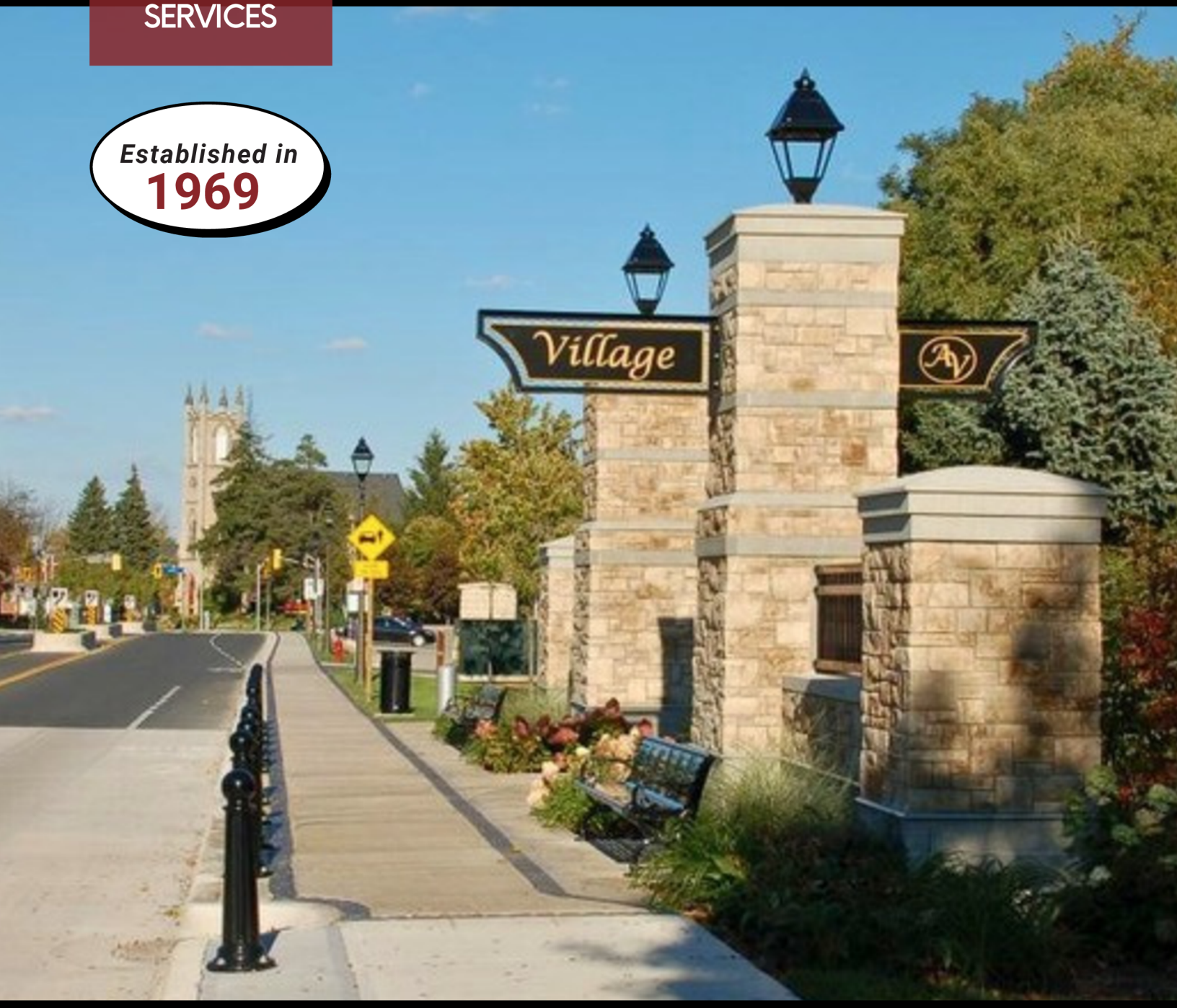
IMPACT REPORT 2024-2025

ANCASTER COMMUNITY SERVICES

Established in **1969**



(905) 648-6675
ancastercommunityservices@gmail.com
ancastercommunityservices.ca

MESSAGE FROM ACS BOARD CHAIR & EXECUTIVE DIRECTOR

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*





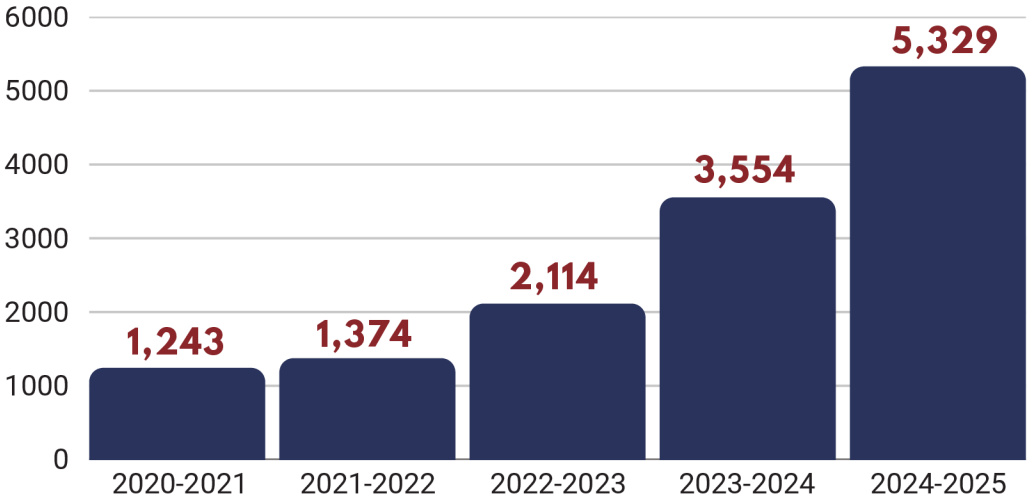


77,963
lbs of food provided to clients
46% ↑ ***from last fiscal***

126
***new households** visited the Ancaster Food Bank in 2024-2025*

ANCASTER FOOD BANK

NUMBER OF INDIVIDUALS SERVED ANNUALLY



329%

FROM 2020-2021 TO 2024-2025

*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.*





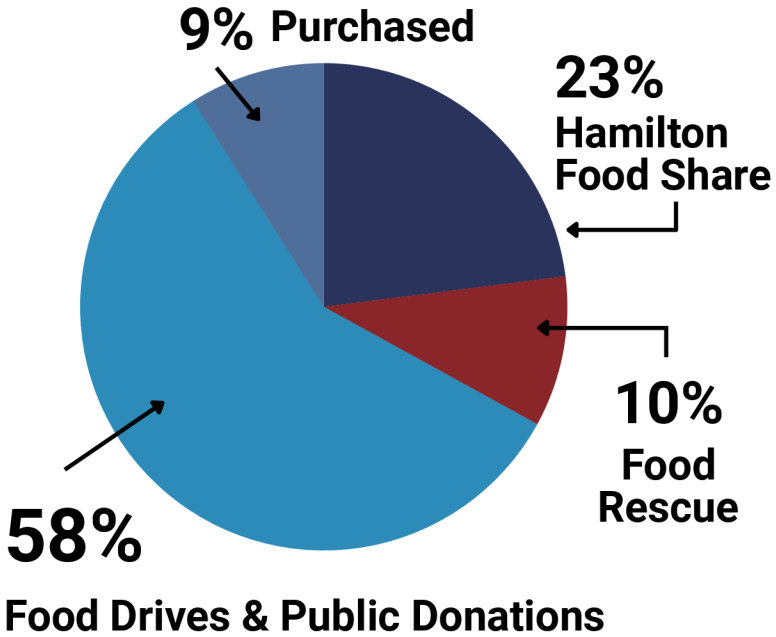


FILLING THE FOOD BANK

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

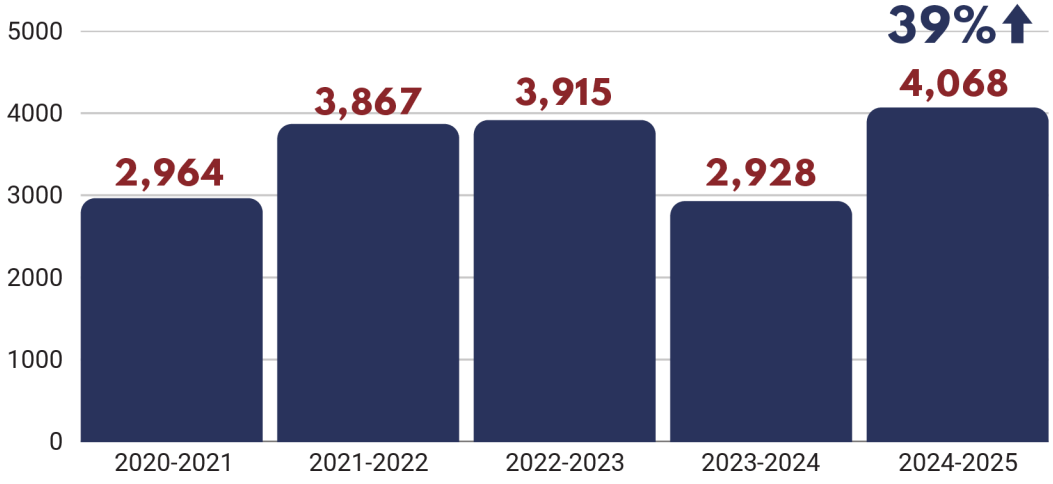
8,537
KM driven by our volunteers

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

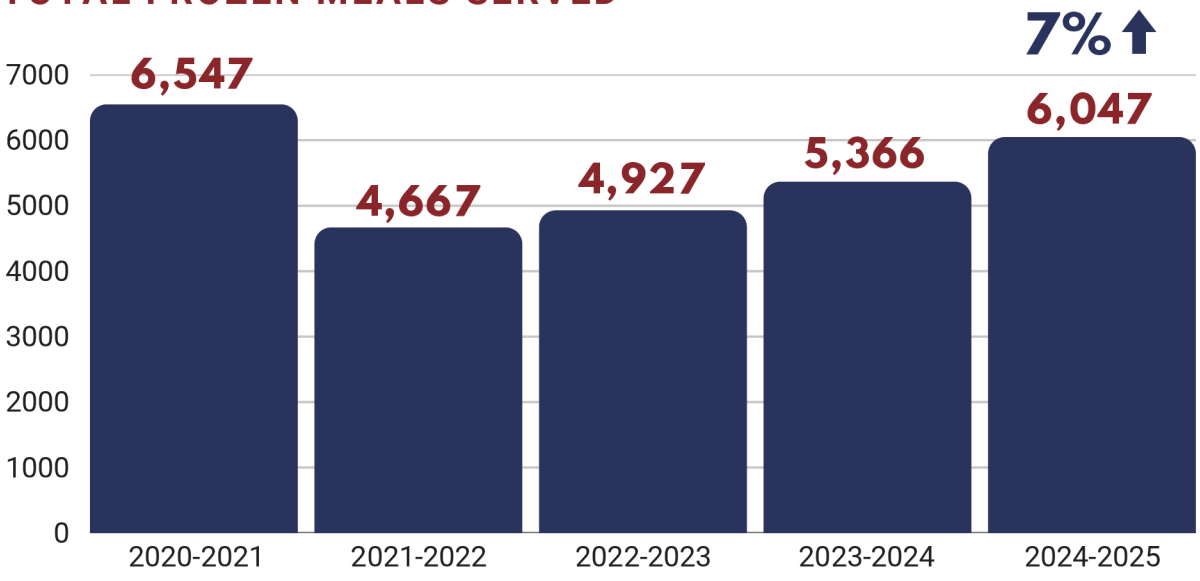
2,532
KM driven by our volunteers

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

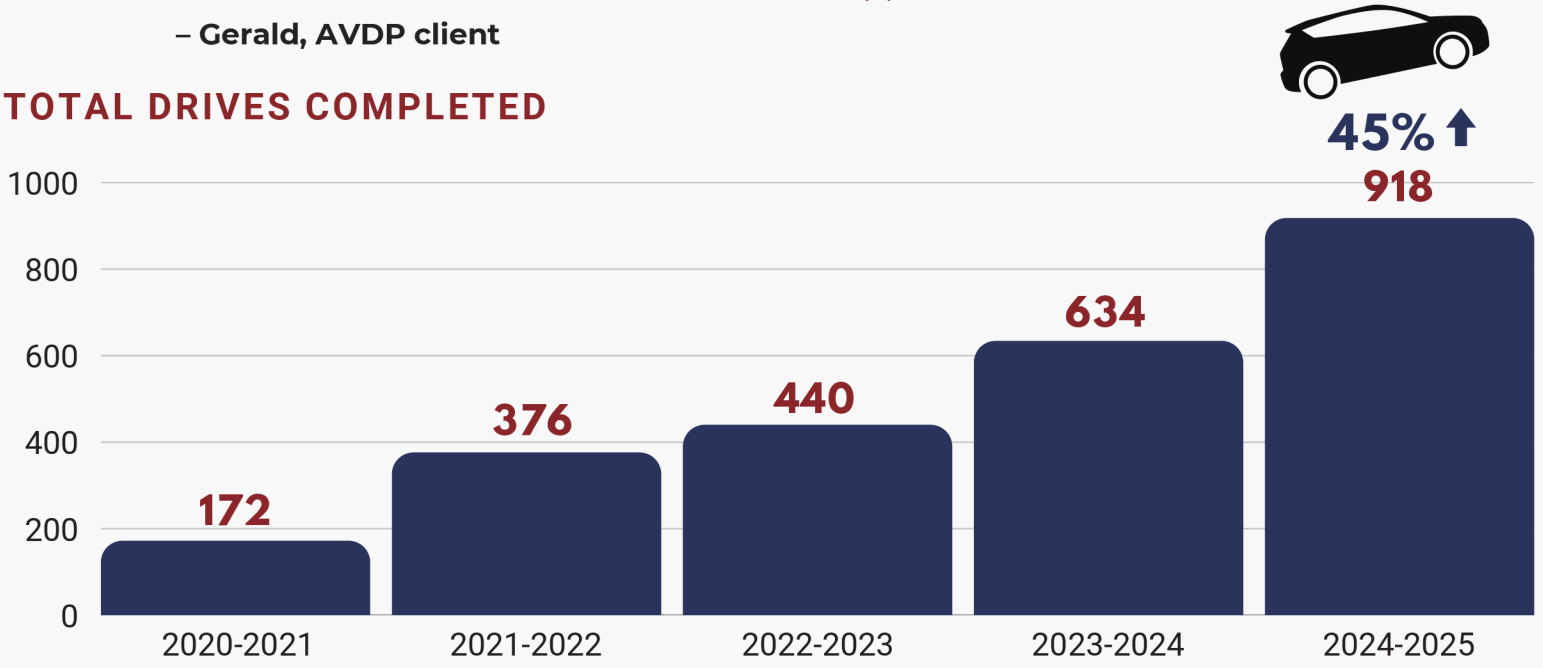
78
registered clients

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**

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*

6 *dedicated volunteers*

850+ *KM driven*



> *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

individuals served through the program

46% ⬆ FROM 2023

INCLUDING...

336

children

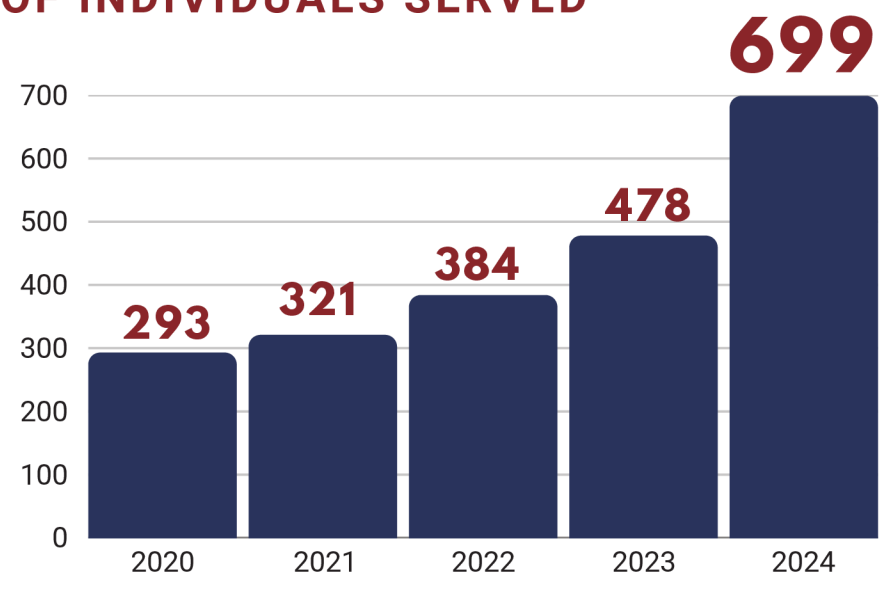
40% ⬆ FROM 2023

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** or our socials **@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

Ministry of Health

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

ASPIRE BAKERIES

CANICHE
french bakery

food Basics
Ancaster

NOFRILLS
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

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