

Report from the Acting Executive Director

2022-23 has been a year of sustained growth for CHSN. This has been a time of great change for the organization.

We said goodbye and offer a huge thank you to Sally Gale, who has been part of the 'CHSN family' for more than 12 years. She began her time with CHSN as the Foodbank Coordinator, transitioned to the Executive Assistant and then led the organization as the Executive Director for 7 years. Sally's passion for CHSN's programs, her strong community focus and voice, along with her advocacy for the transition to On-Demand Transit services will be her legacy for years to come. Sally will be greatly missed and we wish her the best in all of her future endeavours.

We lost one Board member, Kim Clarke, who retired after the completion of the Foodbank renovation. Kim coordinated the move and temporary location for the Foodbank, at the Anglican Church hall, during renovation. Kim continued supporting CHSN with her participation in all Fundraisers. We welcomed two new Board members this year; Jo-Anne Albert, Secretary of the Board, and Doug Hunter chaired the 4th Annual Golf Tournament fundraising Committee.

This was a year of cleaning and clearing for the CHSN building. We completed the Foodbank renovation. A special thank you was given to Kim Clarke and Gareth Gaebel at the Open House. The United Way Day of Caring, assisted with the completion of two huge tasks; removing a tree at the side of the property to clear the Foodbank garden space and the painting of the main level of the business office. A huge thank you to the Hydro workers and the Team from 8 Wing Trenton. The gardens were lovely this year because the sun could reach the plants. The newly painted upstairs feels refreshed. Awesome!

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. 2024 looks like an exciting year ahead!

Wendy Hay, Acting Executive Director



Left: United Way Day of Caring event and the Hydro team who clear garden space.



Right: Kim and Gareth receiving an award at the Foodbank Open House.

CHSN Program Stats 2022

Helping Hands Food Bank	3389 clients served	+ 8%
Volunteer Driver Program	7411 rides provided	+ 14%
Central Hastings Transit	6054 Transit rides	+ 77%
Community Volunteer Income Tax Program	255 income tax returns	+ 25%

chsn.support



Central Hastings Support Network

Annual Report 2023



CHSN Executive Director, Sally Gale, retires after 12 years of service.



Entrance to the newly renovated Foodbank Mural completed by Diane Woodward.

Central Hastings Support Network

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Doug Hunter, *Director*

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Staff

Acting Executive Director

Wendy Hay

Office Coordinator

Darelle Winterburn

Acting Executive Assistant

Brooke Berry

Food Bank Coordinator

Jane McCulloch

Finance Officer

Judy Hagerman

Transit Driver

Alexx McCann

Committee Reports

Finance/Fundraising Committee Report – Tina Frantz, Committee Chair Committee: Shannon Lee, Andrea Markham, Wendy Hay, Judy Hagerman

In the spring of 2023, we held a Fashion Show fundraiser, using Board members, staff and community volunteers as models. We have not held this event since Covid-19 forced the cancellation of the event in 2020. It was fabulous to hold in-person events throughout the year. The June Art Auction, held both on-line and in person, culminated with an event at the Madoc Arts Building. We held the 4th 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 \$54,167, mostly due to the high gas tax rebate. Discussions regarding efficiency strategies have moved us toward considering the purchase of a Digital Transit Platform, as well as researching the purchase of a new vehicle. 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.

The Food Bank renovation, including a wheelchair accessible entrance and washroom were completed in June 2023. This project was completed thanks to a generous donation by the Parrott Foundation, fundraising events and donations. We held an Open House in July for the community to view the new Foodbank space.

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.



The CHSN team at the Food Bank Open House

Transit Committee Report – Jo-Anne Albert, Committee Chair Committee: Doug Hunter, Kevin Young, Wendy Hay

CHSN remained committed to providing convenient, affordable transportation within our rural setting. The On-Demand Transit Model has seen an outstanding increase in our ridership. The Transit Committee met four times this year. The Transit Committee proposed to the Board in February that we update our cell phone policy and that we hire someone to assist with bookings. Brooke Berry was hired and has been such an asset in assisting with our booking process.

Our ED and EA travelled to Toronto for the Ontario Transit Expo, an excellent opportunity for our staff to network with the other Transit providers and discuss best practices. Our ED visited each of the five Municipalities to discuss the new on-demand service started since COVID. We reinitiated our Transit Partners Group and had a very successful meeting with the supportive Mayors and staff from 3 of our partners to improve communication and encourage all to keep Public Transit in their budgets.

We thank Hastings County, the United Way HPE and our 5 Transit Partners -Municipality of Centre Hastings, Madoc Twp., Marmora and Lake Twp., Stirling-Rawdon Twp., and Municipality of Tweed.

Personnel Committee Report – Shannon Lee, Committee Chair Committee: Andrea Markham, Tina Frantz, Wendy Hay

The year has been marked by several noteworthy occurrences that have greatly influenced the functioning and resilience of our organization. The year began with an unexpected challenge as our dedicated Executive Director experienced health issues that necessitated a temporary leave of absence which eventually led to her decision to retire from the organization.

In response to our Executive Director's absence, our Executive Assistant, Wendy Hay, stepped into the role as Acting Executive Director. Wendy handled the additional responsibilities with grace and competence, ensuring that the organization continued to function smoothly and effectively throughout this challenging period.

It is worth noting that our dedicated transportation staff and Foodbank Coordinator went above and beyond their regular duties to support our agency during this challenging time. Their unwavering commitment and dedication to our mission were truly remarkable and significantly contributed to our ability to serve our community.

Despite the challenges posed by the year, our Personnel Committee continued its work, finalizing our HR policies, ensuring a robust framework for CHSN.

Despite the unexpected challenges and setbacks we faced this year, the collective efforts of our team, our adaptable personnel, and the progress made by the Personnel Committee have positioned CHSN for continued growth and success in the future. We look forward to the opportunities and challenges that the upcoming year may bring, knowing that we are well-prepared to face them head-on.



Staff and volunteers at the 2023 CHSN Golf Tournament

Program & Policy Committee Report – Andrea Markham, (Chair) Committee: Shannon Lee, Tina Frantz, Wendy Hay

The work of the committee over the past year has focused on two areas, review of HR documents and hiring personnel. The committee reviewed and the Board of Directors approved a cell phone policy for staff, transit and volunteer drivers, and updated our Human Resources policies, and job descriptions. Due to increased transit ridership, the committee hired part time office personnel, as well as a part time driver. The early retirement of our Executive Director, Sally Gale, required us to post this position on the Indeed and Charity Village platforms.

