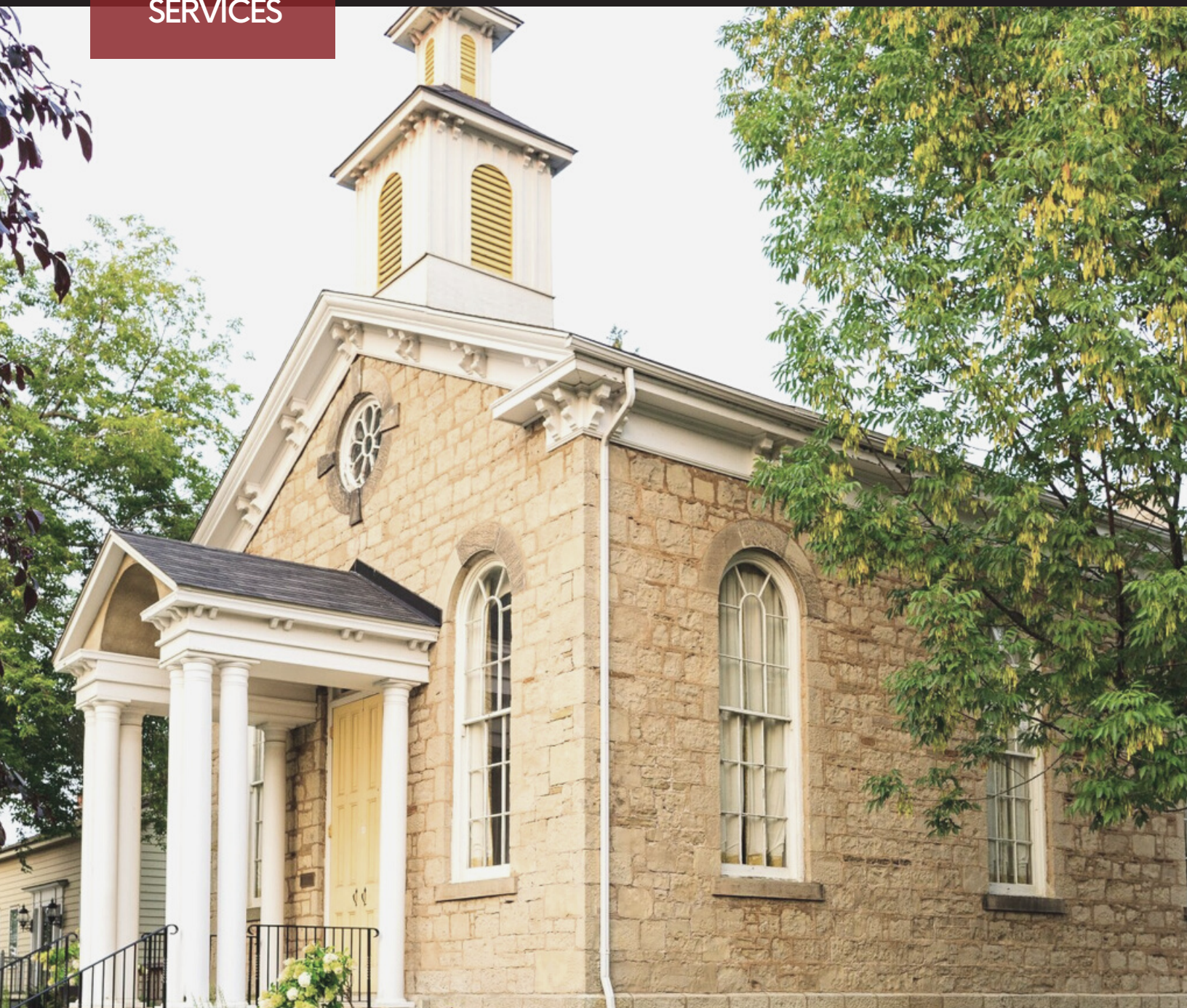




ANCASTER
COMMUNITY
SERVICES

ANNUAL REPORT

2020-2021



(905) 648-6675
ancastercommunityservices@gmail.com

ancastercommunityservices.ca

BOARD CHAIR STATEMENT



The board of directors of Ancaster Community Services (ACS) is a group of dedicated volunteers who care about their community and the important role that ACS plays in the lives of the residents of Ancaster. The board of directors of an incorporated, non-profit organization like ACS is responsible for overseeing the governance of the organization.

We look back on another year of adaptation and transition for ACS, not only due to the continuing pandemic, but also the change in leadership. We bid farewell to Melanie Barlow as the Executive Director of ACS, and thanked her for her service. We were very pleased to welcome Lynne Morris as the new Executive Director of ACS in November 2020.

Lynne is a seasoned executive in the private sector and she brought her calm presence and extensive experience to bear in ensuring a smooth transition and continuity in services. The board of directors works collaboratively with Lynne to support ACS in the achievement of its objectives.

The board of directors and its subcommittees continued to meet virtually during the pandemic and advanced important governance objectives, most notably, the policy work required to achieve accreditation. The board of directors voted to confirm its commitment to achieving accreditation as it ensures a strong governance framework for ACS and also supports the organization's funding, particularly in grant applications. To achieve accreditation requires a comprehensive review and update of the organization's policies and procedures. In the past year, the board of directors made significant progress in updating a number of important policy documents to support accreditation.

The pandemic restrictions continued to have an effect on operations but the ACS team of staff and volunteers ensured that important services were maintained. As an essential service, ACS has remained open and fully staffed during the pandemic. The services of ACS are particularly vital to maintain connections within the community in the context of the isolation created by pandemic. These impressive achievements include:

- The Youth Program, the Net, successfully pivoted to a virtual environment hosting a variety of programs from education to mental health. The Youth Program continued to grow and hosted approximately 20 events per month.
- Shopping for Seniors was introduced to align to the needs of our seniors during the pandemic.
- The uptake on frozen meals doubled in the last year, supporting healthy nutrition for seniors and vulnerable populations in the community.
- ACS introduced the Friendly Calling program, which is designed to conduct regular phone check-ins on seniors in our community to ensure their health and well-being.

ACS is well-known for hosting events that not only raise funds for its worthy causes, but also bring the community together. The pandemic restrictions did not permit in-person events, but ACS conducted its first ever online auction which was very well received. The Christmas campaign was the most successful campaign to date.

ACS continues to partner with local groups and businesses, including the Ancaster Community Food Drive. The virtual food drive, in which ACS was one of the agencies supported, was the most successful the agency has experienced.

The ACS Volunteer Dinner could not take place due to public health restrictions, but I was happy to participate in the "drive-through" appreciation event and meet some of our amazing volunteers.

I wish to acknowledge the extraordinary generosity and support that the Ancaster community has shown for ACS. This Annual Report includes many heartwarming stories of the impact of this generosity through the services that ACS provides.

Finally, on behalf of the board of directors, I wish to thank Lynne Morris, ACS staff, and ACS volunteers for their incredible accomplishments in the midst of the challenges of the ongoing pandemic. We look forward to continuing to support their work in the community.

ROSEMARIE MCCUTCHEON
BOARD CHAIR

A handwritten signature in black ink that reads "R. McCutcheon".

WORDS FROM THE EXECUTIVE DIRECTOR

As our community experienced a year like no other, I am incredibly proud of how Ancaster Community Services (ACS), guided by our mission, continued to serve the community of Ancaster. ACS showcased how quickly we could adapt with innovative programs in response to the global pandemic, which ensured our essential programs continued to be delivered to our community. In every decision we made we put the well-being of our clients, volunteers, staff and community at the forefront.

Our Youth Program led by the Youth Advisory Team, The Net, successfully pivoted to mainly virtual events and programming to ensure the continuation of our youth engagement activities. Activities that ranged from wellness and mental health events, leadership forums, mentorship opportunities, as well as group activities that included online games, trivia and creative projects. During an extremely difficult time with an inability to socialize in-person or learn in classrooms, the Youth Program created an inclusive and welcoming space that enriched and supported its many youth members.

Our Shopping 4 Seniors program, launched at the onset of the pandemic, continued to grow as a critical service to our seniors who were most at-risk. Additionally, the Friendly Calling program also launched and offered supports to seniors who were socially isolated. Our Frozen Meals and Meals on Wheels programs saw significant combined growth during the pandemic and provided our clients with flexibility for delivery as well as a variety of food choices. The Assisted Volunteer Driving Program remained a flexible program aligning to the ongoing public health restrictions, ramping up and ramping down as the emergency measures dictated.

“In every decision we made, we put the well-being of our clients, volunteers, staff and community at the forefront.”



Meeting all the challenges of the past year, both the ACS staff and volunteers continued to deliver on our programs with resilience, dedication and grace. Incorporating all the public health and safety protocols, the staff and volunteers rose to the challenge and never missed a beat. Their relentless pursuit of community service, during extraordinary times, was both inspiring and humbling.

We would not be able to do all our important work in the community without the generous support from our dedicated volunteers and community donors. As our charity is only partly funded by government grants and foundations, we continue to rely on donations from local individuals and businesses to provide our vital services and programs.

A sincere thank you to all members of the Ancaster community for your unwavering support and commitment to ACS. We will continue to build on this trust and support to serve our community and enhance the quality of life for all.

Lynne E Morris

LYNNE MORRIS

EXECUTIVE DIRECTOR

ACS OVERVIEW

MISSION

Ancaster Community Services (ACS) serves the diverse community of Ancaster by providing programs, volunteer opportunities, information and resources, which enhance the quality of life for all.

VISION

ACS aspires to create an energized, caring community for all.

VALUES

Accessible, dependable, quality services powered by volunteers who treat our clients with dignity and respect.

Established in *Charitable Number:*

1969 **118786375RR0001**



BOARD MEMBERS

CHAIR

Rosemarie McCutcheon

Jeremy Russell

VICE CHAIR

Lisa Morine

Gloria Rojas

SECRETARY

Lisa Mancini

Scott Moreton

TREASURER

Owen Griffiths

Julie Rutledge

Matthew Gibson

Karl Hanley

Sherry Parsley

Margaret DeGroot

OTHER BOARD MEMBERS IN 2020

Lynne Morris

Linda Dayler

Scott Massey



OUR STAFF

LYNNE MORRIS
EXECUTIVE DIRECTOR

REHA SANDILL
SOCIAL MEDIA & MARKETING COORDINATOR

KAYLEE NORWOOD
SUPERVISOR, VOLUNTEER & SOCIAL SERVICES

HODON ABDI-HORVAT
YOUTH PROGRAMS COORDINATOR

KRISTIN SHUTTLEWORTH
PROGRAMS COORDINATOR

2020-21 CO-OP STUDENTS

JENNIFER MELO
MOHAWK COLLEGE, SSW (SEPT.'20 - APR.'21)

SYDNEY MANSON
MOHAWK COLLEGE, SSW (NOV.'20-DEC.'20)

OTHER STAFF IN 2020

MELANIE BARLOW
EXECUTIVE DIRECTOR

HEATHER TIEDE
SPECIAL EVENTS COORDINATOR

100+

PROGRAM VOLUNTEERS
*Our volunteers are the power
behind our programs.*

MEALS ON WHEELS

Our volunteers deliver a hot, nutritious lunch-time meal to seniors who may have difficulty preparing meals and maintaining optimal nutrition.



“As caregivers, we thank you and the entire Meals on Wheels team for your services. It has made our job so much easier and has quite literally saved our parents' lives.”

This program helps local seniors stay healthy with fresh and nutritious meals delivered right to their door contact-free. Our meal provider is local caterer, **Set The Table Kitchen & Co.** We have seen steady growth in clients served during the 2020-21 fiscal year. In total, we served **70** unique clients in the Ancaster area this past year and on average, our volunteers delivered to approximately **22 clients a month**. We have **55** dedicated volunteers for this program who have driven **12,243 KM** to deliver meals.

WINTER PROMOTION

In collaboration with Set The Table, we offered eligible Ancaster residents the opportunity to try our service and receive 3 meals for free. This promotion ran from February 16th to March 19th and there was no additional cost to ACS for participating in this initiative. We provided **91 total meals** served to **33 local seniors**. Of the 33, **12 have remained on regular service**.



55

seniors served through this program

2964

meals delivered during the 2020-21 fiscal year

54%

increase in total meals delivered in March 2021 compared to March 2020

12,243

KM driven by our volunteers

PROGRAM BENEFITS



Social interaction with no-contact



Increased nutrition



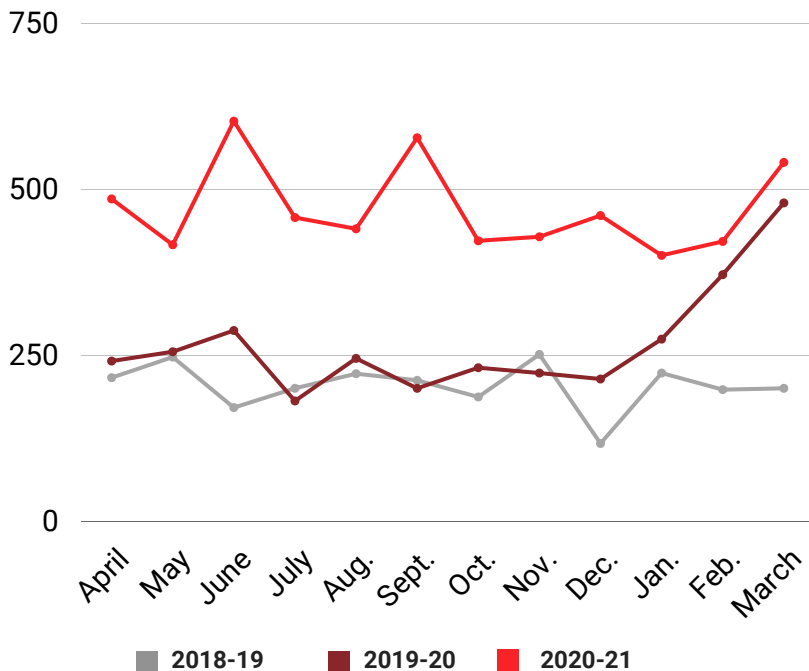
Provides a wellness check

FROZEN MEALS

Delicious, home-style meals are freshly prepared, frozen at our provider's location and available for pick-up or delivery.

Our Frozen Meals program allows clients to place an order and pick up their meals from our office or have them delivered. Our Frozen Meals provider continues to be **Ina Grafton** in St. Catherine's. Clients have the opportunity to select entrees, desserts and soups from a five-week rotational menu.

Frozen Meals has continued to see strong growth throughout the year, as many seniors isolated at home and adhered to the provincial safety guidelines. In total, we served **6,547 meals** and saw a **36% increase in clients served**. ACS also subsidized **713 meals** for low-income seniors.



TOTAL MEALS SERVED

Shows the trends for Frozen Meals served between the 2018-19, 2019-20 and 2020-21 fiscal year. There is a noticeable increase in meals served in the 2020-21 fiscal year.

251

free meals provided to local seniors through a promotion in June 2020

“ We really appreciate the care demonstrated for seniors living alone by your agency. ”

69%

increase in meals during the fiscal year

102

clients served through our program

116%

increase in KM driven by volunteers

EMERGENCY FOOD ASSISTANCE PROGRAMS



FOOD BANK

ACS assisted a total of **1,243 people** for all Food Assistance Programs from **464 households** throughout the year, compared to 1,207 from 428 in the 2019-20 fiscal year. There was an **8% increase in households** served and there was a **125% increase in seniors** who accessed our Food Bank.

29,480

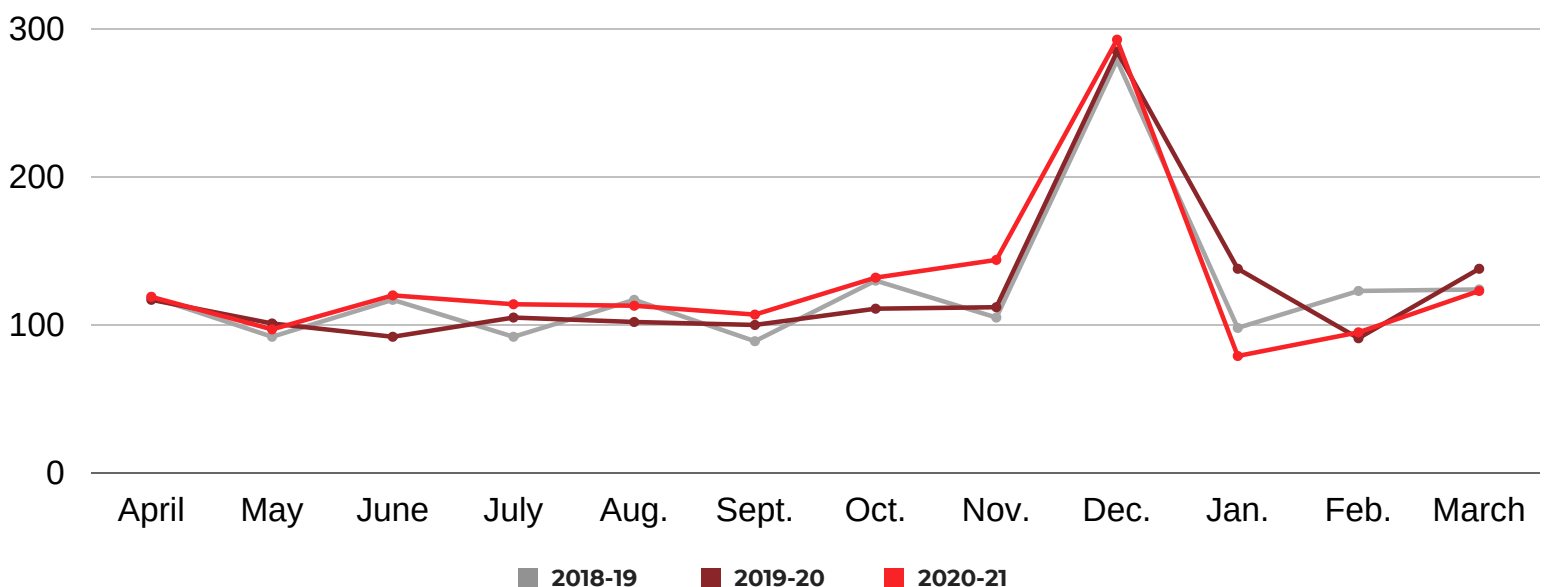
lbs. in food provided to clients

32

new households registered this year

\$17,967

provided to clients in food cards



TOTAL MEALS SERVED

Comparing the number of individuals served by our Food Bank per month over the past three fiscal years - showing steady access with a noticeable increase for Christmas

EMERGENCY FOOD ASSISTANCE PROGRAMS

Our Food Bank has served...



653

ADULTS



524

CHILDREN



63

SENIORS

... during the 2020-21 fiscal year.

Providing fresh fruit and vegetables is a priority of our Emergency Food Program. During the year, we purchased an industrial fridge and freezer in order to store fresh and frozen items such as vegetables, fruit, milk and more.



GOOD FOOD BOX

In the 2020-21 Fiscal Year, **197 individuals** received a Good Food Box (GFB) and **66 boxes were distributed** in total. Due to the COVID-19 pandemic, our provider halted service delivery to the Good Food Box program for six months.

Items in GFB include:

Bananas	Lettuce
Apples	Cucumbers
Peaches	Tomatoes
Plums	Green Beans
Pears	Peppers

66

Good Food Boxes
provided to the
community

ASSISTED VOLUNTEER DRIVING PROGRAM

Providing safe and reliable transportation for local seniors to attend important medical and medical-related appointments.



In 2020-21, we had **48 registered clients** who used this service, and **8 volunteers** who continued to drive throughout the pandemic. In total, **ACS provided 172 drives** throughout the year to medical and essential appointments in the Hamilton area. This is one of our programs that was temporarily suspended at the start of the fiscal year due to the COVID-19 lockdown. It remained closed for 4.5 months, after which it was re-started with enhanced health and safety protocols.

172

drives to important
medical appointments.



400

hours of time driven by
our program volunteers



1262

KM driven by our volunteers
through this program.



**Now providing drives to *COVID-19 Vaccine*
Appointments to local residents 55+!**

SHOPPING 4 SENIORS

This program empowers local seniors with little to no support to take care of their nutritional health. Seniors can place grocery orders for volunteers to pick up and deliver to their door contact-free. Groceries can be ordered from Food Basics or Longo's Ancaster.

In the first year of this program, we had **63 registered clients** and **7 dedicated volunteers**. In total, our volunteers completed a total of **105 shops** and **drove 518KM**.

DATE OF FIRST SHOP: APRIL 23, 2020



FRIENDLY CALLING PROGRAM

Through this service, volunteers will call local senior clients 1-2 times every two weeks for a friendly chat while simultaneously performing a wellness check. This past year, we had **41 registered clients** and **6 volunteers**. In total, **585 calls were made to local seniors**.

BENEFITS INCLUDE:

- Decreases social isolation during the lockdown
- Improve mental health of those who cannot visit family
- Ensure the health & safety of seniors living alone

THE NET



A youth lead initiative that aims to help young people connect, learn, and be engaged in their community.

Our Youth Empowerment Program, **The Net**, has been thriving this past fiscal year. This program has provided an important platform for youth in the our community to connect with each other. Members of The Net have been busy planning engaging events and activities, creating volunteer projects for other youth, and addressing the important issues and challenges facing youth today.

The Net's Youth Advisory Team of student representatives from various local middle schools and high schools continues to grow. The Team includes students ages 13-18 from schools such as Frank Panabaker Elementary School, Ancaster High School, Bishop Tonnos CSS and Hillfield Strathallan College.



SOME OF THE NET'S EVENTS INCLUDED:



Valley Green Park Community Clean-up



Pumpkin Carving Sessions



Virtual Coffee House with Brian Melo

90

local youth engaged
with The Net

139

activities created and
hosted by The Net

1,767

volunteer hours earned through
programs with The Net

The Net showed tremendous initiative this year by stepping up to help our community during challenging times. They assembled care packages for isolated seniors to help support them while isolating from family, and mental health care packages to spread some positivity to those struggling during the pandemic.



Our Summer Babysitting Course ran **virtually** for two week-long sessions in July 2020. Students were given the chance to learn about important topics such as fire safety, water safety, personal safety and mental health awareness. In total, we had **18 students** who all graduated to become certified babysitters.



ACS ran our Youth Services Program for the months of July and August in 2020. With enhanced safety protocols due to the COVID-19 pandemic, we connected youth with opportunities where jobs such as grass-cutting, lawn-care and babysitting were needed.



CHRISTMAS ASSISTANCE PROGRAM

Providing local income-challenged families, seniors and individuals with Christmas hampers, food and grocery gift cards for the holiday season.

102

HAMPERS DELIVERED

293

INDIVIDUALS SERVED
THROUGH THE PROGRAM

\$13,617

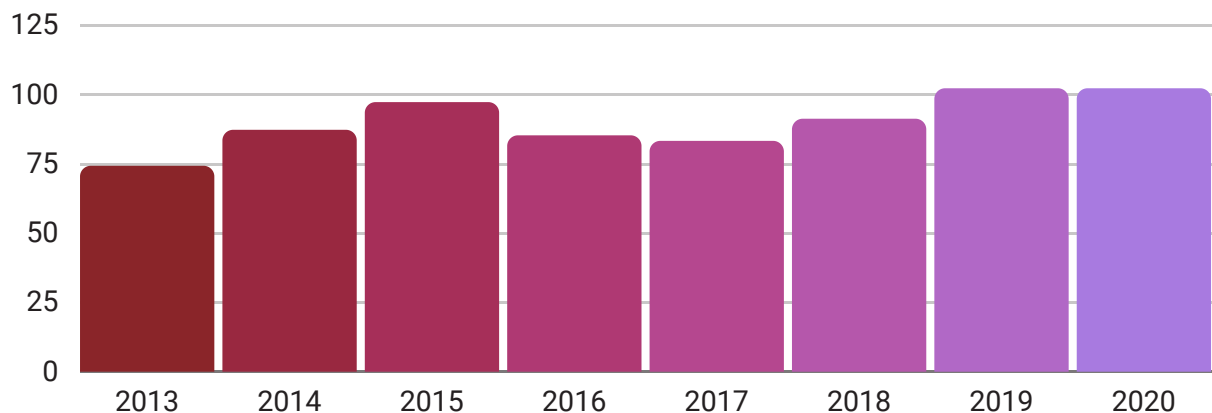
IN GIFT VOUCHERS
PROVIDED



Our Christmas Assistance Program registration opened on October 5th and closed on December 4th. Hamper Assembly ran between November 30th to December 16th **thanks to the support of our amazing volunteers.** Hampers were available for pick-up or delivery from December 17th to 23rd. Overall, **69 families and 132 children** were served through this program.

YEARLY HAMPER DISTRIBUTION

Showing the total number of Christmas hampers distributed through our Christmas Assistance Program, highlighting that 2019 & 2020 remain our largest number of hampers thus far.





OUR COMMUNITY AT CHRISTMAS

A special thanks to everyone who volunteered their time during the holiday season to help support our Christmas Assistance Program:



***Rotary Club of Ancaster A.M.** delivering food items for our holiday hampers*



***The Meisner Family** helping sort gift and food items in our hamper assembly room*

SANTA TO A SENIOR

This year, our Santa to a Senior program was facilitated by our Youth Program, The Net. To ensure the safety of all senior clients, members of The Net created care packages filled with thoughtful gifts such as tea, socks, puzzle books and more. Everyone assembling the bags was pre-screened for COVID symptoms, wore gloves and a mask, and had access to hand sanitizer between each bag. In the end, we provided **100 gift bags** to local seniors for the holiday season.

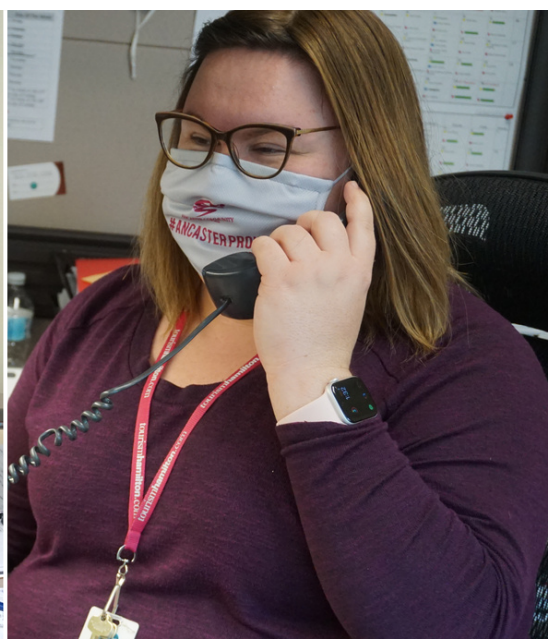
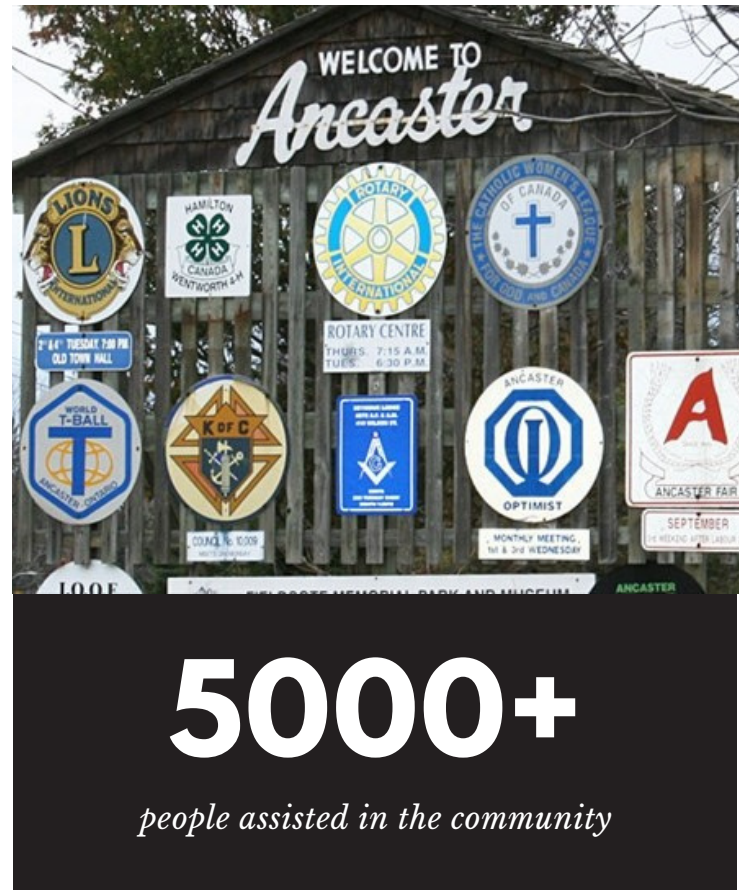


INFORMATION & REFERRAL SERVICES

Providing the community with relevant and current information.

ACS has received many calls and visits from community members and those coming from out-of-town regarding general questions, community inquiries or related tourism information. We also commonly receive calls from residents and clients asking about other social services and organizations in the community for programs that we may not offer, such as mental health supports and medical services.

In addition to calling and in-person visits, we receive information requests through emails and social media messages.



FORA OUTDOOR CENTRE

VOLUNTEER SUMMARY

During this past year, we have been fortunate to have such **dedicated volunteers** who helped power our many programs and services, especially during the COVID-19 pandemic. In total, **our volunteers have contributed over 5,000 hours of dedicated service towards our Ancaster community in the 2020-21 year.**

VOLUNTEER BREAKDOWN

MEALS ON WHEELS

55 volunteers
12,243 KM driven

AVDP

16 volunteers
+4400KM driven
400 hours contributed

FRONT DESK

7 volunteers,
588 hours contributed

FOOD BANK

6 volunteers
599 hours contributed

FROZEN MEALS

10 volunteers
1,745KM driven
408 hours contributed

CHRISTMAS

75 volunteers
603 hours contributed

BOARD OF DIRECTORS

12 volunteers, 600+ hours of support

VOLUNTEER DRIVE THRU APPRECIATION EVENT

To celebrate all the incredible volunteers who reached 5, 10 & 15 year milestones, we held a socially distanced, Drive-thru Event in November 2020.



ONTARIO VOLUNTEER SERVICE AWARDS

ACS nominated the following volunteers in January 2021 for their dedicated years of service towards our organization.

Bill Sturgeon
15 YEARS

Krista Hann
10 YEARS

Owen Griffiths
5 YEARS

Karen Lane-Groen
5 YEARS

Anne Ralph
5 YEARS

Lauren Pringle
2 YEARS
(YOUTH AWARD)

Alexandra Cloutier
2 YEARS
(YOUTH AWARD)

Leanne Tran
2 YEARS
(YOUTH AWARD)

VOLUNTEER MILESTONES

The following volunteers are celebrating important milestones of years of service with Ancaster Community Services:

20+ YEARS OF SERVICE

Norma Chapman
Bob Penny
Mary Penny
Barbara Raphael
Gloria Stodulka
Anne Van Rooijen

15-19 YEARS OF SERVICE

Margaret Jenkins
Julia Masterson
Bill Sturgeon
Anthony Vallentin
Jan Vallentin

10-14 YEARS OF SERVICE

Joan Aird
Peter Barnes
Anne Greenlay
Krista Hann
Jennifer Jewitt-
Matsumoto
Karen Llewellyn
Rennie Lyon
John Parkhill
Nancy Parkhill
Kristen Puccini
Wendi Van Exan

5-9 YEARS OF SERVICE

Anne Book
Roberta Burke
Diane Collinson
Jeanette Cross
Pat Foley
Owen Griffiths
Dave Howie
Andy Kalbfleisch
Sue Kalbfleisch
Karen Lane-Groen
Carol Larsen
Joanne McGowan
Judy Munro
Donald Oates
Jackie Oke
Kamila Rempala
Anne Ralph
Lloyd Spalding
Denise Wilson



FUNDERS, DONORS & SUPPORTERS

Despite the unprecedented challenges we faced in the past fiscal year, we were able to continue providing our essential programs and services thanks to our wonderful supporters throughout the year. We would like to thank all those who gave back to our organization through financial commitment, a food donation or time volunteered.

Adams Family	Dairy Queen (Ancaster)	McCutcheon Family
Affinity Biologicals	Delsnyder Family	Meadowlands Fellowship Reformed Church
Alonzo Family	DiLoreto Family	Meisner Family
Ancaster Avalanche Girls Hockey	Dodsworth & Brown Funeral Home	Melber-Lange Family
Ancaster BIA	Engler Family	Montour-MacInnes Family
Ancaster Family Chiropractic	Fairway Electrical Services	Now What Support Services
Ancaster Fairgrounds	Fair Excavating & Fairway Transport Ltd.	Optimist Club of Ancaster
Ancaster Film Fest	Fengate Community Foundation	Orangetheory Fitness (Ancaster)
Ancaster Heritage Days	Food Basics (Ancaster)	Parante Group Holdings
Ancaster Joint	Fora Outdoor Living	Parr Family
Ancaster Knights of Columbus	Frank Panabaker Elementary School	Rotary Club of Ancaster A.M.
Ancaster Lions Club	FYidoctors	RxBio
Ancaster Little Gems	Gibson Family	Ryerson United Church
Ancaster Orthodontics	Greg Muldoon Wealth Services	Scarfone Hawkins LLP
Ancaster Village Church	Griffiths Family	Schilthuis Family
Aryzta Food	Hamilton Community Foundation	Scholars Ancaster
Bagnall Family	Hamilton Golf & Country Club Foundation	Sims Family
Baker Family	Hamilton Public Library	Spring Valley Community Association
BarBurrito (Ancaster)	Highgate Resident's Council	St. Ann's Parish
Bay-Lynx Manufacturing Inc.	Holy Name of Mary	St. Paul's Presbyterian Church - Carluke
Bennett's Apples & Cider	Homesense (Ancaster)	Stewart Family
Bishop Tonnos CSS	Hoogendoorn Family	Stoneridge Insurance
Blitz Basketball	Howell Family	Subaru of Hamilton
Boston Pizza (Ancaster)	Hustler Family	Tesone Family
Bourenane Family	IA Financial	The Mazza Team
Boyd Family	IG Wealth Matching Program	TeamM Foundation
Brouwers Family	Johnson Family	Tranter Family
Brownlow Partners	La Rondine Occasions	United Way Halton & Hamilton
Canadian Reformed Church of Ancaster	Lazzarato Family	Van Exan Family
Canadian Tire (Ancaster)	Lee Family	Winegarden Family
Carrington Place Retirement Residence	LeMare Family	Winners (Ancaster)
Charity of Hope	Longo's (Ancaster)	Wynne, Pringle, Jeske & Kovacs LLP
CHML Children's Fund	Malpass Family Chiropractic	Yellow Dog Grooming
City of Hamilton	Mary Brown's Chicken	Young Family
COBS Bread (Ancaster)	Marshall Memorial United Church	
Curly Willow Floral	Marshall Memorial Chancel Choir	



A SPECIAL THANK YOU...

Ancaster Community Services would like to say thank you to **Councillor Lloyd Ferguson** for his continued support towards our organization. Over the years, Councillor Ferguson has been a longstanding champion of our organization and the essential programs and services we provide. Thank you, Councillor Ferguson.

GOVERNMENT GRANTS



City of Hamilton
(City Enrichment Fund)



Ministry of Health
HNHB LHIN



Service Canada -
Canada Summer Jobs

FOUNDATION SUPPORTERS



Hamilton Golf & Country Club Foundation



United Way
Halton & Hamilton

United Way of Halton & Hamilton



Hamilton Community Foundation



Rotary Club of Ancaster
A.M. (Rotary International
District 7090)



Charity of
Hope



CHML
Children's Fund



TeamM
Foundation

MARKETING

SOCIAL MEDIA



FACEBOOK

1,274 FOLLOWERS

Highest Post Reach: 3,314
Bennett's Food Drive for ACS



INSTAGRAM

1,768 FOLLOWERS

Highest Post Reach: 6,889
Auction Item Donation Post



TWITTER

1,015 FOLLOWERS

Highest Tweet Reach: 1,637
Thanking United Way Halton
Hamilton

WEBSITE

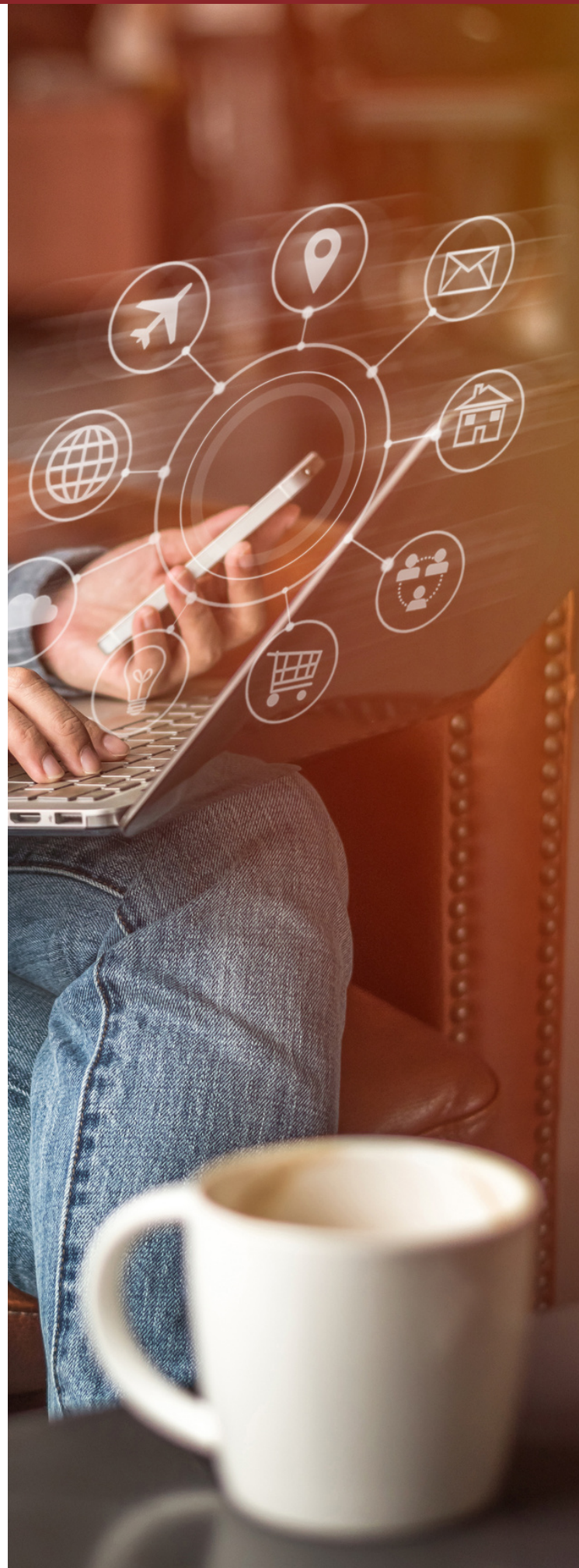
24,006 WEBSITE VISITS IN 2020-21

ACS' website saw steady growth in visits between the 2019-20 fiscal year to the current fiscal year. It continues to be a vital tool for keeping the community informed about our services and program updates. The month with the most visits was **November 2020** with **3,486** visits, which can be attributed to the Christmas Program Launch.

COMMUNITY CONNECTOR



We currently have **580 subscribers** to our e-Newsletter, which goes out on the first Thursday of every month detailing program updates, upcoming local events and more information related to ACS.



COMMUNITY ASSOCIATIONS & MEMBERSHIPS

ACS is a proudly affiliated with the following:

Ancaster Business Improvement Association (BIA)
Ancaster Community Food Drive
Ancaster Ministerial Association
Ancaster Senior Achievement Centre (ASAC)
City of Hamilton Age-Friendly Program & Youth Strategy
Community Social Service Network of Hamilton (CSS)
Emergency Food Planning Strategic Planning Committee (EFSPC)
Emergency Food Strategic Planning Committee
Hamilton Administrators of Volunteers (HAV)
Hamilton Chamber of Commerce, Ancaster Division
Hamilton Council on Aging
Hamilton Food Share
Hamilton Seniors Advisory Council
Ontario Community Supports Association (OCSA)
Ontario Not-for-Profit Network (ONN)
Professional Administrators Volunteer Resources Ontario (PAVRO)
Seniors at Risk Community Collaborative (SaRCC)
Social Planning & Research Council (SPRC)
Youth Serving Agencies Network (YSAN)





ANCASTER COMMUNITY SERVICES

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