

Report from the Executive Director

2021-22 has been a year of sustained growth for CHSN, back to pre-covid numbers and beyond for some programs. As we transitioned out of strict pandemic protocols, staff and volunteers have remained vigilant for the protection of staff, volunteers and clients whilst maintaining high standards of program delivery.

Many changes are occurring within the organization. We say goodbye to Sheila Johnson, who has been the ‘face of CHSN’ for more than 12 years, overseeing the main office and reception as well as coordinating rides for the Volunteer Driver and Transit programs. Her calmness in the storm (and there have been a few!) and ability to step up and find solutions for any and every situation have been a great comfort to staff, volunteers and clients! She will be missed.

We will lose 4 Board members who for different reasons have decided not to stand for re-election. Sharon Love who brought solid financial knowledge as well as dynamic leadership for the fashion Show and Golf Tournament fundraisers is retiring after 10 years. Christian Bertelsen was a Food Bank volunteer and for many years faithfully handled all the garbage and recycling is retiring after 11 years. Amanda Gordon, a board member for 5 years has been a valuable lead for the Transit Committee, and Drew Feuerherdt, also a valuable contributor to the Transit Committee is stepping back after 2 years. We are grateful for your many hours of service and commitment.

The final change is the on-going Food Bank Renovation Project, headed up by Board Director and former staff member Kim Clarke. The rear accessible entrance is almost complete, with the major internal reconstruction to provide a café, food prep and teaching area to be completed by March 2023. Further fundraising will be required to equip the kitchen, and community partners will be sought to help to present cooking classes as well as nutritional and other education for clients.

I am grateful to work with the inspiring, talented and compassionate team of staff and volunteers who continue to go above and beyond every day. 2023 looks like an exciting year ahead!

Sally Gale, Executive Director.



Left: Tonny Braden (Director) with Centre Hastings Mayor, Tom Deline at the Madoc Canada Day Art Event.




Right: Summer Students Morgan and Sam with MP Shelby Kramp-Neuman


CHSN Program Stats 2021		
Helping Hands Food Bank	3133 clients served	+ 45%
Volunteer Driver Program	6527 rides provided	+ 2%
Central Hastings Transit	3424 Transit rides	+ 80%
Community Volunteer Income Tax Program	204 income tax returns	+ 12%

# Central Hastings Support Network

## Annual Report 2022



CHSN Staff:  
Darelle Winterburn, Tina Booth, Judy Hagerman, Sally Gale, Wendy Hay.



Sheila Johnson, retired after 12 years with CHSN.

### Central Hastings Support Network

151 St. Lawrence St. E.  
PO Box 13, Madoc ON  
K0K 2K0  
(613)473-5255 / Fax: (613) 473-2374



**Board of Directors**  
Shannon Lee, *Chair*  
Amanda Gordon, *Vice Chair*  
Sharon Love, *Treasurer*  
Tina Frantz, *Secretary*  
Christian Bertelsen—Director  
Tonny Braden—Director  
Kim Clarke—Director  
Drew Feuerherdt—Director  
Andrea White Markham—Director  
Gina Olsen—Director

**Staff**  
**Executive Director**  
Sally Gale  
**Office Coordinator**  
Darelle Winterburn  
**Executive Assistant**  
Wendy Hay  
**Food Bank Coordinator**  
Tina Booth  
**Finance Officer**  
Judy Hagerman  
**Transit Driver**  
Alexx McCann



## Committee Reports

### Finance/Fundraising Committee Report –

*By: Sharon Love, Committee Chair*

*Committee: Kim Clarke, Tina Frantz, Shannon Lee, Sally Gale, Judy Hagerman*

In the Spring of 2022, we held a successful on-line Art Show. As we transitioned out of Covid-19, with safety protocols in place, we returned to live fundraising events for the remainder of the year. We held a number of in-person events this year beginning with an Art Show in the park on Canada Day. Working in collaboration with the Chamber of Commerce, we had over 200 individuals visit the Art Centre Hastings building. This year we held the 3<sup>rd</sup> Annual Golf Tournament at the West Highland Golf Course in August. We have also been blessed with very generous donations from our community.

In a Statement of Operations, our excess revenues over expenses was \$82,446, mostly due to an unexpectedly high gas tax rebate. Discussions have begun regarding establishing a ‘reserve fund’ as a strategy to protect the organization and to allow us to develop the programs further. We are grateful for our continued support from Hastings County, our local 5 Municipalities, the Province of Ontario (gas tax rebate) and United Way Hastings Prince Edward, allowing us to continue to provide these much needed services within our community.

Phase One of the Food Bank renovation has begun with a new wheelchair accessible entrance at the back of the building almost complete. Phase Two, funded largely by a generous donation from the Parrot Foundation, will begin in January with a full renovation of the Food Bank expected to be complete by March 2023.

Thanks to Sally Gale, Executive Director and Judy Hagerman, Finance Officer for guiding us through this Financial year. A special thank you to Kim Clarke, Board Director, for her extensive work on the Food Bank Renovation Project.



Sharon Love, Finance Committee Chair, retiring after 10 years, shown here at the 2022 Golf tournament

### Transit Committee Report –

*By: Sharon Love,*

*Committee: Amanda Gordon, (Chair), Drew Feuerherdt, Sally Gale*

CHSN remained committed to providing convenient, affordable transportation within a rural setting, to those that would not normally have this option. The Transit Committee monitored the On-Demand Transit model with few changes needed because of the success and smooth running of the program.

In many ways, we are a victim of our own success, as we find that we now are in desperate need for additional Volunteer drivers and must review the need for additional Transit staff and vehicle(s). With that in mind, we sent our Executive Director, Assistant Director and Transit Coordinator to the Provincial Transit Conference in Toronto in July for further investigation into expanding the fleet, from one to two vehicles. This allowed the opportunity for networking with other Rural Transit Systems to see how they expanded their Transit Programs and to investigate automated booking systems.

Although most Public Health restrictions, due to Covid-19, were gradually lifted this year, we continued to support our drivers and clientele with health safety measures (cleaning & masking) to ensure their comfort as we transitioned out of the pandemic. We thank our 5 Transit Partners (Municipality of Centre Hastings, Madoc Twp., Marmora and Lake Twp., Stirling-Rawdon Twp., Municipality of Tweed) and Hastings County, as well as United Way HPE for their continued support.

### Program & Policy Committee Report –

*By: Amanda Gordon, (Chair)*

*Committee: Shannon Lee, Tina Frantz, Sally Gale*

Policy and Planning has focused on the review and adjustment of policies and procedures for CHSN. Our committee clearly demonstrated its ever-evolving body of work and flexibility as we transition out of the Covid-19 experience. Covid policies that were implemented and adapted continue to be monitored, while always working to ensure the comfort levels and safety of CHSN employees, and those accessing CHSN services.

The Committee will continue to update the Constitution as well as the Policies and Procedures, with developments within the other Committees. 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*

We have made some big changes to our CHSN staff since Covid entered the world. Sheila Johnson has been an anchor for Reception and the Transportation Programs and retired on November 4, 2022. Sheila started with CHSN, having previously volunteered at a local fundraiser for the Foodbank at the Madoc Foodland. She said, “I have enjoyed and transitioned into the present workload. I enjoy my co-workers and just liked getting up in the morning to go into work.” Fortunately, we will still see her around the office helping with transit invoicing. Congratulations and Thank you Sheila!

Filling her role as Office Coordinator is Darelle Winterburn. She is a familiar face, having supported Sheila in the office for the last 5 years, but will now take on the role full time. Alexx McCann is our Public Transit Driver, working full time to ensure our wheelchair accessible vehicle is available to all who need it. Wendy Hay was hired as Executive Assistant at the end of May 2022 and jumped into the job successfully; supporting with several fundraisers (Canada Day Art Event and Golf Tournament). As always, CHSN depends on the amazing volunteers who are so devoted to our organization. It continues to be wonderful to see our Board Directors supporting with the day to day activities in the Foodbank and with Transit.

Of course none of this would be moving forward without our Executive Director, Sally Gale. Her commitment and knowledge of our CHSN Programs makes her our greatest advocate and resource.



Wendy Hay and Sally Gale at the 2022 CHSN Golf



Community Partners are essential to the success of CHSN.

Left - we are grateful to the Madoc Festival of Trees and the B.I.T for their support.

Right - huge thanks to the Beef Farmers of Hastings County for 2 generous donations of beef. Pictured—Al Govier, Secretary and Treasurer along with CHSN staff.

