



the Caring and Sharing Exchange

People helping people since 1915



ANNUAL REPORT
2015-2016





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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

Christmas Exchange Program
Coordination Service

Sharing in Student Success Program
Kindness Week

A MESSAGE FROM THE PRESIDENT



Board President Paul LaLonde speaks at the annual Corporate Hamper Packing Day at Lansdowne Park, December 18th 2015.

It was such an honour to serve as the President of the Caring and Sharing Exchange during this milestone year. It is hard to believe that the Christmas Exchange Program began a full century ago in 1915 as a part of the Ottawa Welfare Bureau, when the local community came together to offer support at Christmas time to the families of those called to war. Through the great depression of the 1930's, the Second World War, and up to present day our organization has been bringing together those in need with those who wish to help. With time the Caring and Sharing Exchange has evolved, filling another community gap by adopting the Sharing in Student Success Program in 2011 and becoming home to Kindness Week in Ottawa in 2013.

The backbone of our organization, the Coordination Service, also turned 100 this year. It is interesting that the following description of this service as featured in the Evening Citizen on November 27, 1950 still rings true today, "The main purpose of the Christmas Exchange is to prevent duplications. For instance, three or four persons or organizations might all decide (unbeknown to each other) to help a single unfortunate family while another such family down the street doesn't get anything at all. If these people with kind intentions had worked through the Christmas Exchange four families would have enjoyed the Christmas cheer instead

of just one." In fact this year, this service eliminated a total of 2,267 duplicates, saving the community an incredible \$272,240!

The highlight of the year was that the Caring and Sharing Exchange was able to help everyone in need through both Sharing in Student Success and the Christmas Exchange Program. Despite growing needs in our community, we were left without a waiting list for the first time in many years.

I want to thank the commitment of all of our generous donors, dedicated partners and tireless volunteers. It is only because of you that this past year was so successful!

We are so fortunate to have amazing community leaders in our city. This year saw Mayor Jim Watson, Yasir Naqvi, MPP, Anita Vandenberg, MP and City Councillors Jean Cloutier and Keith Egli joining us to help pack hampers. Some returned the next day joining many more of their peers, including Catherine McKenna, MP for our 28th Annual Running on Empties Event.

I want to take this opportunity to thank the 2015-16 Board of Directors, it has been an absolute pleasure to work with each and every one of these dedicated individuals over the course of this exciting year.

PAUL LALONDE
PRESIDENT, BOARD OF DIRECTORS

BOARD OF DIRECTORS 2015-2016

EXECUTIVE COMMITTEE

Paul Lalonde, President
Wayne Crutchlow, Vice President
Tim Wong, Treasurer
Alexander Rink, Secretary
Maryam Awan, Member at Large
Cindy Smith, Executive Director *ex-officio*

BOARD DIRECTORS

Derek Dedman
Erin Johnstone
Stephan May
Jane McVeigh (to October 2015)
Osman Naqvi
Brent Percival
Darryl Praill
Cara Salci

THE EXECUTIVE DIRECTOR'S REPORT



Cindy Smith, Executive Director of the Caring and Sharing Exchange, poses with Deputy Mayor Bob Monette at the 100th Anniversary Celebration at Lagos on November 18th, 2015. Photo by Joseph Allain Photography

The highlight of the year by far was the fact that in our 100th year, we were able to help everyone that was registered for assistance through both the Christmas Exchange and the Sharing in Student Success Programs, leaving no one on our waiting list.

Through the Christmas Exchange Program, we helped 16,012 individuals in need to enjoy a festive Christmas dinner, where otherwise it would not have been possible. This was no small feat, as it represents an increase of 29% over those we helped the previous year. Through our Sponsor-a-Hamper and Corporate Hamper Packing Day initiatives, we delivered over 1,000 food hampers directly to those in need, a record for the program.

The Sharing in Student Success Program continues to grow each year. In 2015, we were able to provide 1,582 children from families in need with a backpack stuffed with all the necessary school supplies for their particular grade (as outlined through the Boards of Education). This allowed them to return to school on an equal footing with their peers and ready to learn. We were thrilled to have our Sharing in Student Success Program selected as a recipient of the Ottawa Police Gala 2015 and HOPE Volleyball Summerfest 2015.

Also a century old, the Coordination Service continues to save our community money year after year. By working with our Partner Agencies, we are able to eliminate any duplications in service so our assistance can be delivered in the fairest and most efficient manner.

award that stands out to me is presenting a Kindness Award to 90-year-old Bill Dawson, who tirelessly volunteers twice a week at Saint-Vincent Hospital delivering a reading group, helping with scrabble games and spending time with patients who cannot leave their bed. Prior to his retirement, Bill was a successful business man owning several firms specializing in architectural engineering and was a professor at Carleton University's school of Architecture. He is also a published author. Bill is the sole caregiver at home to his wife who is challenged by Alzheimer's disease. What an incredible man!

Of course, none of the accomplishments of the past year would have been possible without our generous donors or our very dedicated group of volunteers, and I would like to take this opportunity to thank them. I would also like to thank Paul Lalonde and our Board of Directors, it is an absolute pleasure to work with such a devoted group of individuals.

Last but not least, I would like to thank our passionate and hardworking staff - Heather, Terhas, Megan and Hennie. I know that with this team in place we can have an even more successful year in 2016-17!

Kindness Week 2016 ran from February 12 - 19. During the week, 35 very kind individuals and groups were presented with surprise Kindness Awards. One



Cindy Smith, Executive Director of the Caring and Sharing Exchange, presents Kindness Awards with Kind Ottawa chair Rabbi Bulka to representatives from local organizations helping refugees at the 9th annual Kindness Week Launch February 12th, 2016.

CINDY SMITH
EXECUTIVE DIRECTOR

THE STAFF OF THE CARING AND SHARING EXCHANGE: 2015-2016

Cindy Smith, Executive Director

Terhas Ghebretacle, Volunteer and Office Coordinator

Heather Fraser, Director of Resource Development

Hennie Smit, Database Coordinator

Megan O'Meara, Communications Coordinator

PEOPLE HELPING PEOPLE: OUR PROGRAMS REPORT THE CHRISTMAS EXCHANGE PROGRAM

For many residents of Ottawa, the Christmas season is an exciting and joyful time of the year, while for others; it can be difficult and stressful. Many are not able to afford the basics, let alone all the extras of Christmas.

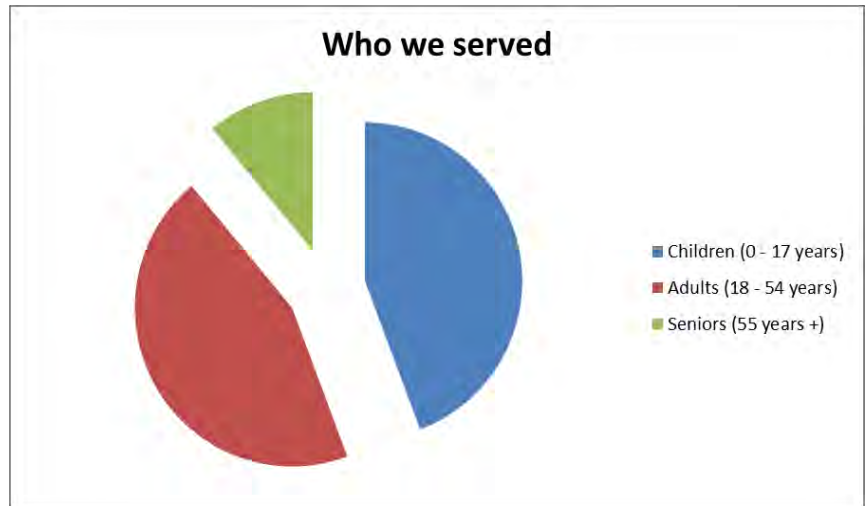
We are proud that in our 100th year, we were able to help each and every person in need that was referred for assistance through our Christmas Exchange Program.

A highlight of the year was that through both our Sponsor-a-Hamper Program and our Hamper Packing Day initiative, we were able to deliver a record 1,037 hampers directly to those in need in our community. This represents an increase of 46.3% over the 2014 program.

Christmas Exchange Program Testimonial

"I just wanted to thank you for your kind and generous contribution to our Christmas. It's very difficult for me, a single mum of five, to provide my kids with what they need - so I appreciate all the help I can get. We are particularly grateful this year because after becoming homeless for a number of months we were given a home through Ottawa housing. Now we get to celebrate our first Christmas in our new home and with help from the Caring and Sharing Exchange - it will be wonderful, I can't thank you enough..."

- Christmas Exchange Recipient 2015



2015 Christmas Exchange Program by the numbers	# of families	# of individuals
Assisted through the Sponsor-a-Hamper Program	340	1,109
Assisted through the Hamper Packing Day	697	2,105
Assisted with a redeemable gift voucher	4,336	12,443
C&SE found assistance through another source	99	355
Total assisted through the Caring and Sharing Exchange	5,472	16,012

THE SHARING IN STUDENT SUCCESS PROGRAM

Once again, thanks to the generosity of our donors, we were able to provide everyone of the 1,582 children who were referred to the program with assistance in the form of a backpack stuffed with all the supplies they require for their individual grade level. This is no small feat as the need continues to grow, over the last 2 years, we have seen a 22.5% increase in the number of children registered for assistance through this program.

Children returning to school without the necessities can feel isolated from their peers, can suffer from low self-esteem and even be prone to bullying. We are proud that we were able to help these children to return to school with their heads held high and on a level playing field with their peers. Back to school time can be very stressful for families who are already on a tight budget, by easing this pressure it provides dignity and relief to these Ottawa families.

Sharing in Student Program Testimonial

"Dear Caring and Sharing Exchange, I am sorry that this is a late thank-you letter. As parents, we appreciated so much your warm-hearted offer of gift - a backpack filled with assorted school supplies last summer. I'd like to say "Thank you so much"! Your backpack has accompanied my son everyday going to and back between the home and school this last year. Every inch of progress my son has made this year was helped by the contributions of your fantastic Sharing in Student Success program! Best wishes..."

- SISS Recipient 2015

THE COORDINATION SERVICE

"Alone we can do so little, together we can do so much." - Helen Keller

This valuable program also celebrated its 100th Anniversary in 2015. This service began back in 1915 as there needed to be a method to match all the caring individuals with those that needed assistance without duplication.

A century later, the Caring and Sharing Exchange still provides this service free of charge to nearly 200 partner agencies. By eliminating all potential duplications in service we are able to ensure that as a community we are helping as many individuals and families in need as possible in the most efficient, effective and equitable way. What's more is that the dollars saved, can be reinvested to help more people in need.

2015 Community Savings by Program	# of duplicates	Total Savings
Christmas Exchange Program	1,167	\$116,700
Toy Mountain Program (administered by the Salvation Army)	1,014	\$152,100
Sharing in Student Success Program	86	\$3,440
Total Duplicates Found	2,267	\$272,240

OTTAWA KINDNESS WEEK

"No act of kindness, no matter how small, is ever wasted." - Aesop

2015 marked the 9th year of Kindness Week in Ottawa. The Caring and Sharing Exchange has been managing this program for 4 years. This year's theme was focused on unsung heroes in our community, those who do amazing things but tend fly under the radar. This year, we presented a total of 35 Kindness Awards including recognizing those groups (Refugee 613, the Ottawa Community Immigrant Services Organization and the Catholic Centre for Immigrants) that have been working tirelessly to help refugees settle into their new lives in the nation's capital at the launch event.

Many other kindness activities were hosted across the city all week long, including a week long Kindness Blood Drive, several family skating events and a Kindness Gala.

We look forward to the 10th Anniversary of Kindness Week in 2017!



One of many Kindness Artwork Contest submissions received during Kindness Week 2016. This one drawn by Alessia, Age 5, was the winner in the Junior category.

2016 KINDNESS WEEK STEERING COMMITTEE

CHAIR OF KIND OTTAWA

Dr. Rabbi Reuven Bulka

Congregation Machzikei Hadas

MEMBERS

Lindsey Barr, Author

Katie Bennett, Ferguslea Properties

Stacey Diffin-Lafleur, MyLiberty.Life

Heather Fraser, the Caring and Sharing Exchange

Mai Habib, Office of Yasir Naqvi, MPP

Nancy Oakley, Kind Canada Génereux

Megan O'Meara, the Caring and Sharing Exchange

Cindy Smith, the Caring and Sharing Exchange

Desiree Tomassini, Accora Village

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 2015.

3RD ANNUAL CORPORATE HAMPER PACKING DAY

On December 18th, hundreds of corporate and community volunteers came together to pack and deliver over 700 food hampers to individuals and families in need in support of our Christmas Exchange program. This year, we were delighted to hold the event at a wonderful new venue, the Horticulture Building at Lansdowne Park! The number of hampers packed and delivered on this single day represented an incredible increase of 75% over the previous year! This amazing achievement would not have been possible without the generous support of our hamper packing event sponsors: CISCO Systems, Currey Insurance Agencies, Innovapost, Keller Williams Foundation for Giving, Lim Geomatics, Malhotra Family Foundation, AffinityClick, Clancy P.C. + Brion Raffoul, Gowlings, Framos, Miller Waste Systems, Ramius Corporation, Emond Harden, Life Therapies, Progressive Waste Solutions, Richcraft, Taggart Parkes Foundation, Todd Tackaberry, and 360pi.



Mayor Jim Watson and Councillor Jean Cloutier having cookies added to their hampers by a young volunteer at the 3rd Annual Corporate Hamper Packing Day at Lansdowne Park on December 19, 2015. To The Moon & Back Photography

The Caring and Sharing Exchange is very honoured to have been one of the chosen recipients for the 2015 HOPE Volleyball Summerfest as well as the 2015 Ottawa Police Gala.

THE 2015 HOPE VOLLEYBALL SUMMERFEST

On July 11th, more than 10,000 volunteers and players gathered to participate in the world's largest beach volleyball tournament. The Caring and Sharing Exchange was delighted to have been selected as one of six recipient charities of the 2015 HOPE volleyball proceeds. It was a beautiful day, and a tremendous success, raising \$25,000 for our Sharing in Student Success program.

THE 6TH ANNUAL OTTAWA POLICE GALA

The 6th annual Ottawa Police Gala took place on November 7th at the Shaw Centre. It was a spectacular event, featuring a keynote speech from Former Sergeant-at-Arms of the Canadian House of Commons and current Canadian Ambassador to Ireland Kevin Vickers. Hundreds attended the event, which this year supported both the Caring and Sharing Exchange and the Ottawa Food Bank. Over the previous five years, this event has raised more than \$450,000 to support local charities here in Ottawa. Funds received from this year's gala will also go towards the Sharing in Student Success Program.

PHOTOS FROM HAMPER PACKING DAY!



Anita Vandenberg, MP



Two young volunteers



"A little lower, please!"

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, 2015 to February 29, 2016.

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 advise us.

\$10,000+

Christmas Cheer Foundation

Dan & Penny Dodge

Danbe Foundation Inc.

Accora Village / Ferguslea Properties Ltd.

H.O.P.E. Ottawa Carleton Inc.

Ottawa Police Service

Salvation Army, Ottawa Booth Centre

The Beer Store

\$5,000 to \$9,999

Community Foundation of Ottawa

District Realty Corporation

Foundation for Giving

IBISKA Telecom Inc.

Innovapost Inc.

Lim Geomatics Inc.

Malhotra Family Foundation

Michael D. Currey Insurance Agencies Inc.

Versaterm

(anonymous donor)

\$2,500 to \$4,999

AffinityClick

Clancy P.C. + Brion Raffoul

Export Development Canada

Framos Technologies Inc.

Hallmark/Davis Agency

Heather & Andrew Fraser

K.M. Morrison

Miller Waste Systems

Osgoode Properties

Ramius Corporation

TELUS

Todd Burke

Whole Foods Market

\$1,000 to \$2,499

360pi	Hallmark/Davis Agency	Red Chair Communications Inc.
Audrey Kenny	Hicks, T.J.	Resurrection of Our Lord Catholic Church
Bell Canada	IODE - Laurentian Chapter	Richcraft Homes Ltd.
Benefaction Foundation	Kiwanis Club of Ottawa West	Rideau Park United Church Women
Bones, Joe and Deanna	KOTT Lumber Company	Shugart, Ian & Linda
Brooks, Sheena	Life Therapies	Smith, Bradley
Burnett, Mike	Malhotra, Jana	Smith, Cindy
CISCO Systems	Mazon Canada	Stuart, Joyce
Collins, Malcolm	MBNA	Tackaberry, Todd
Community Foundation of Ottawa	McCormick, K.S.	Tamarack Homes/Taggart Parkes Foundation
Cooney, Geraldine	Mr. Gas Foundation	The Royal Canadian Legion, Westboro (Ont. 480) Branch
Dattels, Graham	Nolan, D. Desmond	WDS Investment Management Ltd. (3 anonymous donors)
Donna Cona Inc.	Nutri-Lawn - Ottawa	
Dubas, Paul	Ottawa Senators Foundation	
Emond Harnden	Page, Leah	
F. & K. Trudel Enterprises Inc.	Patty Bolands	
Godfrey, Victoria	Pike, Claire	
Gowan, Don & Mary	Progressive Waste Solutions Canada	

\$500 to \$999

Allan, Denise	Holt, Peter and Shirley	O'Meara, Tracy
Atkin, Wendy	Humphreys, Robert	Ottawa West Amateur Athletic Association
Blackburn Properties Corporation	Ireland, George	Porter-Cathcart, Nancy
Blake, Jim	Jamieson, Bob	Price, Iola
Bonner, Thomas	Johnson, Joan	Quick, Stephen
Charlebois, Barbara	Jones, Garth	RBC Dominion Securities
City View United Church	Joynt, Carman	Roger, Greg
Cline, Gloria	Kiwanis Club of Nepean	Rotary Club of West Ottawa
Comba, John	Kozar, Wally & Gwen	Ruhl, Linda
Corby, R. John	Kuiack, Ramona	Scott, Brian
Crawford, Betty E.	Lalonde, Paul	Sharpe, Kevin
Cray, Judith Ann	Lawson, Anne	Shaw Communications
Crutchlow, Wayne	Legasy, Karen	Smith, Renée
Dame, Philippe	Lim Geomatics Inc.	Sonovision Canada
Docherty, Chris	Logan, Bill	TD Canada Trust
Egli, John	Lusignan, Marie & Guy	Thompson, Katey
Eid, Roland	Martin, Douglas L.	Van Gaal, Martin & Mary Anne
Elliot, Susan	McConnachie, Ian	Waldolf, Richard
Evans, James	McGregor, James F.	Watkins, Wendy
Fisher, Cora L.	Medland, Kenneth	Watters, James M.
Ford, Ilene	Mitchell, Kathleen	Whelan, Maxine & Edward
Fournier, Lee	Morgan, Kenneth	Wyman, Bill & Ferne (2 anonymous donors)
Fyfe, Mary K.	Murphy, Angela	
Helie, Josee	O'Connell-Campbell, Colleen	

Gifts-in-Kind Donors

Accora Centre	Clear Channel Outdoor	Nutrilawn
Ace Mercado	Côté Poultry Inc.	Ottawa Public Library
Agave Grill	David E. Elliott	Ottawa Senators
Bell	Emond Harnden	Ottawa Sports and Entertainment Group
Bridgehead Coffeehouse (Wellington at Fairmont)	Giant Tiger	Quelque Chose
CAA North and East Ontario	Gowlings	Rideau Bakery
CanvasPop	Hallmark Davis Agency	Routific
CIBC Wood Gundy	Howard Jewellers	Supperworks
Cielo Print Inc.	Innovapost	To The Moon & Back Photography
City of Ottawa	Intelligent Audio Visual	Whole Foods
Clancy, P.C. + Brion Raffoul	Joseph Allain Photography	
	Netsuite	

We would also like to extend our sincerest thanks to the individuals, families and groups who generously purchased supplies for, packed and delivered 340 hampers as part of our Sponsor-a-Hamper program!

THANK YOU TO OUR VOLUNTEERS!

Volunteers are the backbone of our organization and an integral part to carrying out the mission of the Caring and Sharing Exchange. Throughout the year, these dedicated individuals have generously devoted their time to supporting us through everything from sitting on the Board of Directors, Campaign Cabinet or a Committee; envelope stuffing for our donor and voucher mail outs, making phone calls to confirm hamper deliveries, hamper stuffing and delivery at Christmas, backpack stuffing at back to school time, general office administration and helping at fundraising events. Without their invaluable contribution to our cause, we would not have been able to help everyone who applied for assistance during our centennial year.

We are happy to report that during the 2015-2016 fiscal year a total of 379 volunteers contributed a remarkable 2,587 hours! We extend a heartfelt thank you to all our volunteers for their support and contribution in helping the Caring and Sharing Exchange help those less fortunate in our community.



WAYS YOU CAN HELP

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. You can give to the Christmas Exchange Program, the Sharing in Student Success Program, or to ensure your donation goes where it is needed most, to the umbrella organization.

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, 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:

Fundraising Committee
Computer Data Entry

Phone Calls
Envelope Stuffing

Special Events Assistance
...and much more!

STAY CONNECTED

Be sure to stay up to date with the Caring and Sharing Exchange by following us online year round!

FACEBOOK



[Facebook.com/
CaringSharingExchange](https://www.facebook.com/CaringSharingExchange)

TWITTER



[Twitter.com/
CS_Exchange](https://twitter.com/CS_Exchange)

YOUTUBE



[Youtube.com/
CaringandSharingXa](https://www.youtube.com/CaringandSharingXa)

PINTEREST



[Pinterest.com/
CaringandSharing](https://www.pinterest.com/CaringandSharing)



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