



the Christmas Exchange

le Partage de Noël

People helping people since 1915.

L'aide et l'entraide depuis 1915.

2009
2010

ANNUAL REPORT

OUR MISSION STATEMENT

To provide assistance to persons residing in the Ottawa area who are verifiably in a time of need, with primary emphasis on the Christmas Season.

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2009–2010 BOARD

2009–2010 Executive Committee

Rebecca Stanisic, President
Pete Larocque, Vice-President
François Thivierge, Treasurer
Samer Forzley, Secretary

2009–2010 Board Members

Roy A. Anderson
Helen Byon
Thom Bourne
Ella Forbes-Chilibeck
Candy Gaudet
Doris Ramphos
Marilyn Matheson, Executive Director (Ex-Officio)

Standing Board Members

Kristine Farnel, Salvation Army
Michelle Mulligan, City of Ottawa

PRESIDENT'S REPORT

Submitted by Rebecca Stanisic

The Christmas Exchange has been serving Ottawa and area since 1915 — and we are proud of this history. While it's unfortunate that the need for our organization grows each year, it is important that Christmas Exchange is fulfilling that need. For the past 10 years, I have been involved with the organization in one form or another and was honoured to serve as the organization's President for 2009–2010.

The 2009 campaign wasn't without its difficulties — the recession meant uncertainty for non-profits across the city, wondering whether or not donors would be able to contribute as they once had, or whether or not those donors would find themselves in need. It also meant that businesses were reviewing their sponsorship contributions and making difficult decisions.

However, as usual, Ottawa area residents and businesses rallied and heard our plea for assistance — which really was their neighbour's need for help. We were overwhelmed with the generosity that donors showed and while the Board of Directors made a hard decision to reduce voucher amounts, we were able to help all of those in need.

The Christmas Exchange enters the 2010 campaign with the same goal as previous years: to ensure those requiring food assistance during the Christmas season receive help. Every year, the number of people we help grows and our efforts increase.

While the Exchange will work very hard to meet that goal, there are also some new directions under review. As a result of the board's annual strategic planning, a Task Force was developed to examine the existing centralized database, a tool on which the organization's history and foundation were created. We are very proud of the dollars the centralized database has saved donors and agencies over the years. It has reached a point where it may be able to do even more. As the Task Force continues, the Exchange board looks forward to further recommendations to potentially expand services and continuing to do so much good for our community.

Donors, corporations, and charities like Christmas Exchange all want to help our community. One of the greatest strengths of the Christmas Exchange is building partnerships that will enrich the community and serve those in need. We work with over 300 referring agencies and take great pride in maintaining the centralized database to check for duplications, ensuring that donor dollars go further.

The Christmas Exchange partners with organizations like Child and Youth Friendly Ottawa and The Salvation Army to enrich existing systems that are already in place and make it easier for those in need to receive these services with dignity, respect and ease.



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Over the many years that I have been involved, it's that value to maintain dignity while helping our neighbours that has driven me to continue my participation in one way or another.

I thank Marilyn and her staff for all of their extraordinary hard work throughout the year from special events, to board meetings to agency meetings — that work is what drives our day to day operations and it's greatly appreciated.

Finally, I would like to thank my fellow board members who have served as partners, guides and visionaries. You are a wonderful group of people who have so much to give and share with this community. Taking the time out of your busy lives to volunteer with Christmas Exchange is very much appreciated. It has been a pleasure working with you.

I look forward to seeing what comes next for Christmas Exchange and wish you well on that journey.

Thank you



Rebecca Stanisic
President

EXECUTIVE DIRECTOR'S REPORT

Submitted by Marilyn Matheson

Last year I started my report by saying that it had been one of the most difficult years I had known at Christmas Exchange. However, 2009 proved to be just as difficult. With the recession upon us, we did not know what to expect. We had correctly predicted an increase in the number of households requiring assistance, but no one knew if the donations would meet the need.

Since the majority of the donations are received mid to late December, and the vouchers need to be mailed by December 15th to ensure they are received in time to be used before December 25th, it had been our practise to estimate the dollar amount of donations not yet received based on past years' experience, and include this estimate when setting the dollar value of the vouchers. In the mid of a recession, and having ended the previous year with a slight deficit, we proceeded with great caution and only provided assistance when we had the cash to do so in hand. The public and media heard our cries for help and in the last four days before Christmas extra volunteer help was needed in the office just to answer the phones and take the donations that came in right up until 6 PM Christmas Eve.

We had asked for a Christmas miracle and we got one. We were able to help everyone on our waiting list, as well as remain financially secure to continue our work another year.

Every year we receive many thank you letters from people who received assistance, and this year was no different. But one letter stood out among all the others, maybe because it was three pages long, or because the story of the family told in those three pages was a story that could have happened to any family at any time. I contacted Lisa*, the woman who wrote the letter, to ask if I could share her story with our donors, and she was kind enough to meet with me to help write her story for our spring fundraising letter.

Lisa wanted us to know that she didn't always need help. In fact she was the one in her office that organized the Christmas hampers for struggling families; a task that she says "brought me unbelievable heart-warming satisfaction."

A single mother of one girl and two boys; one with autism and the other with ADHD, Lisa has over 20 years work experience, including 16 years on contract with the federal government. Having been raised on a farm, Lisa is used to hard work, and has raised her children with a strong work ethic, teaching them the importance of giving back to society by volunteering.

In 2000 Lisa took ill and could no longer work. With three children in her care and no benefit package, she was forced to apply to the Ontario Disability Support Program (ODSP), even though by doing so she had to give up any retirement savings she managed to scrape together over 20 years of employment. As an ODSP recipient she is not allowed to receive any child support payments from her ex-husband, although he is obligated to make them. Her current monthly

* Her story is real, but to protect the privacy of her and her children her name has been changed.



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income is \$1,636 and her rent is \$1,025. Add in utilities and there is not much left with which to buy food for three growing children. There are weeks where she can't afford milk, bread or snacks for her children to take to school. The lack of good nutritious food has affected the health of her daughter who now suffers from liver problems.

Her two bedroom apartment is nothing fancy. Her daughter has the smallest bedroom, and the two boys share the larger bedroom, with Lisa sleeping on a mattress in the closet of her sons' room. No window, little room to move, and no privacy for herself or her boys.

In her thank you note for the Christmas hamper she received from Christmas Exchange, Lisa said "We appreciate the fact that we will have a better and happy holiday because great people such as you have made it possible. Thank you so much."

It is because of people like Lisa that Christmas Exchange is here, and why our volunteers and staff do what we do.

As always, I would like to take this opportunity to thank the staff who work well into the evenings and through weekends to make sure families like Lisa's receive help:

Sui-Ling Leung, Director of Development and Volunteer Services, who spends hours on the phone recruiting sponsors and volunteers as well as setting up special events.

Susan Hopkinson, of JanSu Communication who works on contract as our Director of Finance. Besides handling our finances, Susan provides direct supervision to the database manager position. Christmas Exchange is not the only contract Susan has, and we very much appreciate her scheduling around our needs during the busy season.

Oludayo Matuluko, Database Supervisor, who came to us as a co-op student from Algonquin College and has since returned as a volunteer.

Allene Kilpatrick and **Nicole Bedford**, co-op students from Ottawa University who both had the position of Public Relations and Fundraising Assistant. Allene worked during the summer and Nicole took over in September until a week before Christmas.

A big THANK YOU once again this year to **Paul Barbeau**, President and CTO of hyperNET who keeps our database working without compensation.



Marilyn Matheson, CAE

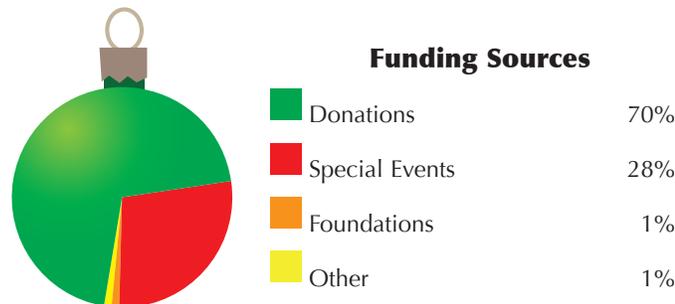
Executive Director

FUNDRAISING REPORT

Submitted by Sui-Ling Leung, Director of Development and Volunteer Services

2009 was another tough year for fundraising due to the continuing recession. Stories of job losses and the economic downturn seemed to be on people's minds. While it made it difficult for Christmas Exchange to fundraise, it also saw an increase in the number of people needing assistance. Our challenge in 2009 was to raise enough funds to provide either a food hamper or food voucher to those who came to the Christmas Exchange for food assistance during the holiday season.

As indicated in the chart below, the largest source of funding continues to be from donations accounting for 70% of overall revenue followed by special events at 28%.



In taking a closer look at the donations revenue, it increased by almost 28% from the previous year with mainly increases in online donations from CanadaHelps.org and from general donations. This increase was partly due to the emergency appeals made to the general public in early December when our donations were down considerably, by about \$180,000, such that we didn't have sufficient funds to help everyone who came to the Christmas Exchange for assistance. Thanks to the vast outpouring of public support and generosity, more than enough funds were raised to help everyone including those on the waiting list.

It should also be noted that the increase in general donations revenue includes donations generated from an advertorial and donation envelope distributed in the Ottawa Citizen on November 1st.

Special Events

The next largest source of revenue was from special events. Christmas Exchange held a number of special events in 2009 including some new smaller ones. The annual events included *Christmas in July*, *Caring and Sharing Charity Auction*, *Ottawa's Biggest Bake Sale*, *Running on Empties*, *Pennies for Portions* and *Trees of Hope*.



Christmas in July

The 4th annual *Christmas in July* held on July 8th was once again presented by Enbridge Gas Distribution Inc. and held at the Fallowfield Transit Station. The breakfast BBQ of peameal or turkey bacon on a bun, assorted breakfast bars, juice, and coffee was enjoyed by bus commuters at the station as well as people dropping by to support the Exchange. Santa was also there to greet everyone at the transit station. A total of over \$3,000 was raised for food hampers and food vouchers. VIPs who helped serve breakfast included Police Chief Vern White and Superintendent Mike Flanagan from Ottawa Police Services, and Councillor Steve Desroches. Other volunteers included those from Mattamy Homes, who was also a sponsor of the event, as well as volunteers from TD Canada Trust in Barrhaven. Special thanks goes to all our sponsors, including The EMC, /A\ TV, Ross' Your Independent Grocer, Starbucks Coffee (Woodroffe/Strandherd), and OC Transpo as well as to Erb Transport Ltd for providing the refrigerated truck.

Caring and Sharing Charity Auction

Christmas Exchange partnered again with The Huntington Society for the second annual *Caring and Sharing Charity Auction* held on September 29th at the Hellenic Meeting and Reception Centre. The dinner with live and silent auctions was hosted by Honourary Chair, Senator Mike Duffy with local celebrity restaurateur Dave Smith as auctioneer, assisted by Max Keeping from CTV. There were many wonderful items up for bid in the silent and live auctions including a VIP tour of the set of *The Young and the Restless* soap opera in Hollywood complete with plane fare to get there; a Napa Valley Wine tour; golfing experience in Monterey, California; and trips to Toronto and Quebec City. The event was a great success raising a total of \$55,000 for the two charities. Thanks again to Presenting Sponsor, District Realty Corporation, and to the other sponsors Brazeau Seller LLP, Tannis Food Distributors, Ottawa Citizen, and the Hellenic Meeting and Reception Centre.

Ottawa's Biggest Bake Sale

The ninth annual *Ottawa's Biggest Bake Sale* was held on October 10th at a new venue, Billings Bridge Shopping Centre. TD Canada Trust was once again our Presenting Sponsor along with new sponsors Billings Bridge Shopping Centre and The EMC. With the participation of seven community groups and 17 bakeries, the event was a big success, raising \$8,000. Billings Bridge also donated a \$500 gift card as a raffle prize and Christmas Exchange sold their collection of Christmas pins along with TD Canada Trust re-usable tote bags. A big thank you goes to all our sponsors as well as to the bakeries that donated baked goods to sell at the event — Aladdin Bakery, Artistic Cake Design, Chateau Fine Pastry and Bakery, Chelsea Bakery, Isobel & Company, Maison Baguettes, Margo's Homemade Desserts, Mrs. Beasley's Bake Shop Inc.,



Morrison's Fudge, Ottawa Bagel Shop & Deli, Pasticceria Gelateria Italiana Ltd, Swiss Pastries, Trillium Bakery, Three Tarts, The Life of Pie, and Wild Oat Artisanal. Thanks also goes to our participating community groups — Centretown United Church, German Martin Luther Church, Church of Scientology's Drug Free Marshals, The Pavilion Food Bank, The Ottawa Mission, Blair Court Community House, for donating a portion of their proceeds to Christmas Exchange and to the many volunteers who helped at the event.

Pennies for Portions

The 15th annual *Pennies for Portions* campaign unfortunately saw a decline in the number of schools participating. Only nine primary and elementary schools participated in 2009 in which students collected pennies and other loose change to donate to Christmas Exchange. The kick-off to the *Pennies for Portions* campaign was held at Sawmill Creek Elementary School which included a performance by the internationally known comedic busker duo, The Cow Guys. Community groups were also encouraged to participate in the campaign and one community group even donated loose change collected from a children's Christmas party. The total amount raised from the campaign was \$3,361, about a 40% decrease from last year. Our thanks go to all the students, staff and teachers of the participating schools and to the community group who also contributed to the campaign.

Running on Empties

On December 5th, over 80 volunteers helped with the 21st annual *Running on Empties* event. The collection of donated empty beer, wine and liquor bottles from customers at all Ottawa area Beer Stores was another great success raising close to \$13,500 for food hampers and redeemable food vouchers. Our thanks to all the volunteers and service clubs, and special thanks to Kevin Leonard and Chantal Rock of The Beer Store for their assistance in co-ordinating the event.

Trees of Hope

The *Trees of Hope* also saw a huge decline in monies raised compared to previous years as Metro decided not to participate in the campaign which they have done for the past few years. Fortunately, Giant Tiger stepped in and promoted and sold the Trees of Hope in their stores, raising close to \$2,800. The paper trees which sold for \$2 at each cash register and then were put on display at the participating store enabled the customers to lend their support to the people helped by Christmas Exchange. Our sincere thanks to Giant Tiger for coming aboard to help with the campaign and for their support.

New Events

One of the new events held this year was *Candy Cane Day* at Carlingwood Shopping Centre on November 28th. Volunteers and VIPs sold the candy canes to shoppers for a minimum donation of \$2, which included a raffle draw for one of three pairs of Ottawa Senator's tickets. The Carlingwood Shopping Centre promoted the event, and donated the Laura Secord candy canes and prize tickets to Ottawa Senators games. Close to \$2,000 was raised for food assistance. Thank you to all the volunteers who helped sell candy canes including the following VIPs: Mayor Larry O'Brien, Councillors Maria McCrae and Marianne Wilkinson, former Mayor Jacquelin Holzman, Max Keeping from CTV Ottawa, and MPP Jim Watson.

Other new events included a preview night of The Gladstone's production of "The Farndale Avenue Housing Estate Townwomen's Guild Drama Society's Production of *A Christmas Carol*", and a pancake breakfast at Sir Guy Carleton High School. We also partnered with Recycle Frog for two Gold Drive events at the City of Ottawa where people sold their unused and broken gold, silver and platinum jewellery with a portion of the proceeds donated to Christmas Exchange.

Third Party Events

Several organizations held their own events to benefit Christmas Exchange, ranging from jewellery, craft and bake sales to concert fundraisers and comedy nights.

The Rideau Centre donated the proceeds from the sale of photos taken with Santa Claus, which amounted to over \$10,500.

Yarn Forward with its two locations on Bank St. and Hazeldean Rd held a sales promotion and donated a portion of the proceeds. They also had donation boxes and sold Christmas Exchange pins, and together with the sales promotion raised \$1,675.

Hallmark/Davis Agency once again supported our fundraising efforts by having the donation boxes in their stores during the month of December and selling the Christmas Exchange pins and Hallmark calendars. A total of more than \$2,200 was raised.

The annual *Christmas Cheer Breakfast and Broadcast* organized by the Christmas Cheer Foundation on December 3rd at the Westin Ottawa and Rideau Centre also saw 25% of the proceeds presented to the Christmas Exchange.

Thank you to everyone who contributed in one way or another to the Christmas Exchange and supported us in carrying out our mission of helping those less fortunate at Christmas. We look forward to your continued support.



NOMINATIONS REPORT

Submitted by David Martin, Past-President and Chair of Nominations

As this is my final year on the board of Christmas Exchange, I wish to thank all the board members I have had the privilege of working with over the past years. Thanks also to the members of the Nominations Committee this year; Pete Larocque and Samer Forzley for their help in reviewing résumés and meeting with potential candidates to the board.

Thanks are due to the following, who are leaving our Board this year:

Rebecca Stanisic, who joined the board in 2003 and has served in the positions of board Secretary, Vice President, and most recently President. Becky has also helped with the many fundraising events held each year, and was an active member of both the Bylaw/Policy and Task Force Committees.

Kristine Farnel, who joined the board in 2004 as the representative from the Salvation Army where she co-ordinates the Toy Centre each year, along with her other duties as Community and Family Services Co-ordinator.

Ella Forbes-Chilibeck, who joined the board in 2007. As a lawyer with Nelligan O'Brien Payne LLP, Ella helped us out by reviewing some of the legal contracts that are sometimes necessary, as well as sitting on the Bylaw/Policy Committee. She was also a member of the Caring and Sharing Auction Committee and helped with other events.

François Thivierge, who although only joined the board last year as Treasurer, was active on the Task Force Committee created to review our programs.

I respectfully submit the following names for election to the 2010–2011 Board of Directors:

Terms Expiring in 2011

Doris Ramphos
Candy Gaudet

Terms Expiring in 2012

Roy A. Anderson
Thom Bourne
Helen Byon
Pete Larocque

Terms Expiring in 2013

Paul Chenier	Catherine Eckenswiller
Samer Forzley	Melissa Hallman
Michelle Mulligan	Robert (Bob) Wild

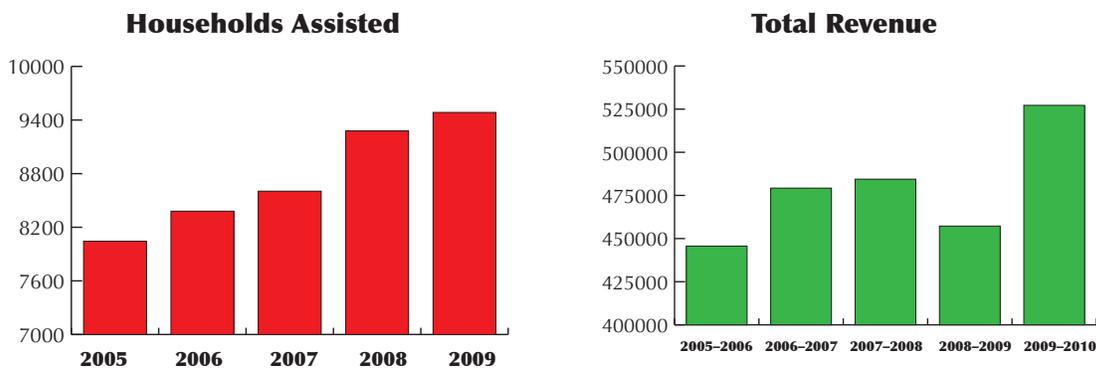


FINANCIAL REPORT

Submitted by Marilyn Matheson, Executive Director

Our last fiscal year ending February 28, 2009 saw us with a slight deficit of \$3,816 after depleting the surplus fund balance of \$33,065 from the previous year leaving our reserve fund, which should have been maintained at \$100,000, at \$96,184. This was the start of the recession which translated into lower donations and greater number of families in need.

The graphs below show that the total number of households assisted increased steadily while revenue took a downturn in the 2008–2009 fiscal year, the start of the recession, recovering in 2009–2010.



As a result the board of directors took several precautions in 2009 to avoid having the reserve fund jeopardized further, ensuring the survival of the organization and our ability to help those in need in the future. These measures included:

1. not estimating the value of projected donations when determining the amount of money available to provide vouchers, but to only provide financial help when we had the funds to do so on hand;
2. increasing the reserve fund to \$120,000;
3. creating a contingency fund in case of dissolution of the agency.

The first of these measures was an extremely difficult decision for the board to make, as it meant that the value of many of the vouchers and hampers was lowered in order to help as many families and individuals as possible. Christmas Exchange has been in operation since 1915, through two world wars and the great depression of the 1930's. The board had no idea if the current recession would mean fewer donations as was the case for many other charities, so opted for short term pain by lowering the amount each household would receive, for long term gain of ensuring the survival of the organization to provide help in the future. The bulk of the donations were received after the assistance was provided, which has meant that we ended the current fiscal year with the ability to increase the reserve fund and make a start on the new contingency fund.



PROGRAM REPORT

Submitted by Catherine Latham, Chair, Program Committee

This past year proved to be a challenging one for the Program Committee, but I am pleased to be able to report that once again everyone who applied for assistance received assistance. In order to accomplish this, the value of assistance provided to each family was lowered slightly.

As you can see from the chart below, 207 more households were provided with assistance in 2009 than 2008, although the total number of people was less. This is because Christmas Exchange is one of the few organizations that provides seasonal assistance to people living by themselves, as many of the organizations that supply hampers want the food to go to families with children. Of the 9,485 households that received assistance, 3,660 of them were single adults who might have otherwise been forgotten. The food vouchers they received allow them the dignity of being able to buy either something for themselves, or as so many of the thank you letters have said, the ability to buy something to contribute to a meal they have been invited to share with families or friends.

Christmas Exchange	2009	2008	Change
Total number of people helped directly by the Exchange	24,393	25,180	-787
Number of Households	9,485	9,278	207
Number of Seniors	2,357	2,198	159
Total number of Children (under 18 years of age ¹)	10,414	11,287	-873
Number of duplicates found for food assistance	2,406	2,357	49
Community savings from processing duplicates ²	\$240,600	\$235,700	4,900
Toy Centre	2009	2008	Change
Number of Children referred to the Toy Centre	11,031	11,702	671
Number of duplicate children found for toy assistance	3,316	3,116	200
Community savings from processing duplicates ³	\$497,400	\$467,400	30,000
Total Community savings processing duplicates for food and toys	\$738,000	\$703,100	\$34,900
Number of Households helped by other organizations	3,225	2,963	262

1. This does not include parents under 18 years of age.

2. Based on the average gift to families of \$100 from a 2009 survey of agencies.

3. Based on the average gift of \$150 per child.



Food Assistance Program

Vouchers

The Metro Stores, which under the Loeb banner had supported our voucher program for the past few years, informed us in September 2009 that they would no longer do so. We are extremely grateful to Giant Tiger Stores for coming to our rescue and allowing our clients to cash Christmas Exchange vouchers at any and all of their stores. The feedback from our clients on this new arrangement was for the most part positive with many thankful for being able to buy food and small gifts for their children at the same time. We look forward to working with Giant Tiger again in 2010.

Hampers

Giant Tiger was also able to provide all the food for our hampers, with the exception of the poultry which was obtained from Côté Poultry Inc. A slight change was made to the contents of the small hampers given to one- or two-person households in 2009 as the turkey breasts were replaced by chickens. This not only made it easier for the clients to cook, but also proved to be less expensive.

We are extremely grateful to Century Public School in Nepean, which opened their doors during the Christmas Holidays and allowed us to make use of their facilities to pack hampers. Thanks also to Paul Beddoes, who organized a team to unload the food truck, tape together the delivery boxes, and fill all 250 with food; and to Sue Goddard who once again spent hours co-ordinating the delivery routes. And to everyone involved with the hampers, from making phone calls to recipients a week before the delivery date to ensure they will be home to accept the food, to everyone who loaded their car, van or truck with boxes of food to deliver to strangers, making their holiday season a little merrier.

Co-ordination Service Database

For the first time in the history of Christmas Exchange, the United Way provided assistance to help run this program, allowing us to provide more food assistance. The use of the centralized database to co-ordinate the seasonal assistance program throughout Ottawa saved the community approximately \$738,000, which in turn went towards more assistance.

VOLUNTEER REPORT

Submitted by by Sui-Ling Leung, Director of Development and Volunteer Services

Thinking of what to write for my Volunteer Report, I thought of the poster that someone had put up in our boardroom that had the word VOLUNTEERS with each letter having a descriptive word beside it (**V**aluable, **O**utstanding, **L**oyal, **U**nique, **N**ice, **T**errific, **E**fficient, **E**nthusiastic, **R**eady, **S**ensational) and it makes me think how truly invaluable volunteers are to Christmas Exchange. Without them, the Exchange wouldn't be able to carry out its mission of helping those who are verifiably in a time of need during the Christmas season. A total of over 2,000 hours were given by our volunteers in 2009. From our volunteer Board of Directors to the volunteers who help in the office with administration and processing of donations; the volunteers who help with data entry of client referrals; mailing of food vouchers; hamper deliveries; help at fundraising events, and sit on various committees. We greatly appreciate your support and giving of your time, skills and knowledge in carrying out our mission.

There is the small core group of dedicated volunteers who are always there to help with the envelope stuffing for our donor mail outs. We also have the volunteers who do the thousands upon thousands of toy centre phone calls, ensuring each client has their appointment to pick up their toys. The call list may appear to be endless but they managed to get the calls done. As well, the volunteers who make the calls to confirm the hamper deliveries, and over 100 volunteers who helped with packing and delivery of over 250 hampers on December 21st.

Special events are an integral part of the Christmas Exchange fundraising efforts and we thank the volunteers who help at our many events throughout the year such as *Christmas in July*, *Ottawa's Biggest Bake Sale*, *Candy Cane Day*, and *Pennies for Portions*.

I would also like to say a special thank you to the 80-plus volunteers who stood outside on a cold winter day on December 5th to help with our annual *Running on Empties* event at 21 Beer Stores across the city, collecting donated empty beer, wine and liquor bottles from customers. Thank you to the service clubs who are always there to lend a hand each year by adopting a beer store and providing their own volunteers for that day — Kiwanis Club of Nepean, Kiwanis Club of Ottawa-Vanier, National Capital Kin Club, Rotary Club of Ottawa Bytown, Rotary Club of South Nepean, Kiwanis Club of Kanata, Rotary Club of Ottawa and the Rotary Club of Ottawa-Stittsville.

The number of volunteers who wanted to help was endless. Small groups of people were interested in helping where they can as part of a workplace volunteer initiative or part of a meet-up group to help in the community.

Christmas Exchange participated in the *Community Action Day* on December 9th, organized by the United Way and Volunteer Ottawa. Three different groups volunteered at the Exchange with different activities. A small group from CTV Ottawa came to help with hamper delivery



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calls by confirming with each client the date and time when their hampers will be delivered. Another group of volunteers came from various departments within Human Resources and Skills Development Canada to help with stuffing over 7,000 redeemable vouchers. The third group of volunteers came from Canada Border Services Agency who helped with confirming Toy Centre appointments for the Salvation Army Toy Centre. Although it was a stormy winter day, these dedicated volunteers came to help regardless of the weather.

Christmas Exchange also participated in the 2nd *Timeraiser* event on November 14th targeted at young professionals who wanted to learn more about volunteer opportunities within the community. The event was held at the National Gallery of Canada where the attendees had the opportunity to bid on various pieces of artwork with the volunteer hours that they decide to commit for the following year with different organizations. 36 volunteers signed up to volunteer with the Christmas Exchange.

To all the volunteers who supported and assisted the Christmas Exchange over the past year, I applaud and thank you. You have made a difference in the community we live in by helping over 25,000 people have a better Christmas.



Young volunteers helping with Candy Cane Day at Carlingwood Shopping Centre

CORPORATE, COMMUNITY AND MEDIA SUPPORT 2009–2010

We would like to give our many thanks to the following organizations for their invaluable support and contribution. Without their help, Christmas Exchange could not have achieved what we did over the past year.

(We apologize to anyone whose name was left off in error or misspelled)

Star Patrons (\$5,000 plus)

Christmas Cheer Foundation	hyperNET Inc.
Rideau Centre	St. Vincent de Paul
The Beer Store	

Star Benefactors (\$1,000 to \$4,999)

2Keys Corporation	Adam's Airport Inn
Billings Bridge Centre	Borden Ladner Gervais LLP
Canadian Gas Association	Capital Home Hardware, 736 Bank St
Carlingwood Shopping Centre	District Realty Corporation
Enbridge Gas Distribution Inc.	F. & K. Trudel Enterprises Inc.
Goodfellow Cleaners Inc.	Hallmark/Davis Agency
IBISKA	Immaculate Heart of Mary Parish
Kiwanis Club of Manotick	KOTT Lumber
Mattamy Homes	MOSAID Technologies Inc.
St. John the Apostle Parish	TD Canada Trust
The Dewann Foundation	Rotary Club of West Ottawa
Royal Canadian Legion Branch 480	ScotiaMcLeod
Systematix IT Solutions Inc.	Yarn Forward Inc.

Star Givers (\$500 to \$999)

Amberwood Entertainment Corporation	Aramark Entertainment Services
Best Western Macies Hotel	Blackburn Properties
BurntEdge Incorporated	Canadian Tire, 1170 Heron Rd
Resurrection of Our Lord Church	Donna Cona Inc.
IODE Lord Dundonald Chapter	IODE Laurentian Chapter
Kirby Eades Gale Baker	Kiwanis Club of Ottawa-Vanier
Ministerial Correspondence Unit	of the Department of Justice Canada
Minitel Communications Corporation	Ottawa Whiskey Lovers Society
Our Lady of Mount Carmel Parish	Recycle Frog
RCMP, HR Program & Services	Rideau Valley Holding Company
Riverside Kiwanis Club of Ottawa	St. Thomas Anglican Church
SeeWind Design	Tenants of Sun Life Financial Centre
Trinity United Church Outreach Committee	



Star Supporters

Erb Transport Limited General Assembly Production Centre (GAPC)
Giant Tiger OC Transpo
Ross' Your Independent Grocer Starbucks Coffee
The Gladstone

Media Supporters

/A\ Ottawa CBC Ottawa
CTV Ottawa Ottawa Citizen
Storm Internet Services The EMC



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Charitable Registration # 13097 9172 RR0001

