

## Committee Reports

### Finance/Fundraising Committee Report –

*By: Catherine Althoff, Committee Chair*

*Committee: Catherine Althoff, Sharon Love, Jean McDonnell/Sally Gale*

The Finance committee has met several times throughout the year to prepare the operating budget for 2016/17 and also to discuss and report to the Strategic Planning Committee on the future financial needs of the organization. We also planned the main fundraising events for the year: Fashion Show, Yard Sale and Art Auction in order to maximize funding opportunities in the community.

### Program/Policy Committee Report –

*By: Christian Bertelsen, Committee Chair*

*Committee: Christian Bertelsen, Shannon Lee, Jean McDonnell*

The Committee met several times throughout the year to perform a major review of the Constitution which was approved by the Board and will be presented for ratification at the Annual General Meeting.

A Program Committee was established to present their report to the Strategic Planning Committee.

### Personnel Committee Report –

*By: Curt Brinkman, Committee Chair*

*Committee: Curt Brinkman, Christian Bertelsen, Jean McDonnell*

The Personnel Committee was active working with the Managing Director in the review and updating of the employee's Job Descriptions. We completed a Job Review of the MD and presented such to the MD. These reviews were accepted and signed by the MD.

### Transit Committee Report –

*By: Tony Long, Committee Chair*

*Committee: Tony Long, Sharon Love, Suzanne Copeland, Sally Gale*

Our new bus was purchased this year, made possible in part due to on-going support for the CH Rural Transit from the Ontario Gas Tax Rebate Program, and it will be on the road in November. Confirmation of all bus stop locations was secured and, thanks to donations from community members, new "Bus Stop" signage has been installed. Perhaps most importantly, necessary permissions were approved by Belleville Municipal Council to operate in Belleville, resulting in 3 new stops at the Belleville General Hospital. Members of our Municipal Partners' Committee provided valuable advice and guidance through our quarterly meetings with them.



# Annual Report

## 2016

### Report from the Chair

Here we are once again in November to look back at the past year of 2016 for Central Hastings Support Network (CHSN).

We have had to work through some personnel issues which have made us a stronger management team. We have had to face the retirement of Jean as the Managing Director who led us wonderfully for some 4 years. We have been blessed to have had Sally on board with us in various capacities and we are thankful that Jean prepared Sally through the years to take on the role Jean filled during her years with us. As the successful applicant, we welcome Sally aboard in her new role of Executive Director. During the interview process we found the perfect candidates in Linda McLaren, to take on the job of Office Administrator and Jane McCulloch in the position of Food Bank Coordinator. All in all we have a strong organization with very capable and dedicated employees.

We have been blessed with many dedicated volunteers in our various service areas; Income Tax preparation, Volunteer Driver Program, the Food Bank and garden, KFS pick-up, and taking care of the facility. The now weekly pick-up from Kawartha Food Share (made easier with the use of Wendy Parks' trailer) has made it possible for us to provide more fresh produce and perishable items such as cheese and yoghurt.

As well as the wonderful management team, we have a strong Board of Directors, all of whom are also serving on various committees, using their life experiences to fulfill the mandate of each committee toward the Mission of CHSN. One of the major accomplishments has been the development of our Strategic Plan document. A special thank you to Teddy, her skill and leadership, and her team for completing this important document which has many uses. In addition to defining the strategy for our future it is very useful in defining us to potential donors, board members and sponsors.

### Central Hastings Support Network

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*Curt Brinkman, Board Chair*

**Serving Central Hastings since 1985**

### Board of Directors

Curt Brinkman, *Chair*  
Tony Long, *Vice Chair*  
Catherine Althoff, *Treasurer*  
Shannon Lee, *Secretary*  
Christian Bertelsen  
Sharon Love  
Teddy Ryan  
Tammy Prevost  
Tonny Braden

### Office Staff

*Executive Director:*  
Sally Gale,  
*Office Coordinator:*  
Sheila Johnson  
*Office Administrator:*  
Linda McLaren  
*Helping Hands Coordinator:*  
Jane McCulloch  
*Janitor:*  
Debbie Dunscombe

### Transit Drivers

Jack Attwell  
Mike Maynard  
Vi Markov

## Staff Report

Central Hastings Support Network experienced a year of change as well as growth towards our mission of improving the quality of life for so many in need in our community.

**Helping Hands Program** – Weekly pick-ups of food from Kawartha Food Share have increased supplies of year-round fresh produce. With regular supplies of other perishable items such as cheese and yoghurt arriving weekly, clients are able to benefit from a choice of more diverse and nutritional items.

Volunteer training sessions were well attended with a focus on the 'Raving Fans' program as well as Violence and Harassment training.

The Volunteer Income Tax Program continued to see clients throughout the year, meaning 150 individuals and families received over \$500,000 in tax credits and benefits by ensuring their tax returns were submitted.

**Volunteer Driver Program** – Sheila Johnson continues to oversee this program and deal with the daily challenges. With the addition of 5 drivers in Belleville we are able to provide a cost effective and efficient service to clients on ODSP, OW and several other funders, throughout the Central Hastings area and beyond.

**Financials** – Our year end March 2016 showed an excess of revenues over expenditures of **\$32,018**. Audited financial statements are available.

**Community Relations Team** – The new website was published earlier in the year with the expertise and assistance of Jordan Bacon.

Templates for media releases and an advertising strategy for each fundraiser have been established and will continue to be developed with a focus on additional staff training.

**Fundraising Activities** – Three main annual fundraisers, the "Food for Thought" Art Show, "It's a Spring Thing" Fashion Show and the

"Whole Darn Town of Madoc Yard Sale", all in their 5<sup>th</sup> year, are now well established in the community and continue to raise awareness for our organization as well as much needed funds. "Cram the Cruiser" food drives, 50/50 draws, and the Christmas Sharing campaign also support our fundraising efforts with both financial and 'in kind' donations.



**Administration/Hub Activities** – Renovations continued this year with the installation of the accessible bathroom on the main level, which replaced the existing bathroom and storage closet. Signage for the tenants was completed and a wonderful mural by Jean McDonnell completed the cheerful welcome to Food Bank entrance.

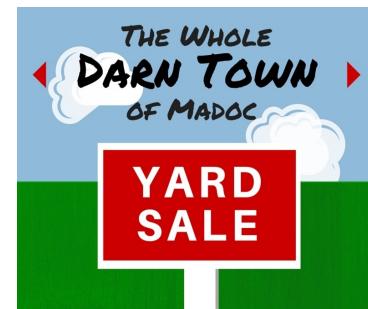
The 'Raving Fans' program was introduced to the organization, based on the book by Ken Blanchard with a focus on improvement of customer service. 'Customers' were identified – including food bank clients, transit riders, volunteers, board members and staff. They were then surveyed by questionnaire, with a focus on improving our relationships with those we work with (paid and volunteer) as well as those we serve. Any areas requiring improvement have been addressed with action plans.

Staff changes following the announcement of the retirement of Managing Director Jean McDonnell were carefully managed by the hiring committee. Jane McCulloch as Food Bank Coordinator and Linda McLaren as Office Administrator were appointed in the summer, **allowing Sally a smooth transition to spend time training with Jean before her departure.**

Vi Markov was appointed as a new part time Transit Driver on the retirement of Mel Johnson who had been with us since the start of the Transit program in 2009. We also welcomed Debbie Dunscombe as our new Janitor.

We wish to express our sincere gratitude for the unwavering support of the Board of Directors and we pledge to give them insight into our trials and rewards, and to provide our Board with any assistance they may require.

CHSN PARTNERS		



## Strategic Plan

Committee Chair: Teddy Ryan  
Committee: Curt Brinkman, Tammy Prevost, Jean McDonnell

Under the leadership of Teddy Ryan the first Central Hastings Support Network Strategic plan has been approved by the Board and published!  
Copies are available on the website at [www.chsninc.ca](http://www.chsninc.ca) or call 613 473 5255 to request a copy.