Ancaster
Community
Services

2025-2026

IMPACT REPORT



INTRODUCTION

As we reflect on another year at Ancaster Community Services, we are reminded of the strength, compassion, and generosity that continue to define our community.

This year, we have once again seen significant demand for our programs and services. Across our food security programs and senior support services, more individuals and families are turning to ACS for assistance, connection, and support. At the same time, we continue to see the needs of our community evolve, reinforcing the importance of accessible, reliable, and inclusive services close to home.

Our response remains grounded in a simple commitment: to be there when our neighbours need us. Whether providing a meal, helping a senior remain independent at home, supporting a family experiencing food insecurity, connecting a volunteer with an opportunity to give back, or creating meaningful opportunities for local youth, every interaction is an opportunity to strengthen our community.

None of this would be possible without the people who make ACS what it is. Our staff continue to bring professionalism, compassion, and dedication to their work each day. Our volunteers generously give their time, energy, and care to support our programs and the people we serve. Together, they are the heart of our organization.

We are equally grateful to our donors, community partners, funders, businesses, and supporters. Your confidence in ACS allows us to respond to changing needs, sustain essential programs, and continue finding ways to make a meaningful difference in the lives of our neighbours.

As we look to the year ahead, we remain committed to listening to our community, strengthening the services we provide, and ensuring that ACS continues to be a trusted resource for those who need us.

Thank you for being part of the ACS community. Together, we are making Ancaster a more connected, caring, and resilient place for all.



Lynne Morris
Board Chair



Kaylee Norwood
Executive Director

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.

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.

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
MANAGER, PROGRAMS & BUSINESS ADMINISTRATION



CINDY TESONE
VOLUNTEER COORDINATOR

STUDENTS



MAYA COSBY



VALERIE BARLOW
PROGRAMS COORDINATOR

BOARD OF DIRECTORS



LYNNE MORRIS
CHAIR



LISA MORINE
VICE CHAIR



SALVATORE FRISINA
SECRETARY



KATHRYN SMITH
TREASURER



MARGARET DEGROOT



KARL HANLEY



LISA MANCINI



GLORIA ROJAS

VOLUNTEERS

We are very fortunate to have such an incredible group of volunteers help make our programs and services possible this year. Their commitment to this community is an inspiration to us and their kindness makes a genuine difference in the lives of the people we serve. Thank you to everyone!

30+ YEARS: Barbara Raphael



ACTIVE VOLUNTEERS:

100

VOLUNTEER HOURS:

2,655

KMs DRIVEN:

21K+

20+ YEARS:

Karen Llewellyn
Julia Masterson
Jan Vallentin
Bob Penny
Mary Penny
Anne Van Rooijen
Margaret Jenkins

10-19 YEARS:

Peter Barnes
Anne Book
Dianne Collinson
Jeanette Cross
Hilary Cunningham
Anne Greenlay
Krista Hann
David Howie
Margaret Hudson
Jennifer Jewitt-Matsumoto
Rennie Lyon
Joanne McGowan
Judy Munro
Andy Kalbfleisch
Sue Kalbfleisch
Wendi Van Exan
Karen Lane-Groen
John Parkhill
Nancy Parkhill
Lloyd Spalding

5-9 YEARS:

Sue Bachiu
Mark Fenton
Scott Forbes
Doug Beck
Michael Carlton
Susan Courneya
Lori D'Angelo
Pat Davis
Jennifer Dicks
Laura Doiron
Gloria Gomez
Paul Henderson
Deb Jarvie
Sergio Martire
Shan Mirza
Dave Moulden
Corrin O'Brien
Ken O'Brien
Dianne Rutty
Liz Sutherland
Cindy Tesone
Margaret DeGroote
Karl Hanley
Lisa Mancini
Lisa Morine
Lynne Morris
Gloria Rojas

FOOD BANK

As the cost of groceries, housing, utilities, and other essentials continues to rise, food is often one of the first expenses that households reduce to make ends meet. The Ancaster Food Bank has provided food assistance to the community for more than 20 years but demand has never been greater. This year, we experienced a 33% increase in food bank use overall and an alarming 141% increase in seniors using the food bank.

14,750

DAYS WORTH OF FOOD PROVIDED TO OUR CLIENTS





INDIVIDUALS:

7,082

33% ↑ INCREASE FROM PREVIOUS YEAR

"Thanks to your wonderful support, we never had to worry about going hungry."

CHILDREN:

2,845

21% ↑ INCREASE FROM PREVIOUS YEAR

ADULTS:

3,877

38% ↑ INCREASE FROM PREVIOUS YEAR

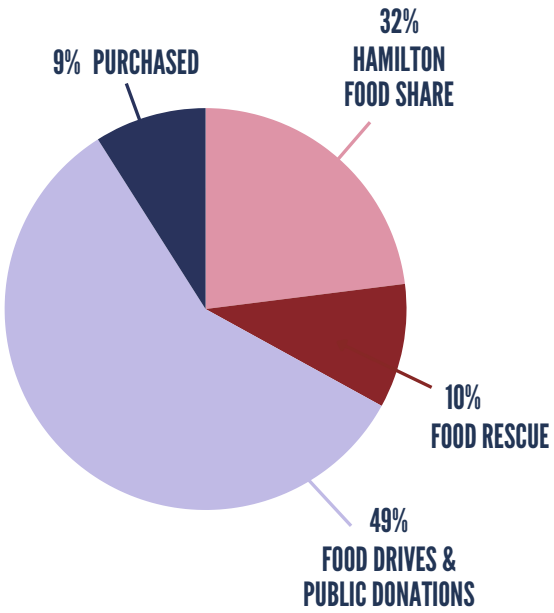
SENIORS:

367

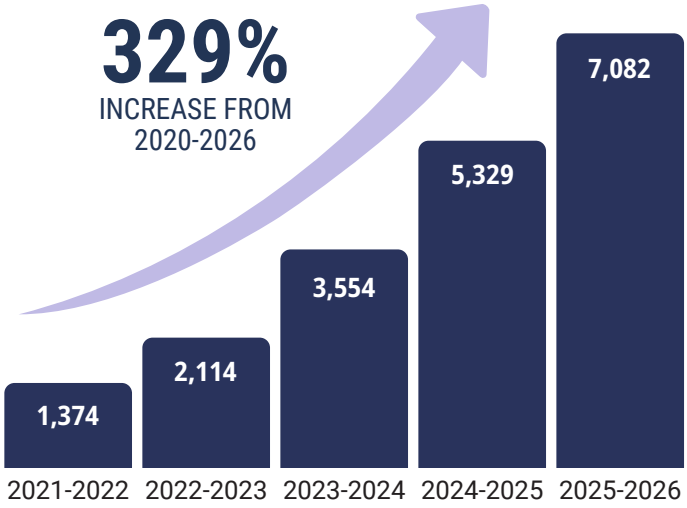
141% ↑ INCREASE FROM PREVIOUS YEAR

“During a time when I have faced significant challenges emotionally, physically, and mentally, your kindness and generosity have been a beacon of hope for me. Each visit to your food bank has not only provided me with essential resources but also with a sense of community and belonging.”

FOOD BANK CLIENT



INDIVIDUALS SERVED



The rising cost of living has not only forced many households to seek out food assistance programs, but it has also impacted donation volume. Public donations remain our primary source of food, but this year, we made efforts to diversify our sources with more food being purchased and “rescued” from local grocery stores and suppliers.





MEALS ON WHEELS

Our dedicated volunteers deliver a hot mid-day meal to seniors and other individuals who may have difficulty preparing meals and maintaining optimal nutrition. Beyond providing a nutritious meal, our volunteers offer a friendly face and regular social connection, helping recipients feel supported and connected to their community.

IMPROVED NUTRITION

SOCIAL INTERACTION

WELLNESS CHECK

MEALS DELIVERED:

4,576

12% ↑ INCREASE FROM PREVIOUS YEAR

MEALS SUBSIDIZED:

643

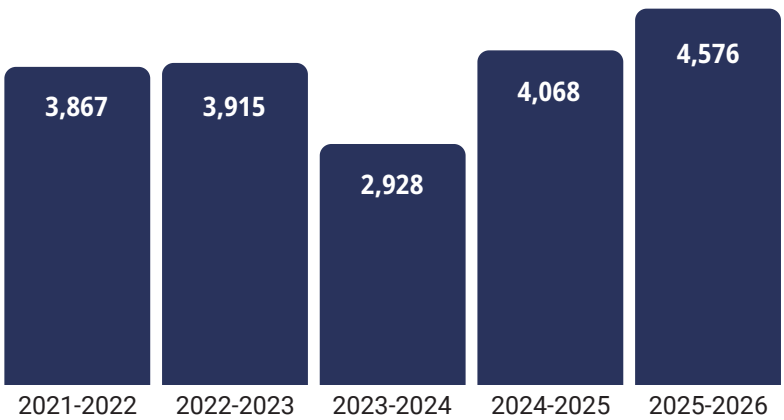
KMs DRIVEN:

9,576



63 CLIENTS

MEALS SERVED



FROZEN MEALS

Delicious, nutritious meals are freshly prepared, flash-frozen by our supplier and available for pick-up or delivery to seniors and other individuals who may have difficulty preparing meals and maintaining optimal nutrition.

"I am so thankful to the amazing volunteers who deliver my mother-in-law meals several times a week. Mum would not be eating properly without their generous contribution of time. They are always there at her door with a smile. The peace of mind it gives me and our family is truly priceless."

MEAL DELIVERY CLIENT, DENA

MEALS DELIVERED:

6,077

33% ↑ INCREASE FROM PREVIOUS YEAR

MEALS SUBSIDIZED:

227

KMs DRIVEN:

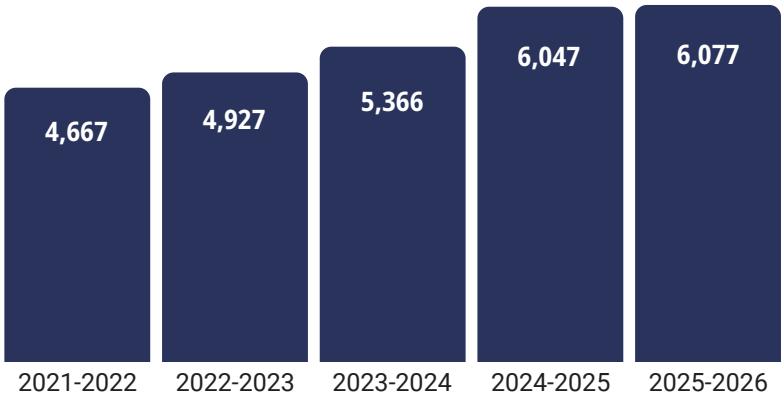
2,895

94 CLIENTS





MEALS SERVED



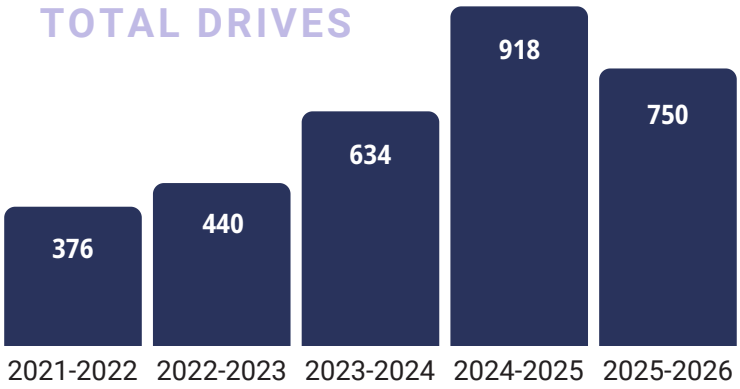
ASSISTED VOLUNTEER DRIVING

This program connects seniors who have limited access to transportation with compassionate volunteer drivers who help them get to and from medical and other professional appointments within Ancaster, Dundas, and Hamilton. Volunteer driving supports residents in maintaining their independence and accessing services that are essential for their health and wellbeing.

"I have met so many thoughtful drivers, making them one more person to be grateful for. The last volunteer Britt, was especially wonderful. It's so nice to have such wonderful company and conversation when being driven to my medical appointments."

ASSISTED DRIVING CLIENT, HONEY







TOTAL DRIVES:

750

KMs DRIVEN:

9,113

" I am so blessed to have this service. The drivers are friendly and very helpful. You have made my life so much easier!"

DRIVING CLIENT, CHERYL

SHOPPING 4 SENIORS

130 GROCERY STORE VISITS

This bi-weekly shopping service was created in response to the COVID-19 pandemic and continues to support seniors who have limited transportation and/or require some assistance with grocery shopping. As with other programs, this service is possible thanks to our incredible volunteers.



BACKPACK DRIVE

108 BACKPACKS PACKED

With more families than ever relying on the Ancaster Food Bank, many are struggling to cover back-to-school costs. This year, Ancaster Community Services filled backpacks with school supplies and snacks, so the children and teens in our community start the school year ready to succeed.



SENIOR'S BIRTHDAYS

45 BIRTHDAY GIFTS DELIVERED

Birthdays are an opportunity for volunteers to provide social interaction and conduct wellness checks for seniors and other individuals who live alone. Volunteers pack and deliver gift bags to help clients feel celebrated and valued.

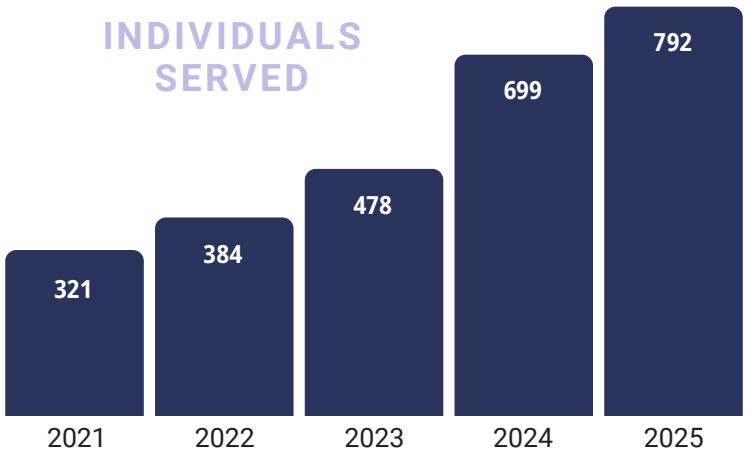


HOLIDAY ASSISTANCE

This initiative provides income-challenged families, seniors and individuals with hampers of food and grocery gift cards for the holiday season. Children aged 16 and under also receive gifts. With support from our generous donors and volunteers, we are able to help everyone in our community experience the warmth and joy of the holidays, regardless of their financial circumstances.









33% ↑ INCREASE FROM PREVIOUS YEAR



13% ↑ INCREASE FROM PREVIOUS YEAR





OUR COMMUNITY DURING THE HOLIDAY SEASON

115 VOLUNTEERS



550+ HOURS





SANTA TO A SENIOR

Organized by the Youth Engagement Program, this initiative provides local seniors with a thoughtful care package during the holiday season.





YOUTH VOLUNTEERS



THE NET







Since launching in 2019, our youth engagement program, The Net, has grown in a dynamic space for youth leadership and community involvement. Designed for youth ages 13-18, our initiatives build skills in teamwork, advocacy, leadership and wellness.

Over the past fiscal year, The Net has partnered with community leaders to create themes around community engagement, life skills, environment, education, and physical and mental health. Some of these opportunities included: Teen Scene (Ancaster Heritage Days), St. Andrew's Textile Drive, Carrington Place Senior Home, Santa to a Senior and the Backpack Drive.

"The youth program has helped me develop valuable skills, like learning to take initiative, and having Ancaster Community Services on my resume helped me get my first job!"

YOUTH TEAM MEMBER (ANONYMOUS)



BABYSITTING COURSE

The 2025 Babysitting Course was held in-person over two weeks in July. A total of **45 students** ages 11-14 completed training in basic first aid, fire and water safety, personal safety and mental health. Graduates of the course expressed excitement at becoming babysitters and parents appreciated the safety and life skills that their children had learned.

THANK YOU TO ALL OUR GENEROUS DONORS!

Anderson Family
Bagnall Family
Baker Family
Beattie Family
Bottum Family
Boyd Family
Burke Family
Brown Family
Brymer Family
Cassar Family
Cochran Family
Conen Family
De Zoete Family
D'Angelo Family
Delsnyder Family
Diloreto Family
Dilworth Family
Dishke Family
Donegani Family
Dudar Family
Dwyer Family
Foebel Family
Foster Family
Frisina Family
Gibson Family
Giggey Family
Graci Family
Greco Family
Hayes Family
Heinz Family
Hill Family
Holder Family
Hutchings Family
Hutchison Family
Hunter Family
Jeronimo Family
Joudrie Family
Kamel Family
Kalbfleisch Family
Keyhan Family
King Family
Koppelaar Family
Kowalchuk Family
Kulikowski Family
Lane Family
Lane-Groen Family
Langsner Family
LeMare Family
Lee Family
Llewellyn Family
MacCormack Family
Mancinelli Family
Masterson Family
McKinnon Family
Montour-MacInnes Family
Moss Family
Neath Family
Nicholson Family
Norwood Family
Novakovich Family
Obanor Family
Outlaw Family
Pellizzari Family
Peppler Family
Perri Family
Pierson Family
Pringle Family
Puskas Family
Robb Family
Robinson Family
Sadayappan Family
Sifton Family
Sharma Family
Shawley Family
Sibley Family
Sims Family
Sindall Family
Smith Family (S&M)
Smith Family (G)
Stewart Family
Tesone Family
Thompson Family
Toal Family
Tomlinson Family
Tranter Family
Van Eek Family
Van Exan Family
Van Rooijen Family
Watson Family
Woolford Family
Zucker Family
Zucker Family
Anonymous Family

MONTHLY DONORS

Baker Family
Beattie Family
Carter Family
Delsnyder Family
Dudar Family
Lee Family
LeMare Family
Engler Family
Giggey Family
Hutchison Family
Mallett Family
Malpass Family
McKinnon Family
Norwood Family
Pierson Family
Sayers Family
Stewart Family
Tesone Family
Thompson Family
Toal Family
Van Exan Family
Watson Family
Wheeler Family

IN MEMORIUM

Antonia Frisina
Robert Paul
Nicholas Lange
James Morris
Betty Kobayioshi

Great care was taken to ensure an accurate list of those who donated $500+ during fiscal year 2025-2026. We apologize for any errors and ask that you please let us know.



COMMUNITY SUPPORTERS

Ancaster Agricultural Society
Ancaster Canadian Reformed Church
Ancaster Community Food Drive
Ancaster Film Fest
Ancaster High School
Ancaster Heritage Days
Ancaster Heritage Fellowship Baptist Church
Ancaster Knights of Columbus Charity
Ancaster Lions Club
Ancaster Little League
Ancaster Mill Race
Ancaster Senior Achievement Centre
Ancaster Village Church
Boston Pizza Foundation
City of Hamilton, Legal Services
Copetown Lions Club
Frank Panabaker Home & School Association
Grace Community CRC
Immaculate Conception Elementary School
Independent Order of Oddfellows
Landmarks/Doric Lodge 654
Marshall Memorial United Church
Meadowlands Fellowship Church
NowWhat Support Services
Order of the Eastern Star, Edgemount Chapter 127
Rotary Club of Ancaster AM
Rotary Club of Dundas
Rousseau Elementary School
Ryerson United Church
St. Andrews Presbyterian Church
St. Ann's Parish
St. John's Anglican Church
St. Vincent De Paul
Steel City Synchro
Theatre Ancaster

BUSINESS SUPPORTERS

360 Energy
ACEC Hawryluk Advisors
Affinity Biologicals
Albatross Indoor Golf Centre
Amma Canada
Ancaster Family Chiropractic
Aspire Bakery
Bay Lynx Manufacturing
Bennett's Apples
Buds Spas and Pools
Carrington Place Retirement
Desjardins Insurance - Stephen Dunn
Desjardins Insurance - Julia Ross
Fairway Electrical Services
Food Basics Ancaster
Fora Outdoor
Gerrity Corrugated Products
GSP Group
Heron Creek Yoga & Fitness
Highgate Resident Council
Danielle Iampietro Professional Corporation
Johnson Electric
Latitude Air Ambulance
Lay of the Land Landscaping
Levaero Aviation
MacKay Brehm & Smith
Malpass Family Chiropractic
MCAN Financial
Muldoon Wealth Services
Oakhill Design & Build
Orange Theory Fitness
Parente Group Holdings
Parkland Ancaster
Veevers Realty Group

JOIN OUR COMMUNITY OF MONTHLY DONORS TODAY

THANK YOU TO EVERYONE WHO SUPPORTED US!

































COMMUNITY PARTNERSHIPS

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)
Greater Hamilton Food Collective
Greater Hamilton Health Network (GHHN)
Hamilton Administrators of Volunteers (HAV)
Hamilton Council on Aging
Hamilton Food Share
Imagine Canada
Ontario Community Supports Association (OCSA)
Ontario Not-for-Profit Network (ONN)
Social Planning & Research Council (SPRC)
Thrive Group/AbleLiving
Volunteer Canada
Youth Serving Agencies Network (YSAN)

FOUNDATION SUPPORTER

HGCC HAMILTON GOLF & COUNTRY CLUB EST. 1894 FOUNDATION



GOVERNMENT GRANTS

Hamilton
CITY ENRICHMENT FUND & GREATER HAMILTON FOOD COLLECTIVE

Ontario Health
MINISTRY OF HEALTH

Employment and Social Development Canada
CANADA SUMMER JOBS

United Way Golden Horseshoe

HAMILTON COMMUNITY FOUNDATION
TURKSTRA LUMBER FUND

TEAMM FOUNDATION

FOOD RESCUE PARTNERS

COSTCO WHOLESALE
ANCASTER

GIANT TIGER
ANCASTER

food Basics
ANCASTER

CANICHE
french bakery

HOW YOU CAN HELP

1

BECOME A MONTHLY DONOR

Monthly donations are one of the most effective ways to support our programs and services because it provides support that we can depend on throughout the year.

2

MAKE A MONETARY DONATION

We accept monetary donations online, over the phone, by mail and in the office. Every donation, big or small, helps make our vital community services possible.

3

DONATE NON-PERISHABLE FOOD

With rising demand, community donations help keep food bank shelves stocked. Unopened, unexpired food can be brought to our office during operating hours.

4

DONATE GROCERY GIFTCARDS

Aside from cash donations, grocery gift cards are one of the most effective ways to ensure food bank clients can continue to be supported during low donation periods.

5

HOST A FUNDRAISER OR FOOD DRIVE

Hosting a fundraiser or food drive at your workplace, school, church, sports team or other community group is a wonderful way to create engagement and connection.

6

ASK FOR DONATIONS AS GIFTS

If you are celebrating a birthday, anniversary, wedding, retirement or some other special milestone, consider asking for donations as a charitable alternative to gifts.

7

VOLUNTEER YOUR TIME

Volunteers are an essential part of our programs and services and we are always recruiting new volunteers, especially for our *Assisted Volunteer Driving Program.*

8

INCLUDE US IN YOUR WILL

Including a charitable gift in your estate planning is a deeply meaningful way to leave a lasting legacy that reflects your kindness, generosity and sense of 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

@AncasterCommunityServices

@ancastercommunityservices

Ancaster Community Services

300 Wilson Street East
Ancaster, Ontario L9G 2B9
(905) 648-6675

ancastercommunityservices.ca
ancastercommunityservices@gmail.com

