



the Caring
and Sharing
Exchange

People helping people since 1915

2019 - 2020 ANNUAL REPORT



the Caring and Sharing Exchange

People helping people since 1915

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
Coordination Service

Sharing in Student Success
Kindness Week

A MESSAGE FROM THE PRESIDENT



Board President Derek Dedman, M. Sc., CFA, CFP

I am thrilled to report that in the 2019/20 fiscal year, despite a growth in the number of individuals and families that were in need of relief and dignity through the Caring and Sharing Exchange's programs, assistance was provided to everyone on our list!

Through the Sharing in Student Success Program, we provided assistance to all 3,363 children from families in need that were registered for the program. This assistance not only eased the tension on already extremely tight family budgets, but also allowed these children to return to school on an equal footing with their peers. Through the Christmas Exchange Program, we provided 19,234 individuals in need the means to enjoy a festive

holiday meal that otherwise would not have been possible, 13% more than last year.

In conjunction with both our assistance programs, the Caring and Sharing Exchange continues to run the Coordination Service, working to eliminate any duplication of service across the community. This year, the service saved the community \$80,934. Through this innovative service, the C&SE ensures that donor dollars go further, with all savings reinvested to help even more people in need.

It has been an absolute pleasure to have led a dedicated group of Board Directors over the past year. This year, we say goodbye to Catherine Thomas, who joined the Board in 2018. Thank you Catherine, it has been a pleasure to work with you over the last few years.

DEREK DEDMAN
PRESIDENT, BOARD OF DIRECTORS

THE EXECUTIVE DIRECTOR'S REPORT

This was a great year for the Caring and Sharing Exchange (C&SE) team and we are thrilled to report many successes in 2019. Through the Christmas Exchange and the Sharing in Student Success programs, we provided dignity, relief, and hope to 22,597 Ottawa individuals in need, while ensuring that our donor dollars continue to go further through our innovative Coordination Service. We are very excited to report that through both assistance programs we helped everyone on our list and were left with no waiting list.

We saw a record-breaking growth in in-kind donations. Whether providing festive food hampers to Ottawa families in need where otherwise it would not be possible or donating school supplies, so all Ottawa children are able to go to school on an equal footing and ready to learn, generous individuals, groups and businesses donated a value of \$295,437 in goods, representing a 12.5% increase over last year.

Kindness Week in Ottawa was a tremendous success. We spent the week, along with Kind Ottawa Chair and Founder, surprising the city's kindest individuals and groups with awards. Many other activities were held across Ottawa, including: a launch event in Accora Village; a Multi-Faith Airport Welcoming Committee; a Kindness Week Blood Donor Clinic; and much more!

I want to thank our dedicated Board of Directors, our donors, our partner agencies, the staff, and the incredible volunteers that help us provide assistance to those in need. We could not do it without you!



Cindy Smith, Executive Director of the C&SE

CINDY SMITH
EXECUTIVE DIRECTOR

BOARD OF DIRECTORS 2019-2020

EXECUTIVE COMMITTEE

Derek Dedman, President
Anis Hanna, Vice President
Erin Johnstone, Treasurer
Megan O'Meara, Secretary
Cindy Smith,
Executive Director
(ex-officio)

BOARD DIRECTORS

Susan Anson
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Christina Holmes
Kimm Krueger
Sharon Lloyd
Stephen May
Sana Qureshi
Catherine Thomas
Tracey White

THE STAFF OF THE CARING AND SHARING EXCHANGE 2019 - 2020

Cindy Smith, Executive Director
Heather Fraser, Director of Resource Development
Rebecca Nagrodski, Program Coordinator
Leslie O'Sullivan, Communications Coordinator
Monique Veselovsky, Communications Coordinator
(Until July 2019)
Erin Bolling-Bleichman, Office Coordinator
(Contract, Nov. to Dec. 2019)

PEOPLE HELPING PEOPLE: OUR PROGRAMS REPORT

THE CHRISTMAS EXCHANGE PROGRAM

While Christmas might be a joyous and exciting time of year for many, those experiencing financial hardship might find this time particularly challenging and stressful. The Caring and Sharing Exchange continues its century-old tradition of assisting individuals and families in need through the holidays by providing them with the means to enjoy a warm homemade meal for the holidays.

In 2019, thanks to the generous support of donors, we provided relief to 19,234 individuals in Ottawa that requested assistance through our Christmas Exchange program. These individuals received assistance in the form of a food hamper containing all the fixings for a festive Christmas dinner, or with a redeemable gift voucher to purchase food items for their own special meal.

The majority of assistance we were able to provide is thanks to our Sponsor-a-Hamper program and our generous sponsors, who came together for our annual Hamper-Packing Day on December 19th.

“I was truly blessed to receive a hamper from the Christmas Exchange. What a great surprise with all the dishes I was able to make... The two ladies who delivered my hamper I now consider my special angels. They came at a time I needed some help in every aspect. It helped my mind not to dwell on unhappy thoughts. I had a super Christmas, cooking every day, what a good life. God Bless all the donors and volunteers who made this possible.”

- 2019 Christmas Exchange Participant

2019 Christmas Exchange Program - by the numbers	# of families	# of individuals
Assisted through the Sponsor-A-Hamper program	1,277	3,682
Assisted through Hamper-Packing Day	401	1,712
Assisted with a redeemable gift voucher	4,370	13,840
Total assisted through the Caring and Sharing Exchange	6,048	19,234

THE SHARING IN STUDENT SUCCESS PROGRAM (SISS)

In 2019, we received 4,454 applications for assistance through our Sharing in Student Success (SISS) program, a substantial increase over 2018 numbers. With the help of our agency partners, every single child received assistance in time for the first day of school.

A total of 3,363 children received backpacks filled with all the grade-appropriate school supplies they needed to start the school year on an equal footing with their peers from the Caring and Sharing Exchange, while 752 children received assistance through partnering agencies. Through our Coordination Service, 339 applicants were determined to be duplicates.

We are so thankful for our generous donors and volunteers who are dedicated to ensuring Ottawa’s children in need return to school prepared to succeed. We are especially thankful to our retail partners that help us maximize donor dollars, so we can buy 3 backpacks and school supplies for the price of 1!

“My son was so happy to receive a new backpack. He organized all the supplies in the backpack and is inspired to start a new school year!”

2019 Parent of Backpack Recipient



Backpacks for Sharing in Student Success 2019

2019 - 2020

THE COORDINATION SERVICE

Over the past few years, our Coordination Service has saved organizations across Ottawa over \$2.6 million. Those community dollars were re-invested into back-to-school and holiday food assistance programs to help even more people. We are so thankful to our 250+ agency partners that continue to partner with us, improving the efficiency of assistance programs city wide.

2019 Coordination Service — Community savings by program	# of duplicates	Total Savings
Christmas Exchange Program	617	\$61,700
Sharing in Student Success Program	339	\$21,811
Total Duplicates Found	956	\$83,511

KINDNESS WEEK IN OTTAWA

On February 14th, 2020, we launched the 13th Annual Kindness Week in Ottawa! Our Multi-Faith Welcoming Committee, which includes Rabbi Bulka and fellow religious leaders in Ottawa, came together and handed out chocolates at the Ottawa Airport, welcoming travelers and letting them know it's Kindness Week.

Throughout the week, our Kindness Committee surprised many community members with Kindness Awards, honouring their efforts of uniting people in their community and highlighting acts of kindness taking place across the city.

We are so grateful to Ferguslea/Accora Village's continued support of Kindness Week. It's thanks to their generosity that Kindness Week continues to grow year after year!

"Be kind whenever possible. It is always possible." — Dalai Lama



Presenting Fielding Drive Public School students of the "Fielding Allies" club with a Kindness Award, for their fundraising efforts and creating activities that bring students together.



Cindy Smith, Executive Director of the Caring and Sharing Exchange and Rabbi Bulka, the Founder of Kind Ottawa, gather with prominent guests at the 13th Annual Kindness Week at Accora Village.

THE FUNDRAISING REPORT



Generous representatives from Bell Canada were all smiles, helping with the 7th Annual Hamper-Packing Event at Lansdowne.

7th ANNUAL CORPORATE HAMPER PACKING DAY

On December 19th, generous corporate sponsors and community supporters gathered at the Horticulture building at Lansdowne to pack and deliver hundreds of festive Christmas food hampers to individuals and families in need within our community. This heartwarming and upbeat event is an incredible achievement and would not have been possible without the amazing support of our event sponsors:

GOLD level: Bell; Hallmark Foundation for Giving; Innovapost.

SILVER level: Donna Cona; Get 'Em Out Wildlife Control Inc.; Miller Waste Systems; and MindWire.

BRONZE level: 2Keys Corporation; CLV Group Inc.; Conlin Bedard; Emond Harnden; RBC; The Regional Group of Companies; Sani-Sol Inc.; Waste Connections Canada Inc.; and Yardstick Assessment Strategies.



Santa Raymond joined us & the Dickens Carolers performed at the 7th annual corporate Hamper Packing Day to support the cause.

32nd ANNUAL RUNNING ON EMPTIES EVENT

The Beer Store and the Caring and Sharing Exchange have enjoyed a wonderful partnership since 1987! On December 14th, volunteers and community leaders were stationed at 35 beer store locations across the City to collect empties in support of our Christmas Exchange program, raising a total of \$19,953!

In the last 32 years, the event has raised over \$400,000 and has helped provide thousands of families with much-needed support at Christmas time. Thank you to the Beer Store and our amazing volunteers.



Sponsorship teams pack hampers for hundreds of families in need in the Ottawa area.

2019 - 2020

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 volunteers that **gave 1,545 hours to our organization** in the 2019/2020 fiscal year!



Executive Director, Cindy Smith, and board members packing backpacks at the 2019 SISS packing day!



Sharon Ann Lloyd; her father; and Cindy prepared to deliver food hampers to those in need for the Christmas Exchange Program 2019.



The Women in Leadership Committee within TD helped us to address Christmas cards to recipients of our corporate Christmas hampers.

ANNUAL REPORT

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, 2019 to February 29, 2020.

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+

Accora Village
Crabtree Foundation
Dan & Penny Dodge

The Beer Store
Christmas Cheer Foundation

\$5,000 to \$9,999

Bell Canada
Barbara Crook & Dan Greenberg, Danbe Foundation
District Realty Corporation
Innovapost Inc.
Karpati Family Fund

St. John The Apostle Parish
Stacey Tzavelas
+ 2 Anonymous Donors

\$2,500 to \$4,999

CISCO Systems
Donna Cona Inc.
Enterprise Holdings Foundation
Harry P. Ward Foundation
Heather & Andrew Fraser
Get 'Em Out Wildlife Control Inc.
Miller Waste Systems Inc.
Mindwire Systems Ltd.
Mark More

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Osgoode Properties
OTIP/RAEO Insurance Brokers Inc.
Nancy Richards
Barbara Scott
The Sharbot Group
Yardstick Assessment Strategies
+ 5 Anonymous Donors

\$1,000 to \$2,499

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Jennifer Brigandi
The CLV Group
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 Penelope Van Dine
 Vans Pressure Cleaning Ltd.
 Waste Connections of Canada Inc.
 +2 Anonymous Donors

\$500 to \$999

Robert Boyd Aitkin
 Susan Anson
 Chantal Balthazar
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 James Blake
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 Borden Ladner Gervais LLP
 Lindsay Brunet
 Jean Brunton
 Canadian Blood Services
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 Martin and Mary Anne Van Gaal
 Maxine and Edward Whelan
 L. D. Whillans
 Bill and Ferne Wyman
 John Zarecky
 + 2 Anonymous Donors

IN-KIND GIVING

SPONSOR-A-HAMPER

2019 marked another successful year for our Sponsor-a-hamper program! Now in its seventh year, this program provides the opportunity for individuals or groups to purchase, pack, and deliver a food hamper directly to an individual or family in need

Our sincerest thanks to all our hamper sponsors who provided assistance to 3,682 individuals through our Sponsor-a hamper program. The C&SE couldn't meet the growing need for the Christmas Exchange program without you!



In-Kind Donors

4imprint's one by one® Charitable Giving Program	Indigo	PetroCanada
Accora Centre	Ingenium – Canada's Museums of Science and Innovation	Pita Pit Ottawa
Alternia Savings Crackup	Innovapost	Procter & Gamble
AstenJohnson	Innovapost Employees	Pure Kitchen
Baker Tilly Ottawa LLP	Intelligent Audio Visual	RioCan Real Estate Investment Trust
Beau's All Natural Brewing Co.	Little Jo Berry's	Rogers Media
Bell Canada Employees	Little Ray's Reptile Zoo	Routific
Boom! Savings! Charity Shopping Club	Lord Elgin Hotel	Royal Oak
Booster Juice	Mayfair Theatre	SoYoung
CAA Noth and East Ontario	Minitel Communications Corporation	Starbucks
Catch the Fire Ottawa	MyChurch	Susan Anson
Cosmic Adventures	N1 Muay Thai and Fitness	TD Employees
Costco Canada	Nathan Kwok	TELUS Ambassadors
Dr. Christine Rad, BKin, DC, Doctor of Chiropractic, Acupuncture Provider	National Arts Centre	The Loft Board Game Lounge
Dymon Storage	National Gallery of Canada	The Society of Obstetricians and Gynaecologists of Canada
Ed Stevens, RPM Creative	NAV CANADA	Tooth and Nail Brewing Company
Emma Lamontagne	Netsuite	Town
Escape Manor	Ottawa Champions	Twice Upon A Time
Farm Boy	Ottawa Community Housing Foundation	Waeward Backpacks
Giant Tiger	Ottawa Geek Market	Westjet
GlobalMedic	Ottawa Public Library	Yuk Yuks Ottawa
Hallmark Davis Agency	Ottawa Sports and Entertainment Group	Zebra Pen Canada
House of Targ	Peter Waiser	
Iceberg Networks		
IM4ward		

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!

Sponsor-a-Hamper is a great way to support a local family in need during the holidays. Get matched with a family and go shopping for their holiday meal—you put it together and deliver it directly to the family! To learn more, please visit our website at www.CaringandSharing.ca or email info@CaringandSharing.ca.

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
@KindOttawa



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the Caring and Sharing Exchange

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