



the Caring and Sharing Exchange

People helping people since 1915

ANNUAL REPORT
2018 - 2019





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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

The Christmas Exchange
Coordination Service

Sharing in Student Success
Kindness Week

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A MESSAGE FROM THE PRESIDENT



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

I am thrilled to report that in the 2018/19 fiscal year, there was growth in the number of individuals and families that were provided relief through the Caring and Sharing Exchange's programs.

Through the Sharing in Student Success program, we provided assistance to all 3,300 children that registered for the program. This was not a small feat, as the need in this program grew by 29%! Through the Christmas Exchange program, we provided 17,014 individuals in need the means to enjoy a festive holiday meal that otherwise would not have been possible.

The C&SE continues to run the Coordination Service, working to eliminate any duplication of service across the community.

This year, the service saved the community \$75,545. Through this innovative service, the C&SE ensures that donor dollars go further.

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 Stephan May, who joined the Board in 2015, and Tim Wong, who joined the Board in 2012. Thank you to you both. It was a pleasure to work and serve with you over the past years. You will be missed.

DEREK DEDMAN
PRESIDENT, BOARD OF DIRECTORS

THE EXECUTIVE DIRECTOR'S REPORT

Overall, this was a great year for the Caring and Sharing Exchange (C&SE) team. Through both the Christmas Exchange and the Sharing in Student Success programs, we provided dignity and hope to 20,314 Ottawa individuals in need, while ensuring that our donor dollars continue to go further through our innovative Coordination Service.

Once again, we saw record-breaking growth in in-kind donations. Generous individuals, groups, and businesses donated a total value of \$262,688 in goods.

Once again, Kindness Week in Ottawa was a tremendous success. We spent the week with Kind Ottawa Chair and Founder Rabbi Reuven P. Bulka surprising the city's kindest individuals and groups with Kindness Awards. Other activities in Ottawa included: 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 volunteers that helped us provide assistance to those in need in the 2018/19 fiscal year. We could not do it without you.



Cindy Smith, Executive Director of the C&SE

CINDY SMITH
EXECUTIVE DIRECTOR

BOARD OF DIRECTORS 2018 - 2019

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
Wayne Crutchlow
Meghan Kennedy
(to April 2019)
Kimm Krueger
Sharon Lloyd
Stephan May
Sana Qureshi
Alexandra Salamis
(to Sept. 2018)
Catherine Thomas
Tim Wong

THE STAFF OF THE CARING AND SHARING EXCHANGE 2018 - 2019

Cindy Smith, Executive Director
Heather Fraser, Director of Resource Development
Rebecca Nagrodski, Program Coordinator
Monique Veselovsky, Communications Coordinator
Rachel Costanzo, Office Coordinator
(Contract, Nov. to Dec. 2018)

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 2018, thanks to the generous support of donors, we provided relief to 17,014 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.

A tremendous amount of the assistance we were able to provide was thanks to our Sponsor-a-Hamper program and our generous sponsors that came together for our annual Hamper-Packing Day on December 20th.

“Just a few words to thank you for the Christmas Hamper that was delivered to me. You brightened up the holidays with this wonderful gesture of giving from the heart to those in need. The food was a delight to receive and was well used. Thank you to all involved, and the delivery people as well—thank you.”

2018 Hamper Recipient

2018 Christmas Exchange Program - by the numbers	# of families	# of individuals
Assisted through the Sponsor-A-Hamper program	1,263	3,917
Assisted through Hamper-Packing Day	413	1,663
Assisted with a redeemable gift voucher	4,139	11,434
Total assisted through the Caring and Sharing Exchange	5,815	17,014

THE SHARING IN STUDENT SUCCESS PROGRAM (SISS)

In 2018, we received 4,263 applications for assistance through our Sharing in Student Success (SISS) program, an overwhelming increase over 2017 numbers. With the help of our agency partners, every single child received assistance in time for the first day of school.

A total of 3,300 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 707 children received assistance through partnering agencies. Through our Coordination Service, 256 applicants were determined to be duplicates.

We are so thankful for our generous donors and volunteers that continue to make this program possible year after year. We are especially thankful to our retail partners that help us maximize donor dollars, so we buy 3 backpacks and school supplies for the price of 1!

“We want to express our sincere gratitude for your back to school support. The children (Jackson, Gregory, and Elise*) are happy. The items are helping them in school.”*

2018 Parent of Backpack Recipients

**Names have been changed to maintain privacy*



Backpacks for Sharing in Student Success 2018

2018 - 2019

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.

2018 Coordination Service — Community savings by program	# of duplicates	Total Savings
Christmas Exchange Program	596	\$59,600
Sharing in Student Success Program	230	\$15,945
Total Duplicates Found	852	\$75,545

KINDNESS WEEK IN OTTAWA

On February 15th, 2019, we launched the 12th Annual Kindness Week in Ottawa! One of the highlights of this year's Kindness Week was our annual Multi-Faith Welcoming Committee, where Rabbi Bulka joined fellow religious leaders in handing out chocolates at the Ottawa Airport, welcoming travelers and letting them know it's Kindness Week.

Throughout the week, our Kindness Committee surprised many recipients of Kindness Awards to celebrate their incredibly kind contributions to their communities, shedding light on the many hidden kind acts 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!

"Unexpected kindness is the most powerful, least costly, and most underrated agent of human change" — Bob Kerrey



Musical guests from the Tamir Neshama Choir at the 12th Annual Kindness Week Launch event.



Members of the Caring and Sharing Exchange team that celebrating Kindness Week in Ottawa at the 12th Annual Kindness Week Launch at Accora Village.

THE FUNDRAISING REPORT



Generous representatives from Ottawa Business Interiors at the 6th Annual Hamper-Packing Event at Lansdowne.

6th ANNUAL CORPORATE HAMPER PACKING DAY

On December 20th, 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 event and incredible achievement would not have been possible without the amazing support of our event sponsors:

GOLD level: Foundation for Giving; Innovapost™; and Konnexis Inc.

SILVER level: 2Keys Corporation; CLV Group Inc.; Get 'Em Out Wildlife Control Inc.; and Miller Waste Systems.

BRONZE level: Conlin Bedard; Donna Conna; Emond Harnden; RBC; The Regional Group of Companies; Sani-Sol Inc.; Stevenson & White Recruitment; Waste Connections Canada Inc.; and Welch Consulting.

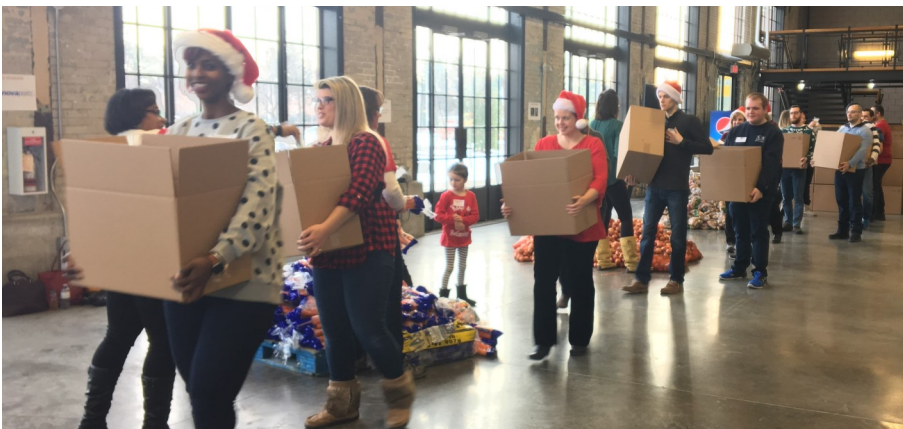
31st ANNUAL RUNNING ON EMPTIES EVENT

The Beer store and the Caring and Sharing Exchange have enjoyed a wonderful partnership since 1987! On December 15th, 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 record-breaking \$27,306!

In the last 31 years, the event has raised close to \$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.



Mayor Jim Watson at the 6th Annual Hamper-Packing Event packing hampers for families in need.



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

2018 - 2019

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 **1,223 hours** to our organization in the 2018/2019 fiscal year!



Volunteers Dan and Marty drive down from Toronto to deliver hundreds of P&G Hygiene Kits for SISS 2018.



Volunteers and sponsors pack backpacks for SISS 2018.



Our agency partners help us ensure assistance is distributed fairly and evenly in communities across Ottawa.

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, 2018 to February 28, 2019.

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+

The Beer Store	Danbe Foundation Inc.
Christmas Cheer Foundation	Dan & Penny Dodge
Community Foundation of Ottawa	Ferguslea Properties Limited

\$5,000 to \$9,999

District Realty Corporation	Konnexis Inc.
Foundation for Giving	Ottawa Business Interiors
Innovapost Inc.	+ 1 Anonymous Donor
Audrey Kenny	

\$2,500 to \$4,999

CLV Group Inc.	Miller Waste Systems Inc.
Earl of March Secondary School	Modern Niagara Group Inc.
Andrew & Heather Fraser	K.M. Morrison
Get 'Em Out Wildlife Control Inc.	+ 2 Anonymous Donors
KOTT Inc.	

\$1,000 to \$2,499

2Keys Corporation	Enterprise Rent-A-Car Foundation	Paul McKechnie
Denise Allan	Felicis Holdings Inc.	Mark More
Jack and Kathleen Beausoleil	Ilene Ford	K.M. Morrison
Benefaction Foundation	Gap Inc.	Michael Munroe
Thomas Bonner	Victoria Godfrey	"DJ Oddity"
Malcolm Collins	Mary & Don Gowen	Ottawa Community Housing
Conlin Bedard LLP	T.J. Hicks	Foundation
Barb Currie	IBISKA Telecom Inc.	Claire Pike
Graham Dattels	IODE—Laurentian Chapter	Stephen Quick
Department of Justice—National	Leah Lepage	Quickie Community Foundation
Litigation Branch	Douglas L. Martin	RBC Group Advantage—Ottawa
Donna Cona Inc.	Michael Masella	Central & Eastern Ontario
Susan Elliot	Stephan May	Eileen Reardon
Emond Harnden	Mazon Canada	Retired Women Teachers of Ontario

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Lucile Robillard
Sani-Sol Inc.
Cindy Smith
Stevenson & White Inc.

The Regional Group of Companies
Incorporation
The Royal Canadian Legion,
Westboro (Ont. 480) Branch

Waste Connections of Canada Inc.
+ 1 Anonymous Donor

\$500 to \$999

Amin Adatia
Susan Anson
Nancy Barry
Donald B. Bayne
Sheila Bayne
Benevity
Marie Benoit
Joe & Deanna Bones
Borden Ladner Gervais LLP
A. Brigandi Consulting Inc.
Jennifer Brigandi
Tony & Carol Brigandi
Jean Brunton
Shannon Buchanan
Canadian Blood Services
Bruce & Heather Caswell
Anne Churchill
Colonel By Secondary School
John Comba
Conte Financial Services
Geraldine Cooney
Judith Ann Cray
Wayne Crutchlow
Lance Cyr
Margaret Davies
Chris Docherty
Dominion-Chalmers United Church
Women
Douglas Durr
Colleen Edwards
Elizabeth Elliott
Cora L. Fisher

Dante Fracassi
Dennis Gauthier
Andrea Gibson
Hallmark/Davis Agency
Stu Higdon
Peter & Shirley Holt
Robert Humphreys
Heidi Jackson
Bob Jamieson
Garth Jones
Elaine Keillor
Maureen Kidd
Kiwanis Club of Nepean
Wally & Gwen Kozar
John Larche
Anne Lawson
Karen Legasy
Marie & Guy Lusignan
Carol MacLeod
Elizabeth Margeson
Frederic S. Martin
Gregg McCooeye
James F. McGregor
Kenneth Medland
Kathleen Mitchell
Cheryl Mulvihill
Ayn Nagrodski
Suzanne Nault
NAV Canada
D. Desmond Nolan
Tracy O'Meara
Maureen O'Neill

Barry Parkinson
Peak Sales Recruiting
Adrienne Pearl
Sandra Phillips
Peter Ploegman
Cecylia Podoski
Klaus Pohle
Nancy Porter-Cathcart
Iola Price
Quality Home Services
Elaine Rainboth
Richard H. Robillard
Linda Ruhl
Hooman Saffarian
Nick Sala
A. Shaw
David & Evelyn Smith
Renée Smith
Somali Centre for Family Services
Sandra Stevenson
Derek Street
Catherine Swimmings
TD Canada Trust
Martin & Mary Anne Van Gaal
Vans Pressure Cleaning Ltd.
Maxine & Edward Whelan
Heather & Andrew Wilson
Carol Workman
Bill & Ferne Wyman
Alastair Younger
John Zarecky
+ 2 Anonymous Donors

IN-KIND GIVING

SPONSOR-A-HAMPER

2018 marked another successful year for our Sponsor-a-hamper program! Now in its fifth 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 of the 1,263 hamper sponsors who provided assistance to 3,917 people 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

Accora Centre	Giant Tiger	Ottawa Sports and Entertainment
ARC The Hotel	GlobalMedic	Group
Beau's All Natural Brewing Co.	Hallmark Davis Agency	Peter Waiser Photography
Bell Canada Employees	Health Canada	Proctor & Gamble Canada
Bloomfields Flowers	Hilroy	QuadReal Property Group
Bridgehead Coffeehouse	Hippo in the Bathtub	Rideau Bakery
(317 McRae St.)	Howard Jewellers	RioCan Real Estate Investment Trust
Broadhead Brewing Company	Innovapost	Rogers Media
Boom! Savings! Charity Shopping	Innovapost Employees	Routific
Club	Intelligent Audio Visual	Run613
CAA North and East Ontario	Little Jo Berry's	SoYoung Inc.
Canadian Museum of History	Little Ray's Reptile Zoo	Staples (Fairlawn Plaza)
Canadian Museum of Nature	Loblaws Merivale	Starbucks
Canadian War Museum	Miller Waste Systems	TD Employees
City of Ottawa	Minitel Communications	TELUS Ambassadors
Cornerstone Bar & Grill	Corporation	The Highlander Pub
Costco Kanata 541	Nathan Kwok	The Ink Spot
Dixon	National Arts Centre	The Lieutenant's Pump
Dymon Storage	NAV Canada	The Loft
Ed Stevens, RPM Creative	Netsuite	The National Gallery of Canada
Enbridge Gas Distribution	Ottawa Community Housing	The Tomlinson Group
Escape Manor	Foundation	Tooth and Nail Brewing Company
Farm Boy	Ottawa Mustang Girls	Town
Fatboys Southern Smokehouse	Ottawa Public Library	Twice Upon a Time
Get 'Em out Wildlife Control Inc.	Ottawa Senators Foundation	Waeward
		Wasabi

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



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



[@CS_Exchange](https://www.instagram.com/CS_Exchange)



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