to the Service Clubs, Businesses, Individuals and our Municipality for giving us access to resources that enable us to carry out our mission.

Thank you to my staff, I hope you realize how important you are to this agency. Your determination to make everyone who accesses our services, feel like they are truly part of the ACS family is truly remarkable.

During this past year, Debbie Vigneux, a long time ACS Meals on Wheels employees decided it was time to take a well-earned retirement and Austin Tyrrell, Community Awareness and Fundraiser Coordinator, decided to leave ACS and pursue his career as a Teacher. We will miss them but want to wish them the very best in all of their future endeavours!

So, as this reporting periods ends at the end of March 2020, the agency is closed to the public and we are at the beginning of the Covid-19 pandemic. We do not know what the outcome will be but just like ACS, there will be a lot of people working together to make their communities safe and a better place to live!

Until next year, stay safe and be well!

Sincerely

Kathy DiBartolomeo, Executive Director

# Greetings From The President of the Board Wendy Dade

Page 4  
2019-2020 ACS Annual Report

As the welcome is given for

Amherstburg Community Services' (ACS) 44th Annual General Meeting (AGM)

it will mark the 1st AGM held online!

The agency continues to serve in times of unprecedented circumstances and today we look back on our year ended March 31, 2020. 2019/2020 was very much a year of reflection on who we are as an agency and how we can continue to improve the overall quality of life and social well-being for our community.

A significant physical move has been in the planning along with the exploration of how ACS can continue to grow services and programs independently as well as in collaboration with community partners.

The foundation is being worked on for some exciting years ahead!

As always as well, the year has seen the continued support and dedication of our many volunteers without whom ACS could not function – a heartfelt thank you to all of them!

The valued staff of ACS, lead by Kathy's passion and vision, also make the agency the success it continues to be each year.

Thank you to each of you.

And finally, I would like to recognize the Board of Directors for their contributions to ACS. It has been my pleasure to serve with all of you

# Meet Our Board

**President** Wendy Dade

**Vice-President** Shelley Pike

**Treasurer** Nicholas Jones

**Secretary** Camillia DiPasquale

**Executive Director** Kathy DiBartolomeo

## **Directors:**

Ashely Gibb

Beverly Arsenault

Terri Barrette

Pam Burkhart-Badiuk

Aja Mutterback

Nicole Rubli

# Meet Our Staff

## **Executive Director**

Kathy DiBartolomeo

## **Program Coordinator**

Branka Stewin

## **Assistant Program Coordinator**

Nicole Smith

## **Community Awareness/ Fundraising**

Peggy Thompson

## **Reception**

Gail Beaudoin

## **Kitchen Staff**

Sue Laprade

Debbie Vigneux

Karen Legault

Tracey Snow

## **Drivers**

Gail Beaudoin

Tino Riccio

Dawn Laliberte

Mike Wetherup

# About ACS

## 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 providing solutions.

***Proudly serving Amherstburg,  
LaSalle, Harrow & McGregor***



# Our Local Impact

- 903 Reassurance Calls
- 745 Friendly Visits
- 22 Tax Clinics Provided

\$59,621 Given to Subsidize Recreation Fees

ACS is proud to provide services for all ages. We've helped hundreds of older adults live healthy, independent lives in their own homes and worked to provide opportunities to reduce social isolation among seniors.





# Local Impact

Over 150 volunteers  
Contributed over  
3,975 Hours  
18,408 Meals Delivered

4,918 CareLink  
Transportation Provided



# Services We Provide

- Meals On Wheels
- Teen Health Counselling
- Friendly Visiting
- Security Reassurance
- Phone Calls
- Friendly Social Seniors
- Youth Recreation Subsidies
- Coats For Kids
- Free Hearing Tests
- CareLink Health Transit
- Keep The Heat
- Income Tax Clinics
- Medical Footcare
- Hiatus House Meetings
- Al-Anon Meetings
- OESP Intake
- Sexual Assault Crisis Centre
- Service Canada
- Ministry of Children and Youth Services
- Ministry of Community Safety and Correctional Services
- Amherstburg Food Bank



## OUR FUTURE

We've been making waves and improving lives in our communities for  
45 plus years.

As we move into the community hub  
our commitment to all residents is to continue  
our services and grow.

*The possibilities are endless!*