

Report from the Executive Director

2021 has been another exciting and transformative year for CHSN as we all come to terms with the new normal that has evolved due to the Covid-19 pandemic.

Throughout it all, staff and volunteers have shown amazing resilience and adaptability whilst maintaining provision of all our services to the highest standards.

The drop in program usage as demonstrated by the program stats below does not reflect the extra hard work by our dedicated team to ensure that all Covid related safety measures are followed, whether packing hampers in the food bank and carrying them out to clients, or the extra sanitizing required by the Volunteer Drivers, and the numerous safety measures implemented throughout the building.

An exciting highlight in 2021 was receiving the winning votes of 100+ Women Who Care Quinte, which brought almost \$10,000 to kick off the Food Bank renovation project and get the momentum going for more funding applications, as well as getting the renovations started with the building of a storage closet and janitor's closet.

CHSN was recently described as an agency without borders, which is a testament to the way our Staff, and Volunteers and Board continue to go above and beyond to meet the needs of our clients. I am thankful to work with such inspiring, talented and compassionate people.

Sally Gale
Executive Director

Gianna Chaulk, interim Food Bank Coordinator at the Food Bank entrance at the rear of the CHSN building



CHSN Program Stats 2020

Helping Hands Food Bank	2615 clients served	- 1% (decrease)
Volunteer Driver Program	6387rides provided	-28% (decrease)
Central Hastings Transit	1912Transit rides	-62% (decrease)
Community Volunteer Income Tax Program	182 income tax returns	-14% (decrease)

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Central Hastings Support Network

Annual Report 2021

Central Hastings Support Network

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Board of Directors

Shannon Lee, Chair
Amanda Gordon, Vice Chair
Sharon Love, Treasurer
Tina Frantz, Secretary
Christian Bertelsen
Tonny Braden
Bruce Wilson
Drew Feuerherdt

Staff

Executive Director
Sally Gale
Office Coordinator
Sheila Johnson
Executive Assistant
Melissa Nicholson
Food Bank Coordinator
Tina Booth



United Way
Hastings &
Prince Edward

Serving Central Hastings since 1985

Committee Reports

Finance/Fundraising Committee Report –

By: Sharon Love, Committee Chair

Committee: Bruce Wilson, Sally Gale, Judy Hagerman

This operational year held a very decisive change to the delivery of our Transit Service. Burdened with huge operational expenses for our two buses (insurance, repairs, maintenance, gas, wages/benefits and mandated operational upgrades), we sold our two 17 seater buses and bought a 2-wheelchair accessible van, and transferred operational services to an On Demand Micro Transit System, using our existing volunteer drivers using their own vehicles. This change in service is totally recognized and honoured under the Gas Tax Benefit to meet funding for rural transportation needs in Central Hastings.

Covid-19 of course made live fundraising events a challenge, however an on-line Art Auction was a great success and well as the second annual Golf Tournament at West Highlands Golf Course. We have also been blessed with very generous donations from our community.

In the Statement of Operations, our excess revenues over expenses was a positive \$71,520. However, the sale of our 2 buses reduced capital assets, bringing our excess revenues over expenditures down to \$2,776.

We are very grateful for our continued support from Hastings County, our local 5 Municipalities, Provincial Gas Tax and United Way allowing us to continue to provide these much needed services within our community.

We will be seeking fundraising for needed renovations to provide accessible entry, improved food storage and food bank facilities and also creation of Soup Kitchen so we can provide healthy meal planning training for our clients.

Thanks to Sally Gale, Executive Director and Judy Hagerman, Finance Officer for guiding us through this transitional process.

Transit Committee Report –

By: Amanda Gordon,

Committee: Sharon Love, (Chair), Drew Feuerherdt, Sally Gale

It could be said that Transit programming at CHSN had some R&R this year - but not in the way that you might think! With the Covid-19 pandemic in full force, Resourcefulness and Resiliency became the key words of the day. CHSN remained committed to providing convenient, affordable transportation within a rural setting, to those that would not normally have this option. After further review and reflection from the Transit Committee, it was confirmed that the On-Demand Transit model, that was born from the Covid-19 imposed restrictions, was very successful and would continue into the future. The buses of the past have been sold, and CHSN was able to purchase a wheelchair accessible van. This, along with the willingness of volunteer drivers to become Transit Drivers, ensures that people get where they need to be. The added flexibility of On-Demand service has allowed for transportation to and from employment, at various times of the day that would not have been possible in the past. All Public Health recommendations have been implemented and followed, and the safety of drivers and passengers remains a top priority. Thank you to all that have supported this program - including the 5 Transit Partners (Municipality of Centre Hastings, Madoc Twp, Marmora and Lake Twp, Stirling-Rawdon Twp, Municipality of Tweed) and Hastings County,

Program & Policy Committee Report –

By: Amanda Gordon, (Chair)

Committee: Shannon Lee, Tina Frantz, Sally Gale

Policy and Planning is an ongoing and ever-evolving body of work within CHSN; this past year has seen the review of various job descriptions within the organization, along with some re-wording of the Constitution. Updating the Strategic Plan continues, and development of a Covid-19 Vaccination policy is currently underway. A sincere Thank You must be extended to all that have provided input and insight to assist in this area of importance; your contributions are both valued and appreciated.

Personnel Committee Report –

By: Shannon Lee, Committee Chair.

Committee: Amanda Gordon, Christian Bertelsen, Sally Gale

As with all other parts of our agency, COVID 19 impacted our staff and volunteers significantly. We made big changes to our transit program and moved to an on-demand system. Jack, Mike and Joanie's roles as scheduled transit drivers ended as a result of this change. We are grateful for their commitment to serving our community. They continue to support CHSN as volunteer drivers.

The delivery of food bank programs had to be revamped, too. We had a core group of volunteers who showed incredible dedication and commitment. In particular, board members Tina Frantz and Bruce Wilson, along with Andrea Markham, worked tirelessly alongside Jane to manage large donations coming in and to provide a safe experience for clients. The efforts expended by this team were incredible - they all deserve high praise. Sheila managed the volunteer driver program remotely during the pandemic until we had our security camera system installed. This allowed us to have strict control over who entered the building, increasing safety for staff and clients alike.

In November 2020, Executive Assistant, Melissa Nicholson departed for maternity leave. We hired Kim Clarke to fill in for her. Working for a small non-profit was new for her but Kim settled in very well and has become a champion for the work that CHSN does in our community. Jane McCulloch, our Foodbank Coordinator announced her intention to retire in February 2021. We were very sad to know she was going to leave us but we started succession planning. Jane was leaving some big shoes to fill! With the support of the stellar food bank volunteer team mentioned above, we were able to keep the program rolling while we began our search for a new coordinator. Of course, all of this was overseen by Sally Gale, CHSN's Executive Director. With the help of Kim, she secured the required supplies to address the new requirements for staff, volunteers, and clients during the pandemic. She got the board all engaged through Zoom and we were able to continue almost with business as usual. It has been an eventful year and we look forward to more fun and adventures in 2021-22.