



2019-
2020



Ancaster Community Services

ANNUAL REPORT

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ancastercommunityservices@gmail.com

BOARD CHAIR STATEMENT



The ACS Board of Directors continues to cultivate a collaborative relationship with Melanie Barlow, the talented, dedicated, and enthusiastic Executive Director of ACS. The Board of Directors of an incorporated, non-profit organization, such as Ancaster Community Services (ACS), is legally responsible for the governance of the organization. The board is ultimately responsible for meeting organizational outcomes.

In the past year, the Board made further progress on a number of fronts to support accreditation through Imagine Canada. This included filing Supplementary Letters Patent to update the corporate name to Ancaster Community Services, after years of operation under an outdated corporate name "Ancaster Information Centre and Community Services Inc."). We plan to achieve the benchmarks to apply for accreditation in the 2020-2021 term.

The Board of Directors supported the expansion of services in this term, from youth services to enhanced services for seniors. ACS truly provides services to, and connections between, all segments of the Ancaster community through activities including youth programs, food security programs, seniors' services, and volunteer opportunities.

The COVID-19 pandemic presented unexpected challenges to ACS. Under the tireless and steadfast leadership of Melanie Barlow, together with the dedicated staff and volunteers, ACS has not only continued to offer services safely during COVID-19, but remarkably, even expanded the scope of its services. During the early days of the pandemic, the Board of Directors formed an ad hoc advisory committee to maintain open lines of communication with the Executive Director and provide additional advice and guidance as needed.

The Board of Directors also recognizes the support for ACS at various levels of government, including Lloyd Ferguson, Ward 12 Councillor, Sandy Shaw, MPP, and Filomena Tassi, MP.

On behalf of the Board of Directors, I express deep gratitude and thanks to the staff, volunteers, and generous community donors who make Ancaster Community Services the small, but extraordinary, organization that it is.

Ancaster Community Services is all about "community." The Board of Directors supports the work of the organization in the community in various ways. In the past year the Board worked together with the Executive Director to foster and solidify the relationship with the Ancaster Community Food Drive. We also supported the organization's relationships with community groups such as schools, religious organizations, and sports clubs. We seek to keep pace with the change in the Ancaster community and reflect its diversity in all aspects.

Now, more than ever, we are all in this together.

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

ROSEMARIE MCCUTCHEON
BOARD CHAIR

MESSAGE FROM THE EXECUTIVE DIRECTOR

This past year there were many new changes and challenges at Ancaster Community Services. There were new staff, new programs, new Board Members, new volunteers and new fundraising initiatives. In September 2019 we were very excited to officially launch our new Youth Empowerment Program, The Net. This program provides an important platform for youth in the Ancaster community to connect with other youth, plan engaging events and activities, offers leadership opportunities and volunteer experiences and addresses important issues and challenges facing youth today. Our Youth Advisory Team for The Net is composed of Ancaster area youth aged 13-18 from different schools. Together they work to help make Ancaster a more youth-friendly community.

Nearing the end of our fiscal year in March our organization was faced with one of the biggest challenges to date: a global pandemic. As the world struggled with how to deal with the new virus, COVID-19, our organization continuously looked for ways to pivot and adapt to continue to provide our essential programs to our community. I am so proud to say that our organization never “touched the brake” once during the onset of the pandemic and throughout the spring and summer of 2020. In fact, we not only continued to provide most of our programs but also created **new** programs in response to COVID-19: Shopping 4 Seniors and Friendly Calling. These initiatives support seniors who are self-isolating and protecting their health. The dedication of our staff and support from our volunteers was so inspiring. In every way the priority of our community and our clients took precedence.

“In every way, the priority of our community and clients took precedence.”



We would not be able to do the great work we do in our community without the generous support from our volunteers and our community donors. As our charity is only partly supported through government grants and foundations, we rely on donations from local individuals and businesses to provide our vital programs and services. Thank you to all who help to make Ancaster such a wonderful community.

A handwritten signature in black ink that reads "Melanie Barlow".

MELANIE BARLOW

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.

BOARD MEMBERS

Rosemarie McCutcheon **CHAIR**

Linda Dayler **VICE CHAIR**

Owen Griffiths **TREASURER**

Scott Massey **SECRETARY**

Matthew Gibson

Sherry Parsley

Lisa Mancini

Lynne Morris

Lisa Morine

Established in
1969

OUR VALUES

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



*Member of the Hamilton Chamber
of Commerce*



*Outstanding Business Achievement
Award Finalist in 2019*



*Mayor Fred Eisenberger and Chamber
President & CEO Keanin Loomis, with
Melanie Barlow and Alex Vandermeulen
at the 2019 OBAA Awards*

Charitable Number:

118786375RR0001



OUR STAFF

The ACS team is made up of 3 full time staff and 3 part time.

Permanent Staff

MELANIE BARLOW
EXECUTIVE DIRECTOR

KAYLEE NORWOOD
SUPERVISOR, VOLUNTEER & SOCIAL SERVICES

KRISTIN SHUTTLEWORTH (P/T)
ADMINISTRATIVE ASSISTANT

HODON ABDI-HORVAT
YOUTH EMPOWERMENT PROGRAM COORDINATOR

HEATHER TIEDE (P/T)
SPECIAL EVENTS COORDINATOR

REHA SANDILL (P/T)
SOCIAL MEDIA & MARKETING ASSISTANT

2019 Summer Students

NORA RAYMOND (F/T)
YOUTH PROGRAMS FACILITATOR

TARA REZVAN (F/T)
EVENTS & PROMOTIONS ASSISTANT

2019-20 Co-op Students

BETHANY PYLE
MOHAWK COLLEGE, SSW (SEPT.'19 - DEC.'19)

MADDIE LAFORGE
BISHOP TONNOS (SEPT.'19-JAN.'20)

STEPHANIE TROTTA
MOHAWK COLLEGE, SSW (DEC.'19-MAR.'20)

SERENA STRAVATO
BISHOP TONNOS (FEB.'20-MAR.'20)

Other Staff in 2019

ALEX VANDERMEULEN
EVENTS & ADMINISTRATIVE
ASSISTANT

PAULA JONES
SUPERVISOR, VOLUNTEER & SOCIAL
SERVICES

BEN VOSKAMP
YOUTH EMPOWERMENT PROGRAM
COORDINATOR

140

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.



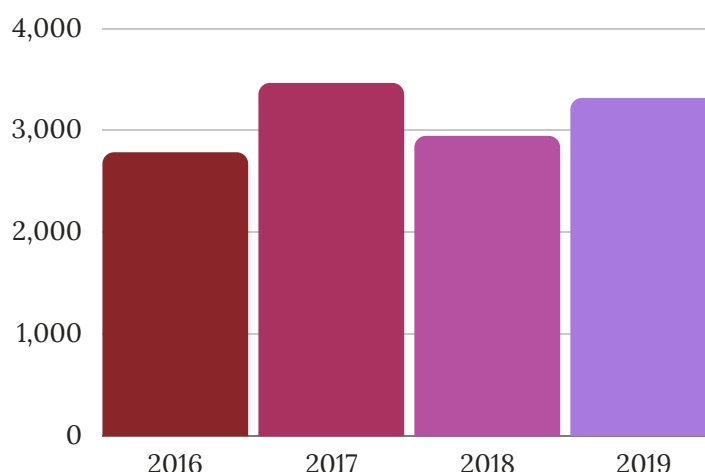
"The meals are delicious and it's so nice to see a friendly face!" - Mary, 76

"I always enjoy chatting with the volunteers - they are very kind!" - Bill, 80

This program helps local seniors stay healthy with fresh and nutritious meals delivered right to their door. While we previously received meals from Wentworth Lodge, we have recently switched to **Set The Table** as our hot meal provider due to COVID-19 related safety concerns. We have seen steady growth in meals delivered and clients served during the 2019-20 fiscal year. Alongside a **21% increase in meals delivered**, we have also seen a **6% increase in clients served** going up to **242 clients in total**. On average, our volunteers delivered to approximately **20 clients a month**.

TOTAL MEALS DELIVERED

This graph shows the trends for the total number of meals delivered by each fiscal year. You can see an increase in meals delivered during the 2019-20 fiscal year compared to the previous fiscal year.



40

seniors served
through this program

3463

meals delivered during
the 2019-20 fiscal year

21%

increase in total meals
delivered compared to
previous year

18,362

KM driven by our
volunteers

PROGRAM BENEFITS



Decreased
Isolation



Increased
Nutrition



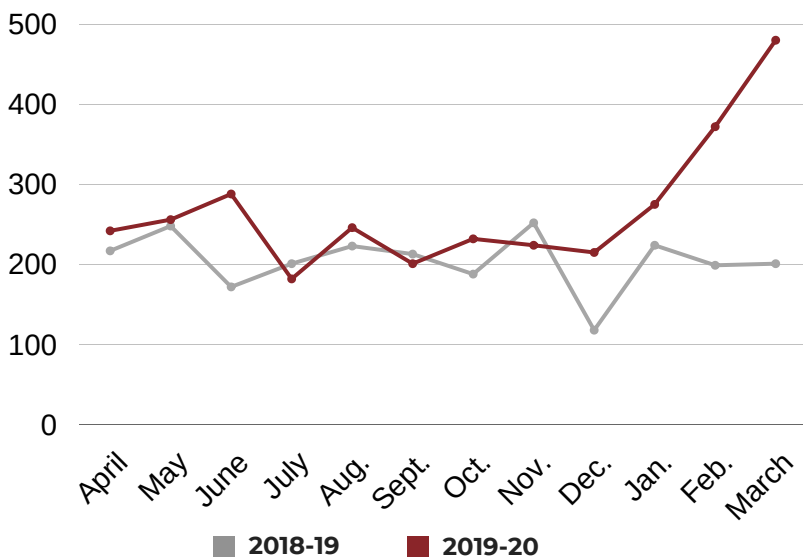
Provides a
wellness check

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 is for seniors may not be able to receive meal delivery during certain times of the day. Through this program, they are able to pick up their meals from our office or have them delivered on Wednesdays. Our Frozen Meals provider continues to be Ina Grafton. We follow their Summer and Winter menus that include seasonal with entrees, desserts and soups

Frozen Meals has also seen strong growth, especially towards the end of the fiscal year as the pandemic became a concern for many seniors. There has been a **31% increase in meals provided**, along with a **3% increase in clients served**.



TOTAL MEALS SERVED

Shows the trends for Frozen Meals served between the 2018-19 and 2019-20 fiscal year. There is a noticeable increase towards the early part of 2020.

140%

**increase in meals served in
March 2020
(vs. March 2019)**

"These meals are not only tasty but also healthy and very convenient to have in my freezer!" - **Phyllis, 75**

31%

*increase in meals
during the fiscal year*

3210

*frozen meals received by
our clients*

75

*clients served through
this program*

FOOD ASSISTANCE PROGRAMS

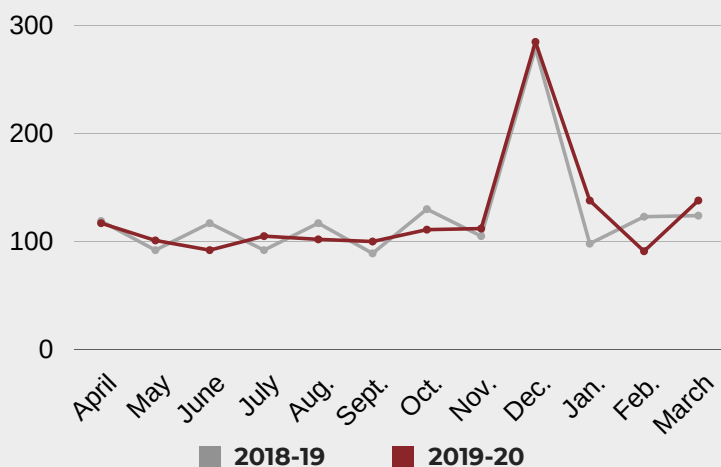
We provided emergency food assistance for 1,207 individuals who reside within Ancaster and also in surrounding rural areas such as Lynden, Jerseyville and West Hamilton.

FOOD BANK

ACS assisted a total of **1,207 people** for all Food Assistance Programs from **428 households** throughout the year, compared to 1,122 from 380 in 2018. While the number of individuals served has not increased dramatically, there was a **6% increase in households** served. There was also a **25% increase in households receiving food cards**, leading to a **21% increase in vouchers provided during the fiscal year**.



Recently, we increased the size of our Food Bank and purchased a fridge and freezer to store produce, bread, milk and other fresh items.



TOTAL MEALS SERVED

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

\$11,350

provided to clients
in food cards

31

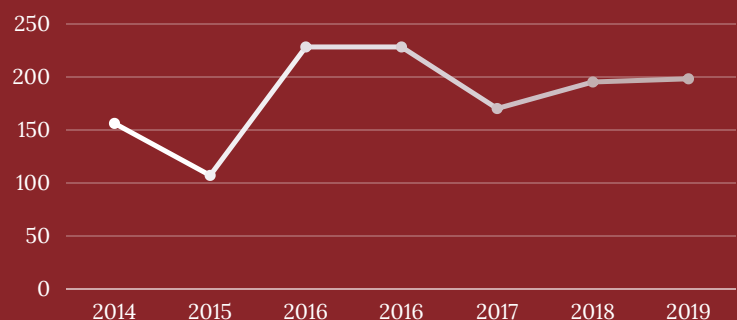
new households
registered this year

GOOD FOOD BOX

In the 2019-20 Fiscal Year (excluding Dec.), **358 individuals** received a Good Food Box (GFB) and **128 boxes were distributed**, while an additional **70 boxes were distributed** in the month of December. All together, ACS provided **198 Good Food Boxes to 549 individuals** in the community during the past year.



Providing fresh fruit and vegetables is a priority of our Emergency Food Program. We hope to continue to provide more fresh food and produce to our clients, in addition to non-perishable food.



TOTAL MEALS SERVED

Showing the total number of GFB ordered per year indicating that the past two years have seen steady growth.

Items in GFB include:

Bananas	Lettuce
Apples	Cucumbers
Peaches	Tomatoes
Plums	Green Beans
Pears	Peppers

Various seasonal produce

198

Good Food Boxes
provided to the
community

RURAL SENIORS SHOPPING BUS

Providing safe and reliable transportation for local seniors to obtain groceries as well as opportunities to increase socialization and community participation.

In 2019, this program was offered as a bi-weekly service with trips taking place on Friday afternoons. After a funding cut in 2020, the program was reduced to one trip a month. The cost for this program is **\$7.00** per person for a round-trip.

The Primary mode of transportation for this program is DARTS.



18

shopping trips provided for local seniors.



88

participants who used this program during the year.



Shopping Trips in 2019-20:

Limeridge Mall

Denninger's

Walmart Ancaster

Eastgate Mall

Giant Tiger

Walmart Waterdown

Starsky's Fine Foods

Hamilton Farmer's Market

Longo's Ancaster

ASSISTED VOLUNTEER DRIVING PROGRAM

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



In 2019-2020, we had **40 registered clients** who used this service, including **7 new clients** for the fiscal year. In total, **ACS provided 418 drives** throughout the year to medical appointments in the Hamilton-area. This is one of our programs that was temporarily cancelled in March 2020 due to the COVID-19 pandemic. This program relies on the generosity of local community volunteers.

418

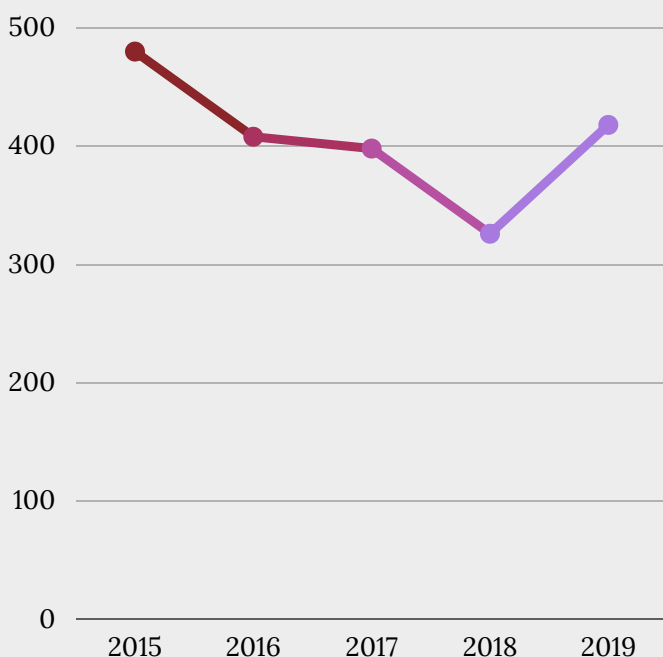
drives to important medical appointments.

4400+

KM driven by our volunteers through this program.

28%

increase in drives from the previous year.



DRIVES PER YEAR

Compares the number of drives per year - indicates that in the last fiscal year, we've seen an increase in drives completed.

THE NET



Providing local youth with programs, services and support they need in the community.

In September 2019, ACS officially launched Ancaster's first-ever Youth Empowerment Program, **The Net**. This program provides an important platform for youth in the Ancaster community to connect with other youth, plan engaging events and activities, offers leadership opportunities and volunteer experiences, and addresses the important issues and challenges facing youth today.

To ensure the needs of youth were being met, we comprised a Youth Advisory Team of student representatives from various local middle schools and high schools. We began with 18 members and we now have 22 members from schools such as **Frank Panabaker, Ancaster High School, Bishop Tonnos** and **Hillfield Strathallan College**.



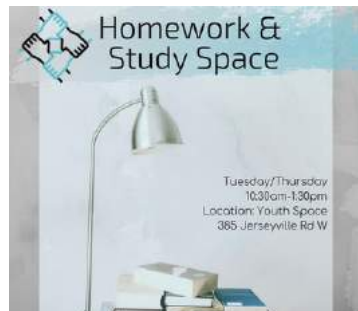
SOME OF THE NET'S EVENTS IN 2019...



Talking about Mental Health



Coffee House



Homework Help at the Rotary Centre

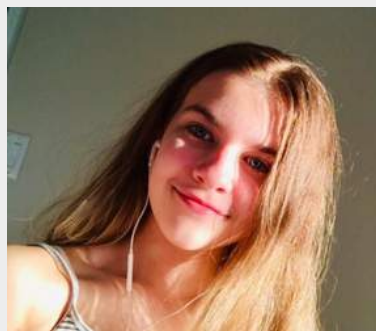


Gingerbread Decorating at Carrington Place

MEET SOME OF THE NET'S TEAM



Hodon is our Youth Empowerment Program Coordinator! She has been busy at work helping local youth create and plan events and programs to stay engaged and empowered.



**Lauren, Grade 8
Frank Panabaker**

"I joined The Net because I want to help make a difference for youth in my community!"



**Ethan, Grade 11
Ancaster High School**

"I joined The Net because I want to help develop Ancaster into a community more supporting of youth."

SUMMER YOUTH PROGRAMS

SUMMER BABYSITTING COURSE

Our Summer Babysitting Course ran for two week-long sessions in July 2019. Students were given the chance to learn about important topics such as Fire Safety, Water Safety, personal safety and Mental Health awareness. We had 19 students in the first session and 30 students in our second session - in total, there were 49 graduates!



YOUTH EMPLOYMENT SERVICES PROGRAM

ACS also ran our Youth Employment Services (Y.E.S) Program for the months of July and August in 2019. Through this program we matched students with local community members who needed help with jobs such as grass-cutting, lawn-care and babysitting. In total, there were 28 registered employers and 36 registered employees and we were able to successfully match 23 jobs.





INFORMATION, TOURISM & REFERRAL SERVICE

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, 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.

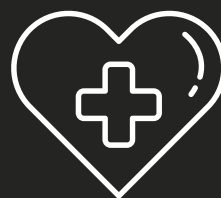
In addition to calling and in-person visits, we receive information requests through emails and social media messages.



5000+

people assisted in the community

COVID-19 PROGRAMS



The COVID-19 Pandemic escalated at the end of our Fiscal Year. Although some programs were suspended, our office remained open and we continued to provide essential programs. We also created two *new* programs to help seniors during this difficult time.

SHOPPING 4 SENIORS

Volunteers purchase groceries for local seniors and deliver them to their door contact-free. This program was created for seniors with little to no support during COVID-19.



FRIENDLY CALLING

Volunteers will call local senior clients 1-2 times per week for a friendly conversation while simultaneously performing a wellness check.



ENHANCED SAFETY PROTOCOLS

In response to the COVID-19 pandemic, ACS has implemented increased cleaning measures in our office and extensive health & safety protocols to better protect our staff, volunteers and clients.



AT THE OUTBREAK OF COVID-19...

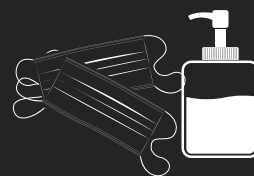
140%

increase in Frozen Meal orders for March 2020
(vs. March 2019)

51%

increase in Food Bank access for March 2020

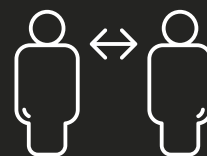
ACS SAFETY PROTOCOLS



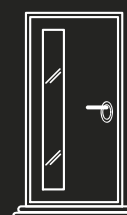
Volunteers provided with masks, gloves and hand sanitizer



Volunteers are asked COVID-19 screening questions before making deliveries



Staff must be 6 feet apart at all times in the office



During deliveries, volunteers must place item at doorstep and step back 6 feet from client's house



CHRISTMAS ASSISTANCE PROGRAM

Providing local families, seniors and individuals who need extra support with Christmas hampers, food and grocery gift cards for the holiday season.

Our Christmas Assistance Program registration opened on September 30th, 2019 and closed on November 26th. Hamper Assembly ran between December 2nd to the 13th **with the help of our incredible volunteers.** Hampers were available for pick-up from December 16th to 20th and if households were not able to come to our office, hamper deliveries took place on December 17th. Good Food Boxes were delivered on December 18th.



We had incredible support from contributors like **Fairway Electric**, who bought a large quantity of food and turkeys, and the **Rotary Club of Ancaster A.M.** who donated \$750 towards 50 Good Food Boxes, \$1000 worth of toys, \$1000 of food from Food Basics and volunteered to set up hampers and deliver good food boxes. We had **102 hamper registrations**, which was a **12% increase** from the previous year. In total, our Christmas Assistance Program served **285 individuals**, including **130 children and 24 seniors.** 60% of these individuals were from Ancaster, while 40% were from West Hamilton and other surrounding areas.



SOME OF THE GIFT DRIVES HELD FOR ACS



Ancaster Orthodontics Fairway Electric Heron Creek Yoga & Fitness OrangeTheory Fitness
Ancaster Family Chiropractic Strong & Fit Training Bay-Lynx Ancaster Girls Hockey

102

HAMPERS DELIVERED

We assisted 285 individuals and provided 8,725 lbs of food with our Christmas hampers.

91

SANTA TO A SENIOR RECIPIENTS

Provided 74 thoughtful gifts and 17 gift bags to local seniors.

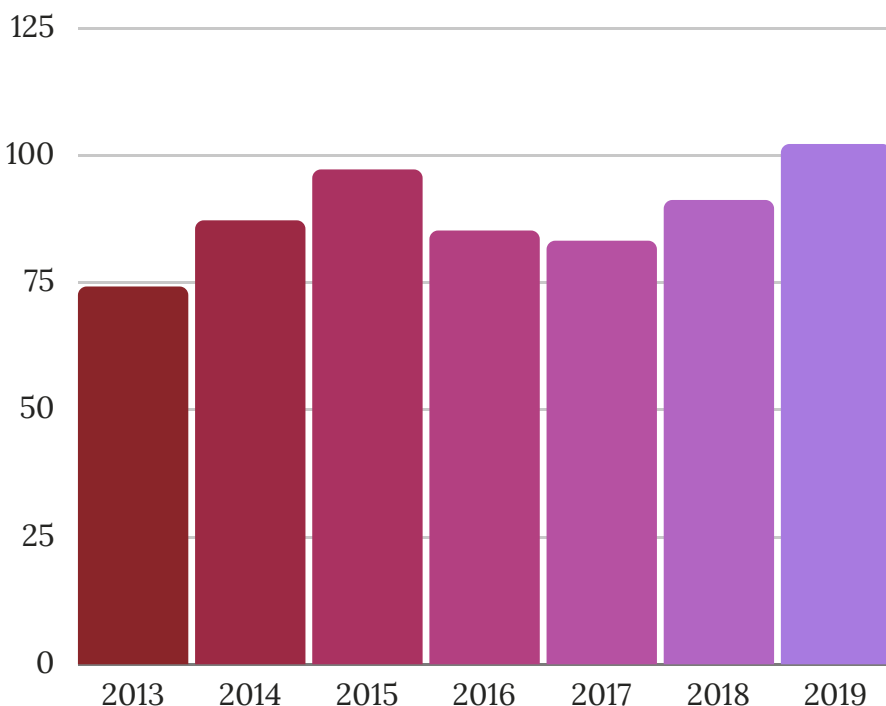
\$12,112

IN GIFT VOUCHERS PROVIDED

This is a 73% increase compared to last year's total of \$7,012.



"It was so nice to have a gift to open on Christmas morning!" - Maria, 89



YEARLY HAMPER DISTRIBUTION

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

We could not have done this without the help of our dedicated volunteers, who helped assemble and deliver our hampers, and the amazing generosity of our community donors who contributed gifts, gift cards and monetary donations!

VOLUNTEER SUMMARY

During this past year, we have been very lucky to have **140 incredible volunteers** who help power our many programs and services. In total, **our volunteers have contributed 4,880 hours of service towards ACS in the 2019-20 year.**

MEALS ON WHEELS

75 volunteers
18,367 KM driven

FRONT DESK

9 volunteers,
755 hours contributed

FOOD BANK

6 volunteers
281 hours contributed

AVDP

20 volunteers
+4400KM driven
581 hours contributed

FROZEN MEALS

5 volunteers
1,200KM driven
245 hours contributed

CHRISTMAS

60 volunteers
555 hours contributed

BOARD OF DIRECTORS **10** volunteers, **500** hours of support

Community Volunteers

Throughout the year, we have many other community volunteers who contribute their time to help out with events supporting ACS. Volunteers include students, The Net Youth Team members, and volunteers from churches, service groups and clubs. These volunteers helped out at events such as Ancaster Heritage Days, Teen Scene, Ride for Refuge, Easterfest, and the Ancaster Farmer's Market.



Ontario Volunteer Service Awards

ACS nominated the following volunteers for their dedicated years of service towards our organization. Unfortunately, the provincially-sponsored ceremony did not occur due to the COVID-19 pandemic:

Anthony Vallentin **(15 Years)**

Barbara Raphael **(25 Years)**

Joan Aird **(10 Years)**

Karen Llewellyn **(10 Years)**

Kristen Puccini **(10 Years)**

Jennifer Jewitt-Matsumoto **(10 Years)**

Isabella Nie **(2 Years - Youth Nominee)**

Carson Mattern **(2 Years - Youth Nominee)**

Volunteer Milestones

The following volunteers are celebrating important milestones of years of service with ACS:

20+ YEARS OF SERVICE

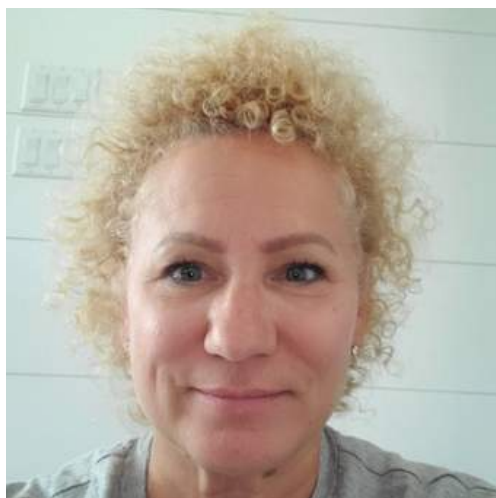
Karen Gerum
Anne Van Rooijen
Jennifer Wells
Norma Chapman
Raleigh Child
Ann Hynd
Bob & Mary Penny
Barbara Raphael
Gloria Stodulka

15-19 YEARS OF SERVICE

Julia Masterson
Margaret Rouse
Anthony & Jan Vallentin
Barry & Marjorie Carrique
Mary Forester-Hauser
Margaret Jenkins

Volunteer Spotlights

CINDY TESONE



Cindy has been volunteering with ACS since 2018, and helps out at our Front Desk, in the Food Bank, helps assemble and deliver Frozen Meals and also assists during Christmas.

Cindy is always ready to help our clients with whatever questions they may have and is such an invaluable member of our ACS Team.

OWEN GRIFFITHS



Owen has been volunteering with ACS since 2016 in various ways. Not only is he our Board Treasurer, but he also delivers Meals on Wheels, Frozen Meals and is one of our lead volunteers for our Christmas Assistance Program.

Owen is always willing to help out with any program and we feel very lucky to have him as one of our dedicated volunteers at ACS.



EVENTS & FUNDRAISERS

Over the past year, ACS has planned and held many fun and exciting events in the community, including:

EASTERFEST - APRIL 2019

Our 3rd Annual Easterfest took place at the Ancaster Rotary Centre. We had [x] registrations and many community groups and businesses who set up tables and activities for the kids.



TOTAL
RAISED
\$3,130

TASTES OF ANCASTER - APRIL 2019

ACS partnered with the Knights of Columbus to help promote this event held at Marquis Gardens, Ancaster.



TOTAL
RAISED
\$1,900

COMMUNITY LINKS GOLF TOURNAMENT - JUNE 2019

Our 18th Annual tournament took place at Knollwood Golf Course and was hosted in partnership with the Rotary Club of Ancaster AM.



TOTAL
RAISED
\$15,357

RIDE FOR REFUGE - OCTOBER 2019

ACS participated in Ride for Refuge 2019 for the 3rd year with both staff teams and cyclists/team captains from the National Cycling Centre of Hamilton (in Ancaster) involved in the race and fundraising for ACS.



TOTAL
RAISED
\$2,514

COMMUNITY EVENTS FOR ACS

We are very grateful to all the community groups and organizations who held fundraisers for, or supporting, ACS:



HERITAGE DAYS PARADE
AT ANCASTER HERITAGE DAYS



PUB FICTION GOLF
TOURNAMENT



BRAMPTON BATMAN DAY
BY GREAT CLIPS ANCASTER



THE GREAT PUMPKIN STROLL
HOSTED BY ANCASTER BIA &
FRANK PANABAKER HOME
AND SCHOOL ASSOCIATION



ANCASTER MILL RACE
HOSTED BY RUNNERS DEN



**AN ANCASTER
VILLAGE CHRISTMAS**

HOSTED BY ANCASTER VILLAGE
CHURCH & ANCASTER BIA

SOME MORE
EVENTS THAT
SUPPORTED
ACS...

ANCASTER FILM FEST
"WILD ROSE"
SCREENING

**ANCASTER
SOCCERFEST**

**MEADOWLANDS
FUN FEST**

**FAMILY FUN &
CHARITY EVENT
BY VANDERVELDE
ASSOCIATES**

**ANCASTER LITTLE
LEAGUE'S 24 HOUR
GAME**

**ANCASTER LITTLE
LEAGUE'S 24 HOUR
GAME**

**WE SCARE HUNGER
CAMPAIGN BY
STUDENTS AT
BISHOP TONNOS &
ANCASTER HIGH**

**BLOSSOM MUSIK'S
POP-UP HOLIDAY SIP
AND SHOP**

**CANICHE BAKERY
CHRISTMAS RAFFLE**

**COBS BREAD
COMMUNITY DAY**

HAMILTON GOLF & COUNTRY CLUB FOUNDATION



The HGCC Foundation continues to be a dedicated supporter of ACS through their annual Dick Borthwick Memorial Golf Tournament. Last year's tournament was held on September 9th in support of five local charities. The cheque presentation ceremony took place on October 17th at the HGCC Great Hall.

Here are a few words from the HGCC Newsletter:

“It was another remarkable year of time well spent and generous support, as the HGCC Foundation signed off on cheques totalling \$207,500 for our local and dedicated charity partners within Hamilton and Halton Regions.

Jennifer Jewitt-Matsumoto presented a \$20,000 cheque to... Ancaster Community Services. While most people would think of Ancaster as being an affluent community, there is significant need in the area. ”

This contribution was designated towards our Youth Empowerment Program, The Net. It helped ensure that we have the resources to provide an exception youth program for our community with new supports for Ancaster area youth.

Thank you to the HGCC Foundation and the Organizing Committee for their generous support!

MARKETING

SOCIAL MEDIA

FACEBOOK

1,071 FOLLOWERS

33% increase from 803 in 2019

Average Post Reach: 494

Highest Post Reach: 4,267

Santa to a Senior Post - Dec. 2019

TWITTER

987 FOLLOWERS

4% increase from 950 in 2019

Highest Profile Visits

350 in April 2019

Highest Tweet Reach: 26.4K

Tepperman's Charity Contest
Winner

INSTAGRAM

1,478 FOLLOWERS

49% increase from 995 in 2019

Highest Post Reach: 669

Summer Staff Photo  **65 likes**

Highest Paid Post Reach: 10, 379

COVID-19 Support  **171 likes**

OTHER PLATFORMS INCLUDE LINKEDIN
AND YOUTUBE - FOLLOW US!

Linked in  **YouTube**

WEBSITE

OVERVIEW

ACS' website continues to be a vital tool for keeping the community informed about our programs, services and event details. The most visits occurred in April 2019, with 889 visits during that month - most likely in relation to Easterfest.

STATS

49% increase in yearly visits from 2018

7,798 website visits in the fiscal year

21 website visits a day, on average

ACS COMMUNITY CONNECTOR E-NEWSLETTER

Our e-Newsletter is sent out through MailChimp to our subscribers on the first Thursday of the month. It details program highlights and upcoming events that may be of interest to our community.

We currently have **586 subscribers** to our e-Newsletter. On average, each monthly newsletter receives **255 opens**, meaning our opening rate stands at **45.6%**.

We received our **highest newsletter opens in November 2019**, likely due to our Christmas Assistance Program. Our highest number of link clicks was **82 in our August 2019 newsletter**.

2019-2020 GRANTS & FUNDERS

We are very grateful to have received funds for our programs and services from the following Government and Foundation supporters:

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 (Dick
Borthwick Memorial
Tournament)**



**Hamilton Community
Foundation**



**Connor, Clark & Lunn
Foundation**



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



**United Way of
Halton & Hamilton**



**Oakville Community
Foundation**



CHML Children's Fund



Charity of Hope



Tepperman's Ancaster

COMMUNITY ASSOCIATIONS & MEMBERSHIPS

ACS is a proud member of the following:

Hamilton Administrators of Volunteers (HAV)

Professional Administrators Volunteer Resources Ontario (PAVRO)

Hamilton Chamber of Commerce, Ancaster Division

Emergency Food Planning Strategic Planning Committee (EFSPC)

Ontario College of Social Workers and Social Service Workers (OCSWSSW)

Ancaster Community Food Drive

Ancaster Ministerial Association

Ancaster Business Improvement Association (BIA)

Social Planning & Research Council (SPRC)

Seniors at Risk Community Collaborative

Emergency Food Strategic Planning Committee

Hamilton Seniors Advisory Council

Ontario Community Supports Association (OCSA)

Community Social Service Network of Hamilton (CSS)

Hamilton Food Share

Ancaster Senior Achievement Centre (ASAC)

Hamilton Council on Aging

City of Hamilton Age-Friendly Program & Youth Strategy

Youth Serving Agencies Network (YSAN)

Ontario Not-for-Profit Network (ONN)

