



ANCASTER  
COMMUNITY  
SERVICES

*Established in*  
**1969**

# IMPACT REPORT

## 2024-2025



(905) 648-6675  
[ancastercommunityservices@gmail.com](mailto:ancastercommunityservices@gmail.com)

[ancastercommunityservices.ca](http://ancastercommunityservices.ca)



# MESSAGE FROM ACS BOARD CHAIR & EXECUTIVE DIRECTOR

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As we reflect on the past year, we are filled with both a deep sense of gratitude and a renewed sense of urgency.

Throughout the Ancaster community, we have seen a growing number of individuals and families turning to us for food and support. Demand for our food bank services has reached unprecedented levels. Rising living costs, housing insecurity, and economic uncertainty have brought many – including those who never imagined needing help – to our doors.

At the same time, our senior support services have increased significantly. More older adults are seeking assistance to remain safe at home and preserve their independence. For many, our organization has become a vital lifeline, offering connection, care, and stability in uncertain times.

We have responded to this growing need with compassion, efficiency, and resolve. Our dedicated staff and tireless volunteers have worked relentlessly to ensure no one is left behind. Their unwavering commitment to our mission is both humbling and inspiring.

To our generous donors, community partners, and supporters, we thank you. Your trust in our work has enabled us to respond swiftly and effectively when people needed us most. You are not just supporters; you are part of a compassionate community that refuses to let anyone face hardship alone.

As we look ahead, we know the challenges are far from over. With your continued support and shared commitment, we are confident we can build a stronger, more caring community – *one dedicated to improving the quality of life for all.*



*Lynne E Morris*

**LYNNE MORRIS**

BOARD CHAIR



*Kaylee Norwood*

**KAYLEE NORWOOD**

EXECUTIVE DIRECTOR

# ACS OVERVIEW

## MISSION

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



## VISION

ACS creates an engaged, caring community where everyone is welcomed and supported.

## VALUES

Accessible, reliable, inclusive, quality services supported by volunteers and staff, together with donors, who serve our community with dignity and respect.



# LAND ACKNOWLEDGEMENT

The City of Hamilton is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation.

# 2023-2026 STRATEGIC PLAN PILLARS



Senior  
Supports



Food  
Security



Youth  
Engagement



Governance



# OUR TEAM

**JOSHUA GARDNER**  
FOOD BANK MANAGER

**OLIVIA MATHEWS**  
YOUTH PROGRAMS COORDINATOR

**MICHELLE MURPHY**  
MARKETING MANAGER

**KAYLEE NORWOOD**  
EXECUTIVE DIRECTOR

**KRISTIN SHUTTLEWORTH**  
PROGRAMS MANAGER, BUSINESS  
ADMINISTRATION & SOCIAL SERVICES

**DAPHNE SMITH**  
FINANCIAL ADMINISTRATOR

**CINDY TESONE**  
VOLUNTEER COORDINATOR



## CO-OP STUDENT

**CALLIE GERGINIS**  
MOHAWK COLLEGE, SSW (SEPT.'24 - APR.'25)

## SUMMER STAFF

**VALERIE BARLOW**  
MAY 2024 - AUGUST 2024

**SCIANNELL VELLONE**  
JUNE 2024 - AUGUST 2024

# BOARD MEMBERS

**CHAIR**

Lynne Morris

Margaret DeGroot

**VICE CHAIR**

Lisa Morine

Karl Hanley

**SECRETARY**

Salvatore Frisina

Lisa Mancini

**TREASURER**

Kathryn Smith

Gloria Rojas

# VOLUNTEER SUMMARY

We are very fortunate to have a **dedicated group of volunteers** who helped power our many programs and services this past year. **Thank you to all volunteers!** We would also like to recognize our many long-standing volunteers:

## 5-9 YEARS OF SERVICE

Doug Beck	Gloria Gomez	Andy Kalbfleisch	Shan Mirza	Ken O'Brien
Michael Carlton	Karl Hanley	Chris Kruter	Lisa Morine	Gloria Rojas
Hilary Cunningham	Paul Henderson	Willie Kruter	Lynne Morris	Diane Rutty
Lori D'Angelo	Dave Howie	Karen Lane-Groen	Dave Moulden	Lloyd Spalding
Pat Davis	Deb Jarvie	Sergio Martire	Judy Munro	Liz Sutherland
Margaret DeGroot	Sue Kalbfleisch	Lisa Mancini	Corrin O'Brien	Cindy Tesone

## 10-19 YEARS OF SERVICE

Peter Barnes	Karen Llewellyn
Anne Book	Rennie Lyon
Diane Collinson	Joanne McGowan
Jeanette Cross	John Parkhill
Anne Greenlay	Nancy Parkhill
Krista Hann	Anthony Vallentin
Jennifer Jewitt-Matsumoto	Wendi Van Exan

## 20+ YEARS OF SERVICE

Margaret Hudson	Barbara Raphael
Margaret Jenkins	Gloria Stodulka
Julia Masterson	Jan Vallentin
Bob Penny	Anne Van Roojen
Mary Penny	

**72%** of our volunteers  
donate their mileage  
cheques back to ACS!



**20,000+**

volunteer hours of  
support

**100+**

volunteers support  
our programs

**18,000+**

KM driven in support  
of our programs



# ANCASTER FOOD BANK

Our **Food Bank** served...

**5,329**

individuals



**50%↑** over last year

from

**1,502**

visits

...during the 2024-25 fiscal year.



**2,819**

Adults

**59%↑**  
over last  
year



**2,358**

Children

**43%↑**  
over last  
year



**152**

Seniors

**7%↑**  
over last  
year



**77,963**

lbs of food provided to clients

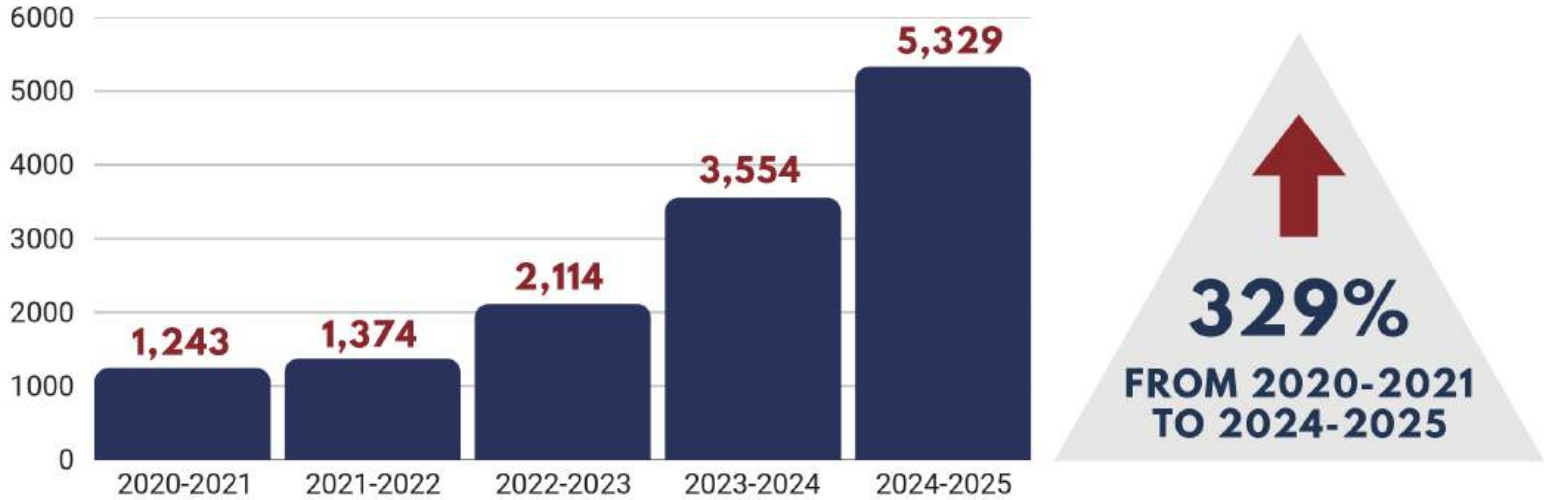
**46%↑** from last fiscal

**126**

new households visited  
the Ancaster Food Bank  
in 2024-2025

# ANCASTER FOOD BANK

## NUMBER OF INDIVIDUALS SERVED ANNUALLY



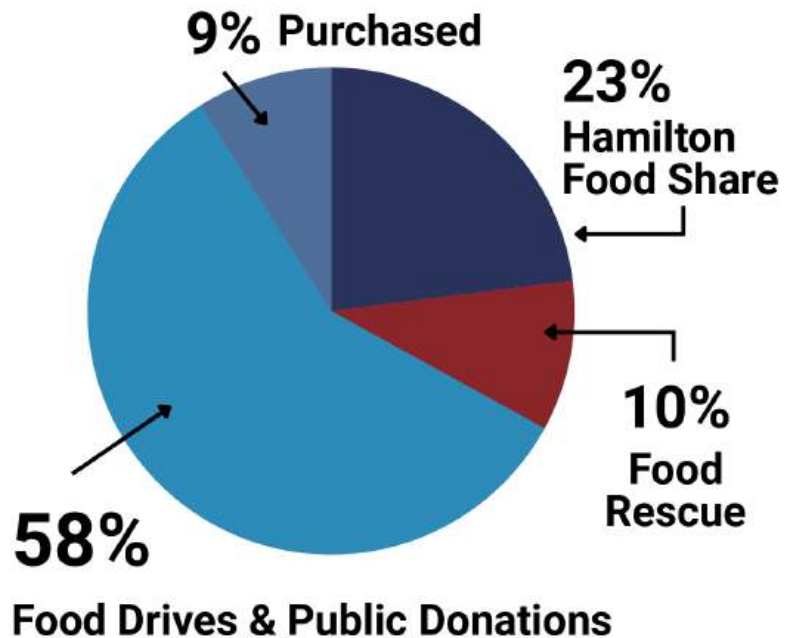
Showing the total number individuals served through our **Food Assistance Program**, highlighting that the need for support continues to increase annually, with 2024-2025 our largest number served thus far.



## FILLING THE FOOD BANK

# 99,558 lbs

Perishable & Nonperishable  
food donated or purchased  
in 2024-2025





# MEALS ON WHEELS

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

## 4,068

hot meals delivered

39%↑ over last year

## 70

unique clients served

## 8,537

KM driven by our volunteers

## 70+

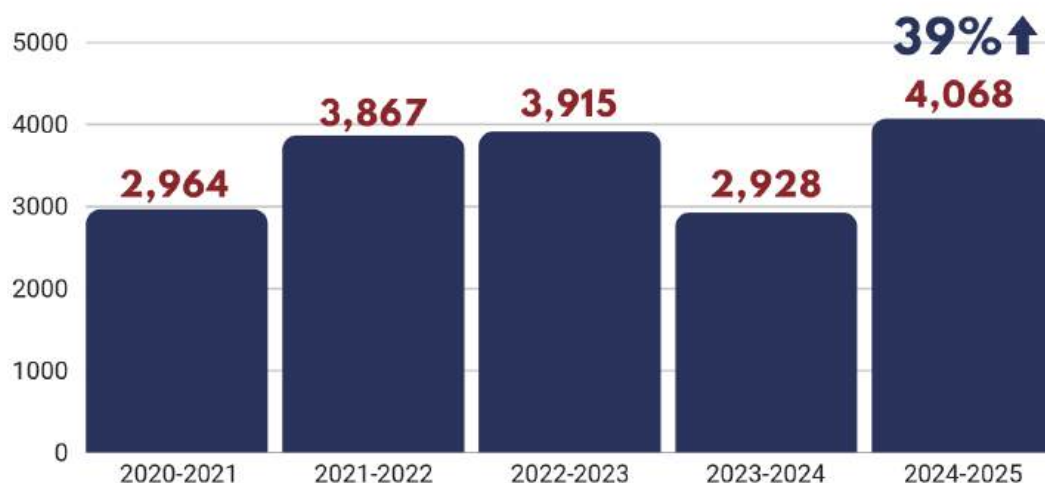
volunteers support the program

## 515

meals subsidized

“ All your volunteers are so friendly and such happy positive people! I just can't thank you all enough for delivering Mum's hot meal and at times in bad driving conditions. ”  
– Family member of an ACS Meals on Wheels client

## TOTAL HOT MEALS SERVED



Shows the trends for Meals on Wheels served during the 2020-2021, 2021-2022, 2022-2023, 2023-2024, and 2024-2025 fiscal years.



## PROGRAM BENEFITS



Social Interaction



Increased Nutrition



Wellness Check



# FROZEN MEALS

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

## 6,047

frozen meals served

7%↑ over last year

## 103

unique clients served

## 2,532

KM driven by our volunteers

## 19

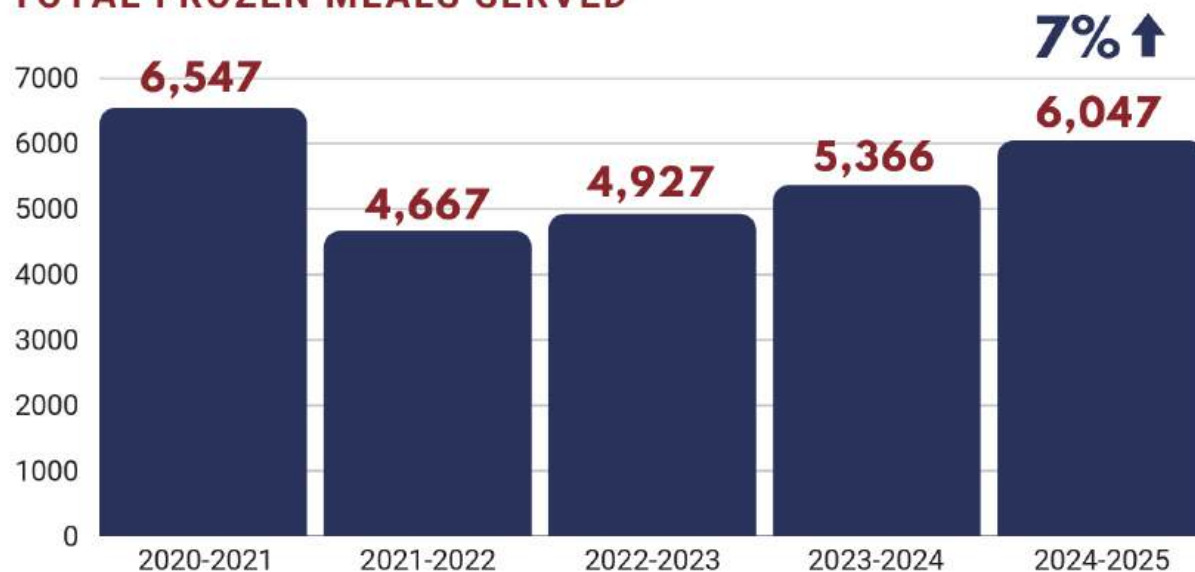
volunteers support the program

## 245

meals subsidized

“ Thank you for helping me when I was so sick. I am feeling better now and am back to cooking for myself. But should I fall ill again, I will contact you as the meals were very good. ” – Mary, Frozen Meals client

## TOTAL FROZEN MEALS SERVED



Shows the trends for Frozen Meals served between the 2020-2021, 2021-2022, 2022-2023, 2023-2024, and 2024-2025 fiscal years.



# ASSISTED VOLUNTEER DRIVING

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



**918** drives to medical appointments

**45%↑** over last year



**78**

registered clients

**22**

volunteers support the program

**6,212**

KM driven by AVDP volunteers

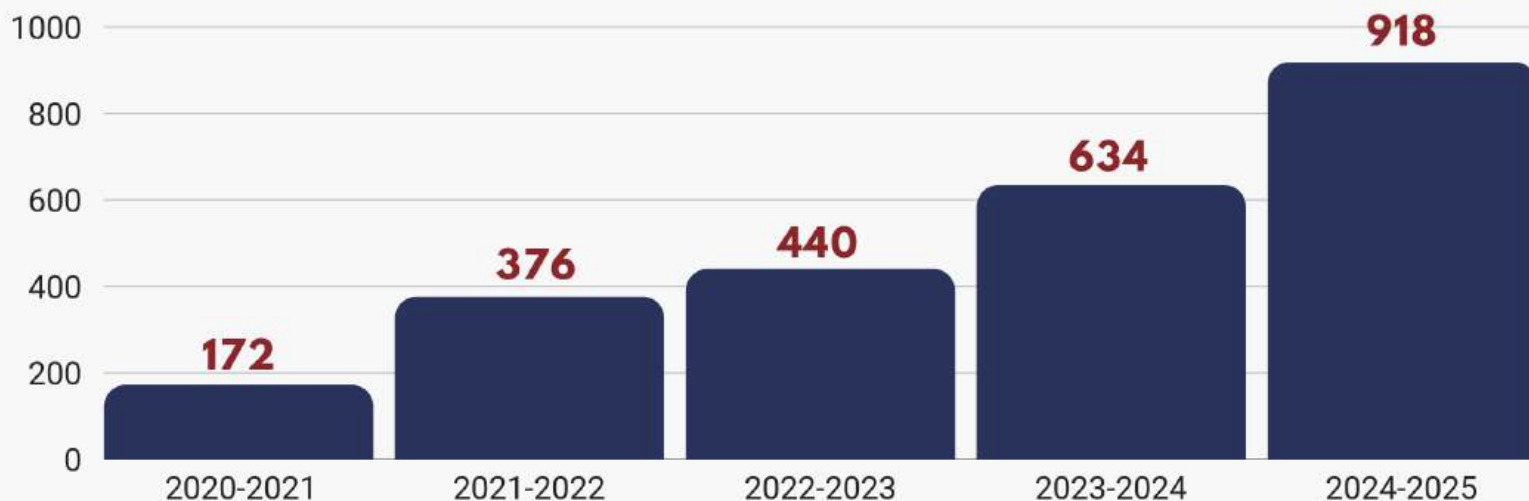
“ I have found the Volunteer Driving Program an amazing, thoughtful experience. Kindness by the volunteers and exceptional respect. It has been a ‘gift’ to experience this program and would not change a thing. ”

– Gerald, AVDP client



**45%↑**  
**918**

## TOTAL DRIVES COMPLETED



Shows the total number of drives completed in the AVDP Program between the 2020-2021, 2021-2022, 2022-2023, 2023-2024, and 2024-2025 fiscal years.



# SHOPPING 4 SENIORS

Empowering local seniors with little to no support to take care of their nutritional health. Seniors place grocery orders for volunteers to pick up and deliver to their door.

**121**

**shops**

**7**

**registered clients**

**850+**

**KM driven**

**6**

**dedicated volunteers**

“If it wasn't for the programs that ACS provides, I wouldn't be able to stay in my home. I am so grateful.”

– Edith, Shopping 4 Seniors client



# BACKPACK DRIVE

**97**

**backpacks provided to**

**45**

**Ancaster families**

“That's great for my daughter. Unicorns are her favourite!”

– ACS Food Assistance Program Client



# SENIOR'S BIRTHDAY INITIATIVE

**49**

**birthday bags delivered**

## BENEFITS INCLUDE:

- Clients receive a special gift and a visit to celebrate the day
- Volunteers engage with clients
- Wellness check for seniors living alone



# HOLIDAY ASSISTANCE PROGRAM

*Providing local income-challenged families, seniors, and individuals with hampers of food and grocery gift cards for the holiday season. Children 18 and under also receive gifts.*

**145**

Hampers delivered

13% ↑ from 2023

**+34**

Additional households served in food bank

**NEW IN 2024**

**699**

INCLUDING...

**336**

children

individuals served through the program

46% ↑ FROM 2023

40% ↑ FROM 2023

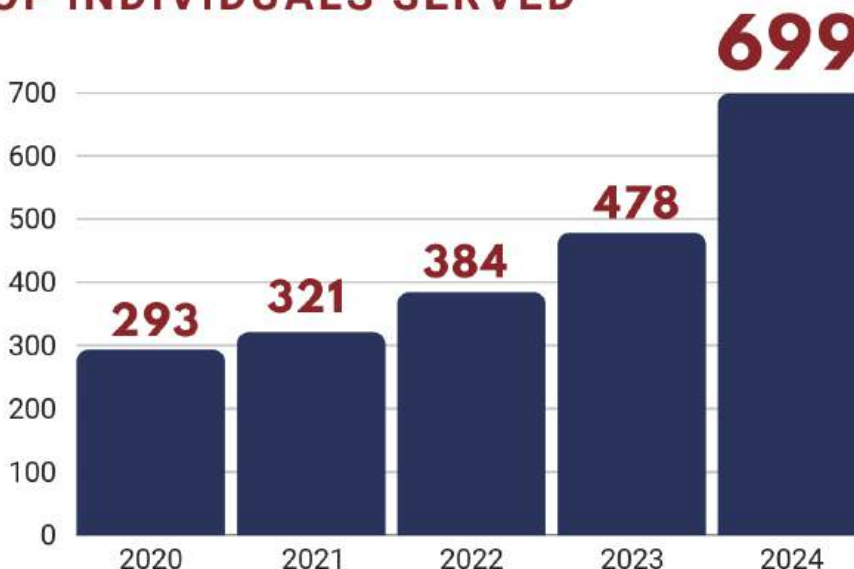
**18,017**

pounds of food provided

33% ↑ FROM 2023

## NUMBER OF INDIVIDUALS SERVED

Showing the total number of individuals served through our Holiday Assistance Program, highlighting that the need for support continues to increase annually, with 2024 our largest number served thus far.





# OUR COMMUNITY DURING THE HOLIDAY SEASON

# 110

*volunteers provided*

# 500+

*volunteer hours*

*in support of the holiday program*



## SANTA TO A SENIOR

Organized and facilitated by the Youth Engagement Program, The Net, this program provides local seniors with a thoughtful care package during the holiday season.

# 110

*seniors served*

# 12

*youth volunteers*



“

Thank you for including me in the Ancaster Boys hockey team spreading their Christmas joy. Honestly, **it's the first time that I've smiled in a very long time.** In addition to their “singing” they gave me two Christmas cards that they had made (lots of glitter used here!) and a tiny live poinsettia. It was all so lovely. Thank you for including me in their Christmas good will. It was greatly appreciated at a time much needed. ” – Ruth, ACS client



# THE NET



St. Andrew's Textile Drive



Apple Picking



Santa to a Senior 2024

Since launching in 2019, The Net Youth Engagement Program has grown into a dynamic space for youth leadership and community involvement.

Thank you to The Net's *Youth Advisory Team*, which seats **12** members, for contributing ideas and leadership from various high schools in Ancaster and surrounding areas. Designed for youth ages 13-18, our initiatives build skills in teamwork, advocacy, leadership, and wellness.

Over the past fiscal year, The Net partnered with community leaders to create programming around community engagement, life skills, environment, education, and physical and mental health. Some of these opportunities included supporting St. Andrew's Textile Drive, Carrington Place Senior Home visits, birthday bag decorating for ACS clients, apple picking for the ACS Food Bank, and our annual Santa to a Senior program.

Visit [thenetyouth.ca](https://thenetyouth.ca) or our socials [@thenetacs](https://www.instagram.com/thenetacs).

## SUMMER BABYSITTING COURSE 2024

This year's babysitting course was held in person over two weeks in July 2024. A total of **32** students, aged 11 to 14, completed training in basic first aid, fire and water safety, personal safety, and mental health awareness, gaining confidence as new babysitters!



# 157

Events & Opportunities

# 87

Local Youth Engaged

# 700+

Volunteer Hours Earned



# COMMUNITY EVENTS & FUNDRAISERS

Over the past year, ACS has received significant support from many large fundraising events in the community, including:

## Albatross Indoor Golf Centre

Charity Indoor Golf Tournament - \$5,000 donation

## Ancaster Community Food Drive

\$3,925 collected from the community & 3,833 lbs of food donated to ACS

## Ancaster Film Festival

Proceeds from April 2024, December 2024 & March 2025 screenings - \$3,200

## Ancaster Mill Race

Annual Community Event - \$3,561.60 collected

## Ancaster Tree Lighting

Annual Community Event - In-kind donations of non-perishable food & toys, plus \$955 collected

## Food Basics Ancaster

Community collection at the check out - \$9,071 collected

## Frank Panabaker Elementary School

Holiday Food Drive - 2,232 lbs donated

## Kevin Dunn Strumming Into 60

Birthday Benefit Concert Event - \$3,000 donation

## Orangetheory Fitness Ancaster

Holiday collection of toys, gifts & gift cards

## Theatre Ancaster

Community Benefit Concert, *It's A Wonderful Life* - \$6,460.60 donation





# COMMUNITY SUPPORTERS

*During the year, numerous businesses, organizations, individuals, schools, and community groups run food drives, toys drives, and collect monetary donations in support of our work. The following have made significant contributions of over \$500 and/or 500 lbs of in-kind items:*

Albatross Indoor Golf Centre  
 Amma Canada  
 Ancaster Agricultural Society  
 Ancaster Avalanche Girls Hockey  
 Ancaster Canadian Reformed Church - *Fill-a-Bus*  
 Ancaster Family Chiropractic  
 Ancaster Heritage Days & Tree Lighting  
 Ancaster Heritage Fellowship Baptist Church  
 Ancaster High School  
 Ancaster Lions Club  
 Ancaster Little League  
 Ancaster Senior Achievement Centre  
 Bishop Tonnos CSS  
 Carrington Place Retirement Residence  
 COBS Bread Ancaster  
 Copetown Lions Club  
 Desjardins Insurance - Stephen Dunn & Julia Ross  
 Fairway Electrical Services  
 Fortino's Ancaster - *Community Collection*  
 Fora Outdoor Living, Ancaster  
 Frank Panabaker Home & School  
 Association - *The Great Pumpkin Stroll*  
 Grace Community CRC  
 GSP Group  
 Heron Creek Yoga & Fitness  
 Highgate Residence, Resident's Council

Immaculate Conception Elementary School  
 Independent Order of Oddfellows  
 Landmarks/Doric Lodge 654  
 Latitude Air Ambulance  
 Lay of the Land Landscaping  
 Malpass Family Chiropractic  
 Marshall Memorial United Church  
 Meadowlands Fellowship Christian  
 Reformed Church  
 Metro Richelieu Inc. (Ancaster Food Basics)  
 Mission35 Mortgages & Vandervelde Real Estate  
 Muldoon Wealth Services  
 Optimist Club of Ancaster  
 Order of the Eastern Star, Edgemount  
 Chapter 127  
 Rotary Club of Ancaster A.M.  
 Ryerson United Church  
 St. Ann's Parish - *Thanksgiving Food Drive*  
 St. Andrew's Presbyterian Church, Ancaster  
 St. Vincent De Paul Society, St. Ann's Parish  
 Tamahaac Club  
 Theatre Ancaster  
 Tollgate Neighbours - *Halloween Food Drive*  
 Tube-Mac Piping Technologies Ltd.  
 Veevers Realty  
 Vulcraft Canada



**We are so grateful to all community supporters and donors. Thank you to everyone who has made a contribution to support ACS and the community we serve. Every dollar supports our mission!**



# INDIVIDUAL DONORS

*We would like to thank those individuals who gave back to our organization through significant financial contributions of \$500+:*

Anderson Family  
Bagnall Family  
Baker Family  
Barton Family  
Beattie Family  
Boyd Family  
Brown Family  
Brymer Family  
Chan Family  
Conen Family  
De Zoete Family  
DiLoreto Family  
Dilworth Family  
Dishke Family  
Donegani Family  
Dunn, K. Family  
Dunn, S. Family  
Dwyer Family  
Feobel Family  
Foster Family  
Frisina Family  
Gibson Family  
Graci Family  
Greco Family  
Groen Family  
Hamber Family

Hambly Family  
Hammill Family  
Hayes Family  
Hickey Family  
Holder Family  
Hunter Family  
Joudrie Family  
Kalbfleish Family  
Kamel Family  
Keyhan Family  
King Family  
Llewellyn Family  
Malpass Family  
Masterson Family  
Meisner Family  
Melber-Lange Family  
Milne Family  
Montour MacInnes Family  
Morris Family  
Moss Family  
Murray Family  
Muthukumarasamy  
Sadayappan Family  
Neath Family  
Norwood Family  
Novakovich Family

Outlaw Family  
Parente Group Holdings Ltd.  
Parthenious Family  
Paul Family  
Peirce Family  
Pringle Family  
Puskas Family  
Rafuse Family  
Robb Family  
Robinson Family  
Shawley Family  
Sibley Family  
Sifton Family  
Sims Family  
Sindall Family  
Smith, G. Family  
Smith, S. & M. Family  
Tesone Family  
Thompson Family  
Tranter Family  
Van Exan Family  
Weber Family  
Woolford Family  
Wong Family

*+ 1 donor who wishes to remain Anonymous*

## MONTHLY DONORS

Baker Family  
Beattie Family  
Carter Family  
Delsnyder Family  
Dudar Family

Giggey Family  
Hauser Family  
Lee Family  
LeMare Family

McKinnon Family  
Noble Family  
Norwood Family  
Patel Family

Pierson Family  
Sayers Family  
Stewart Family  
Tesone Family

Thompson Family  
Toal Family  
Van Exan Family  
Watson Family

## IN HONOUR OF

Dr. Sandra Malpass

St. Ann's Catholic Church, Ancaster

Ancaster Village Church

## IN MEMORIUM

Esther Blackwell  
Albert Bochsler  
Joyce & Bill Cook  
Dr. John Fernandes

Franco Greco  
Marlene Hewitt  
Mike McCrea

Abigail McIntyre  
Nicholas Melber-Lange  
Dr. Tom Ryan

Stanley Smith  
Doris Thompson  
Larry Webber



Great care was taken to ensure accuracy of donors who made significant contributions during fiscal year 2024-2025. We apologize for any errors or omissions and ask that you let us know.

## GOVERNMENT GRANTS



**City of Hamilton**  
City Enrichment Fund &  
Hamilton Emergency  
Food Network Funding



**Ontario  
Health**  
Ministry of Health



Employment and  
Social Development Canada

**Canada**

Canada Summer Jobs

## FOUNDATION SUPPORTERS & FUNDERS



**Hamilton Golf & Country Club Foundation**



Alan Scott presenting an extra  
\$5,000 for the Holiday Program



**United Way**  
Halton & Hamilton

**HAMILTON  
COMMUNITY  
FOUNDATION**

Edith Turner Foundation  
Turkstra Lumber Fund



**TEAMM  
FOUNDATION**

## FOOD RESCUE



**CANICHE**  
*french bakery*



Ancaster



Kenny & Cindy's



# COMMUNITY PARTNERSHIPS

*ACS is a proudly connected with the following:*

Ancaster Business Improvement Association (BIA)  
 Ancaster Community Food Drive  
 Ancaster Heritage Days  
 Ancaster Senior Achievement Centre (ASAC)  
 Canadian Centre for Occupational Health & Safety  
 City of Hamilton - Ward 12 Office  
 Community Social Service Network of Hamilton (CSS)  
 Hamilton Emergency Food Network  
 Greater Hamilton Health Network (GHHN)  
 Hamilton Administrators of Volunteers (HAV)  
 Hamilton Chamber of Commerce  
 Hamilton Council on Aging

Hamilton Food Share  
 Hamilton Public Library - Ancaster Branch & IT  
 Imagine Canada  
 Ina Grafton Gage Village  
 Ontario Community Supports Association (OCSA)  
 Ontario Not-for-Profit Network (ONN)  
 Set The Table Kitchen & Co.  
 Social Planning & Research Council (SPRC)  
 Thrive Group/AbleLiving  
 Volunteer Canada  
 Youth Serving Agencies Network (YSAN)

## THANK YOU TO OUR FUNDRAISING PLATFORMS:

**Benevity  
Causes**

**CanadaHelps**

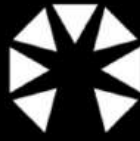
**Charities Aid Foundation  
of Canada**

**PayPal  
Giving**

**United Way  
Designations**

## ACS IN THE COMMUNITY!





**Accredited**  
**IMAGINE CANADA**

ACS is accredited by Imagine Canada's Standards Program for excellence in nonprofit accountability, transparency and governance, joining a distinguished ever-growing community of nonprofit organizations dedicated to operational excellence.

Charitable Registration Number: 118786375RR0001



**ANCASTER COMMUNITY SERVICES**

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*Ancaster Community Services*

*[www.ancastercommunityservices.ca](http://www.ancastercommunityservices.ca)*