



the Caring and Sharing Exchange

People helping people since 1915



ANNUAL REPORT
2016 - 2017





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OUR MISSION

To provide our neighbours with relief and dignity during difficult times of the year in the most fair and efficient way possible.

OUR VISION

A caring and sharing community where individuals and families receive the coordinated support they need at Christmas and other times of the year.

OUR PROGRAMS

The Christmas Exchange
Co-ordination Service

Sharing in Student Success
Kindness Week

A MESSAGE FROM THE PRESIDENT



Board President Paul Lalonde speaks at the annual Corporate Hamper-Packing Day at Lansdowne Park (December 21st, 2016).

It has been an absolute pleasure to have led such a great group of individuals that have made up our Board over the past year. I am so honoured to have served with such passionate and forward-thinking directors.

This year, we say goodbye to Maryam Awan, Pat Kelly, Darryl Prail, and Alexander Rink. Thank you for your contributions to our board.

As we move into the year ahead, we will be welcoming new Directors to the board. We are thrilled to be welcoming energetic new individuals who bring with them a fresh perspective, candidates include Meghan Kennedy, Anis Hanna, Megan O'Meara and Marie-Alice Duchatellier. I can't wait to see what we accomplish together.

Throughout both assistance programs in the past year, we provided relief and dignity to **16,790 individuals in need**, which was not easy considering the increase in need from previous years. Thank you to all our donors, volunteers, partners, and community leaders for making a difference at Christmas and during the back-to-school season.

I would like to take a moment to go over the highlight of the past year—our Corporate Hamper-Packing Day. Many of our corporate partners, volunteers, and community leaders came together to pack and deliver *hundreds* of hampers to Ottawa families in a single day.

This year, we were so happy to have been joined by the Honourable Catherine McKenna, MP; Attorney General Yasir Naqvi, MPP; John Fraser, MPP; Mayor Jim Watson; and Counsellors Mark Taylor, Keith Egli, and Jean Cloutier.

To all of you that continue to support us and the Ottawa community, thank you!



Paul Lalonde brought a special guest to last year's Corporate Hamper-Packing Day at Lans-

BOARD OF DIRECTORS 2016 - 2017

EXECUTIVE COMMITTEE

Paul Lalonde, President

Tim Wong, Treasurer

Alexander Rink, Secretary (to June 2017)

Maryam Awan, Member at Large (to June 2017)

Cindy Smith, Executive Director
(ex-officio)

BOARD DIRECTORS

Wayne Crutchlow

Derek Dedman

Erin Johnstone

Pat Kelly (to March 2017)

Stephan May

Brent Percival

Darryl Prail (to March 2017)

Alexandra Salamis

Cara Salci

PAUL LALONDE
PRESIDENT, BOARD OF DIRECTORS

THE EXECUTIVE DIRECTOR'S REPORT



Cindy Smith, Executive Director of the Caring and Sharing Exchange, poses with City Councillor Riley Brockington, River Ward, on Backpack-Packing Day (August 23rd, 2016).

It's been a busy and successful year for the Caring and Sharing Exchange, beginning with Sharing in Student Success (SISS). This program saw a **30% increase** in registration from last year, which we've directly attributed to the Syrian newcomers. The community came through and we were once again able to provide *all the children in the program with a backpack stuffed with the grade-appropriate school supplies they needed to succeed throughout the school year.*

Our Christmas Exchange program also saw an 18% increase in need from last year. Despite the increase and wait list for this 102-year-old program, we are proud to report that we were able to help almost **15,000 Ottawa individuals** enjoy a festive and joyful Christmas through the Christmas Exchange. 2016 also marked the 10th Anniversary of Kindness Week in Ottawa. Rabbi Bulka and I gave out **over 70** surprise "Kindness Awards" to individuals across the city!

Our Coordination Service continues to save the community money, so together with our partner agencies we can help even more people in need. I am thrilled to report that, in the past year, we eliminated **3,260 duplicates** for a total **community savings of \$420,740**, an increase of **54.5%** from the previous year.



Cindy Smith, Executive Director of the Caring and Sharing Exchange, presents Kindness Awards with Kind Ottawa chair Rabbi Bulka to Mary-Jo Lough for her contributions to the community during the 10th annual Kindness Week in Ottawa.

As always, the Caring and Sharing Exchange would not be able to continue helping our neighbours in need without the generosity of our donors, volunteers, partners, and community leaders. We are so grateful to have you all, and we are also thankful to have worked with an amazing group of Directors and our dedicated, hard-working staff.

Thank you!

CINDY SMITH
EXECUTIVE DIRECTOR

THE STAFF OF THE CARING AND SHARING EXCHANGE: 2016 - 2017

"The strength of the team is each individual member. The strength of each member is the team." — Phil Jackson

Cindy Smith, Executive Director

Rebecca Nagrodski, Program Coordinator

Heather Fraser, Director of Resource Development

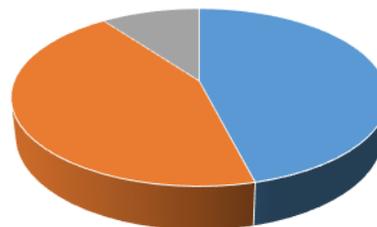
Megan O'Meara, Communications Coordinator (to April 2017)

PEOPLE HELPING PEOPLE: OUR PROGRAMS REPORT THE CHRISTMAS EXCHANGE PROGRAM

Although Christmas is a joyous time for many of us, for others who are in need it can be a daunting and stressful time of year. The 2016 program saw an **18% increase** in requests from 2015. Thanks to our generous donors and supporters, we were able to help **almost 15,000 individuals** enjoy the holidays by providing either a food hamper containing all the necessities for a festive Christmas dinner, or a redeemable gift voucher.

We are pleased to report that this year, through both our Corporate Hamper-Packing Day and our Sponsor-A-Hamper program, a record **1,065 hampers** were delivered to those in need across the Nation's Capital.

Demographics of those assisted through the Christmas Exchange Program



■ Children (0 - 17 years old) ■ Adults (18 - 54 years) ■ Seniors (55+)

"Our Christmas hamper arrived today! We are so very grateful. This is the first time my family has participated in this wonderful program and we didn't really know what to expect, but we would have been grateful for anything. ...I'm afraid I was left almost speechless at the generosity, and was not able to fully express how much this meant to my family.

"Our house is filled with the spirit of caring and Christmas that came in through our door with this gift. From our hearts we say thank you. I want you to know that you've made our Christmas wonderful and that I am deeply touched by the graciousness of generosity of this gift."

- 2016 Hamper Recipient

2016 Christmas Exchange Program - by the numbers	# of families	# of individuals
Assisted through the Sponsor-A-Hamper program	505	1,609
Assisted through Hamper-Packing Day	560	1,497
Assisted with a redeemable gift voucher	3,625	11,619
Total assisted through the Caring and Sharing Exchange	4,690	14,725

THE SHARING IN STUDENT SUCCESS PROGRAM (SISS)

In 2016, **2,065 children from Ottawa families** in need were registered for our Sharing in Student Success (SISS) program. We are very pleased that we were able to provide assistance in the form of backpacks stuffed with all the grade-appropriate supplies needed for each individual child's grade level to all these children. This was no easy task, as the number of registrants **increased by 30%** this year, primarily due to the Syrian newcomers.

"Firstly, a very gracious thank you for the donation of two school bags fully equipped with the necessary school supplies for my children to start grade 3 and 1 respectively. ...Having new school supplies on their first day made their first day back that much more exciting and rewarding.

"Being as this is my daughter's first time in a 'classroom,' she was over the moon to have her own pencil case and school supplies like her brother. Thank you so much for making my childrens' first day back even more memorable and special for them. You do wonderful things for the children of this city."

- 2016 Parent of Two SISS Backpack Recipients

THE COORDINATION SERVICE

Throughout both of our assistance programs as well as the Salvation Army's Toy Mountain Program, the Caring and Sharing Exchange ran its innovative and over-a-century-old Coordination Service! Through this service, we worked with close to 250 partner agencies to eliminate any duplication of service in these programs. In fact, over the last 4 years alone our Coordination Service has **saved the community over \$2.5 million**. Savings can be reinvested to help even more Ottawa individuals and families in need.

2016 Community Savings by Program	# of duplicates	Total Savings
Christmas Exchange Program	989	\$98,900
Toy Mountain Program (administered by the Salvation Army)	2,100	\$315,000
Sharing in Student Success Program	171	\$6,840
Total Duplicates Found	3,260	\$420,740

OTTAWA KINDNESS WEEK

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel." — Maya Angelou

The 10th anniversary of Kindness Week launched on February 17th, 2017! The theme this year was "inclusion." To tie into this theme, we once again held the Multi-Faith Welcoming Committee, where Rabbi Bulka, Imam Sammy Metwally, Archbishop Terrance Prendergast, and Father Anthony Bailey welcomed travelers to Ottawa and let them know it was Kindness Week.

In addition to the committee, and thanks to John Fraser, MPP, many religious services over the two weekends throughout Kindness Week spoke to congregations about the importance of inclusion. Many other exciting and "kind" events and initiatives were held during the week, including a pop-up concert at St. Laurent Shopping Centre, a week-long Kindness Week Blood Drive, a student "kind" art content, free hugs on Sparks Street, and much more!

The highlight of the week was presenting over 70 incredible individuals and groups that personify kindness in their schools, communities, and beyond with surprise Kindness Awards. Ottawa is truly a kind city!

**THANK YOU TO OUR 2017
KINDNESS WEEK STEERING COMMITTEE**

CHAIR AND FOUNDER OF KIND OTTAWA
Dr. Rabbi Reuven Bulka
Congregation Machzikei Hadas

MEMBERS

Lindsey Barr, Author

Katie Bennett, Ferguslea Properties

Heather Fraser, the Caring and Sharing Exchange

Mai Habib, Office of Yasir Naqvi, MPP

Rebecca Nagrodski, the Caring and Sharing Exchange

Megan O'Meara, the Caring and Sharing Exchange



Kindness Artwork Contest submission received during Kindness Week 2017. This one was submitted by Ko-Chi Chen from Merivale High School. We liked it so much, we hung it on the wall in our office!

2016 - 2017

THE FUNDRAISING REPORT

Throughout the year, the Caring and Sharing Exchange receives support in many forms from individuals, groups, organizations, and corporations. The following are a few of the key fundraising initiatives which took place in 2016:

4th ANNUAL CORPORATE HAMPER PACKING DAY

On December 21st, generous corporate sponsors and community volunteers gathered at the Horticulture building at Lansdown park to pack and deliver **over 500 Christmas hampers** to individuals and families in need within our community, all within a single day! This incredible achievement would not have been possible without the amazing support of our event sponsors: Halogen, Innovapost, The Foundation for Giving, Miller Waste Systems, NAV Canada, Taggart Parkes Foundation, TD, CLV Group, Conlin Bedard, Donna Cona, Emond Harnden, Momentum Law, TELUS, Welch Consulting, Waste Connections Canada Inc. and 360pi.



A group shot of some of our amazing volunteers for 2016's Corporate Hamper-Packing Day (December 21st, 2016).



Feelin' festive at our Corporate Hamper-Packing Day (December 21st, 2016).

SPONSOR-A-HAMPER PROGRAM

Our Sponsor-A-Hamper program has grown! Now in its third year, this program provides the opportunity for volunteers to purchase, pack, and deliver a food hamper directly to an individual or family in need. In 2016, the number of sponsored hampers went from **340 to 505**, which provided a festive holiday meal to **over 1,600 people!**

"I just wanted to let you know that my husband and I dropped off the hamper tonight. The family gave us a lovely card with a note thanking us, and it's perhaps the most wonderful Christmas gift I've ever received. Looking forward to doing this again next year!"

- 2016 Hamper Sponsor

29TH ANNUAL RUNNING ON EMPTIES EVENT

On December 17th, 2016, volunteers and community leaders were stationed at 35 beer store locations across the City of Ottawa to collect empties for our 29th Annual Running on Empties event, **raising over \$10,000!** Since the partnership began, the event has raised well over \$350,000 in support our Christmas Exchange program.



Returning empties to The Beer Store at our 29th annual Running on Empties event (December 17th, 2016).

THANK YOU TO OUR SUPPORTERS!

The following individuals and organizations made contributions of \$500 and above to the Caring and Sharing Exchange during the fiscal period of March 1, 2016 to February 28, 2017.

To all of our supporters, we express our sincere gratitude. We apologize if we have inadvertently omitted or misspelled the name of any individual, company, or group, and ask that you please do not hesitate to let us know.

\$10,000+

Christmas Cheer Foundation
Community Foundation of Ottawa
Dan & Penny Dodge

Salvation Army, Ottawa Booth Centre
The Beer Store

\$5,000 to \$9,999

Barry Freel
Community Foundation of Ottawa
Crabtree Foundation
Danbe Foundation Inc.
Foundation for Giving

Halogen Software Inc.
Innovapost Inc.
NAV Canada
Steve Ramphos, District Realty Corporation
+ 2 Anonymous Donors

\$2,500 to \$4,999

Andrew & Heather Fraser
Henry Mews
K.M. Morrison
Lunan Foundation
March Networks Corporation

Miller Waste Systems
OTIP/RAEO Insurance Brokers Inc.
Susan Elliot
Taggart Parkes Foundation
TD Canada Trust

\$1,000 to \$2,499

360pi
Audrey Kenny
Barb Currie
Bell Canada
Borden Ladner Gervais LLP
Ciena Cares Matching Gifts Program
Cindy Smith
Claire Pike
CLV Group Inc.
Conlin Bedard LLP
D. Desmond Nolan

Donna Cona Inc.
Elizabeth Elliott
Emond Harnden
George Waters
Gyaandeo Maharajh
IBISKA Telecom Inc.
Ian & Linda Shugart
Iridian Spectral Technologies
James Inglis
Jennifer Glass
Joyce Stuart

Katey Thompson
KOTT Lumber Company
K.S. McCormick
Leah Lepage
Louise Gillin
Lynne Johnson
Malcolm Collins
Margaret Thomas
Mary & Don Gowan
Maureen Kidd
Momentum Business Law

\$1,000 to \$2,499 (cont'd)

Sheena Brooks	The Royal Canadian Legion - Westboro	Vincent Ferraro, 8389411 Canada
Stephan May, WelchGroup Consulting	(Ont. 480) Branch	Limited
Stephen Quick	Thomas Bonner	Waste Connections of Canada Inc.
Susan Sykes	T.J. Hicks	+ 1 Anonymous Donor
TELUS	Victoria Godfrey	

\$500 to \$999

Alan Bolster	Fuel Industries	Marla Weinberge
Alastair Younger	Garth Jones	Marshall Aerospace Canada
Andre Champagne	George Ireland	Mary K. Fyfe
Anna Ada Bruinsma	Geraldine Cooney	Mary Nicol
Barbara Newell	Gill Reilly	Maxine & Edward Whelan
Benefaction Foundation	Graham Dattels	McKechnie & Co. Chartered
Bill & Ferne Wyman	Greg Roger	Accountants
Blackburn Properties Corporation	Guy & Marie Lusignan	Nancy Porter-Cathcart
Bob Jamieson	Hallmark/Davis Agency	Nick Sala
Bryan Meyers	Heather Cannon	Parkdale United Church
Carole Workman	Heidi Jackson	Patricia Ferguson
Carol Greenberg	Ilene Ford	Peter & Shirley Holt
Cecylia Podoski	IODE - Laurentian Chapter	Pierre Poulin
Cheryl Mulvihill	Iola Price	Quickie Community Foundation
Chris Charlebois	James Evans	RBC Dominion Securities
Chris Docherty	James F. McGregor	Renée Smith
Christine Crossman	James Inglis	Richard Coates
City View United Church	Janice Iffe	Richard L'Abbe
Colleen Edwards	J. David Miller	R. John Corby
Cora L. Fisher	Jean Brunton	Robert Humphreys
David & Evelyn Smith	Jennifer Brigandi	Rotary Club of West Ottawa
Denise Allan	Jo Anne Denis	Sandra Phillips
Dennis Gauthier	Joe & Deanna Bones	Sara Ryan
Derek Street	John Comba	Sonovision Canada
Dominion-Chalmers United Church	John Zarecky	Stefani Kaluski
(Women)	Josee Helie	Susan Anson
Donald B. Bayne	Karen Legasy	Suzanne Nault
Douglas Frosst	Kathleen Beausoleil	Tanya Black
Douglas L. Martin	Kathleen Mitchell	Tracy O'Meara
Elizabeth Childers	Kenneth Medland	Wally & Gwen Kozar
Elizabeth Margeson	Kiwanis Club of Nepean	Wayne Crutchlow
Elizabeth Quigley	Lee Fournier	WDS Investment Management Ltd.
Erinn Cunningham	Life Therapies	Wendy Watkins
Felicis Holdings Inc.	Linda Ruhl	+ 3 Anonymous Donors
F & K Trudel Enterprises Inc.	Lucille Robillard	

Gifts: In-Kind Donors

Accora Centre	Giant Tiger	Nutrilawn
Aramark Entertainment	Grenfell Catering	Ottawa Community Housing
Bell	Hallmark Davis Agency	Foundation
Bell Canada Employees	Hill+Knowlton	Ottawa Public Library
Bridgehead Coffeehouse (Wellington at Fairmont)	Howard Jewellers	Ottawa Senators Foundation
CAA North and East Ontario	Innovapost	Ottawa Sports and Entertainment
Cielo Print Inc.	Innovapost Employees	Group
City of Ottawa	Intelligent Audio Visual	Pure Gelato
Clear Channel Outdoor	Joseph Allain Photography	Rideau Bakery
Côté Poultry Inc.	Lumentum	Routific
David E. Elliott	Minitel Communications	Staples (Fairlawn)
Emond Harnden	Corporation	TELUS
	Netsuite	VIA Rail

We would also like to extend our sincerest thanks to the individuals, families, and groups who generously purchased supplies for, packed, and delivered 505 hampers as part of our Sponsor-A-Hamper program!

THANK YOU TO OUR VOLUNTEERS!

As always, we extend our deepest thanks to our incredible team of volunteers. We are so lucky to have such a consistent, reliable, and kind group of individuals that we rely on to help us provide relief to Ottawa families in need every year.

Our volunteers take on many diverse roles—including serving on our Board of Directors, in our Campaign Cabinet, and on our committees. We also have individuals that volunteer for our programs, helping us with backpack stuffing or hamper packing, following up on deliveries, helping stuff envelopes for mail outs, and even volunteers that perform administrative duties.

“As you grow older, you will discover that you have two hands: one for helping yourself; the other for helping others.” — Audrey Hepburn



GET INVOLVED

DONATE

Choose a monetary donation to help us make a difference in the lives of Ottawa's individuals and families in need. You can donate by calling our office at **613-226-6434** or by visiting our website at www.CaringandSharing.ca.

When donating, you can choose to make your gift to the Christmas Exchange Program, the Sharing in Student Success Program, or to the umbrella organization, where funds will be allocated where they are most needed.

To help even further, please consider becoming a monthly donor.

FUNDRAISE

Why not turn your next event into a Caring and Sharing Exchange fundraiser?

We are grateful to the numerous individuals and organizations who host third-party fundraising events for our cause throughout the year. If you are interested in hosting an event, please contact our office at **613-226-6434** to discuss your great ideas with us!

There are many types of events that can be held as fundraisers, including: concerts; bake sales; garage sales; comedy nights; fashion shows; auctions; casual days at the office; car washes; BBQs; and so many more!

VOLUNTEER

We have a wide range of volunteer opportunities for those looking to contribute their valuable time to help further our cause.

Some of the opportunities available to motivated and engaged community members include: computer data entry; envelope stuffing; helping out at special events; making phone calls; and so much more!

Please contact us at **613-226-6434** or email volunteering@CaringandSharing.ca to discuss available volunteering opportunities with us.

STAY CONNECTED

Connect with us on Social Media to stay up-to-date on current events!



@CaringSharingExchange



@CS_Exchange



@CS_Exchange



the Caring and Sharing Exchange

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