

## Message from the Chair

“To provide or facilitate services that enhance the social well-being and development of our community”



As a long-time resident of Dundas, my family's roots run deep as does my passion for the businesses and residents of Dundas. Our Board of Directors are proud to contribute our professional knowledge and experience to Dundas Community Services (DCS) in order to help steer the organization in a positive and future-oriented direction.

In the past year, I have become more aware of the changing needs in Dundas and the importance of DCS services. DCS continues to help hundreds of vulnerable and lower-income seniors and residents who have many social, financial and physical challenges.

After 50 years in Dundas, DCS continues to be an important source of information, referral and system navigation to the broader community. The vital programs provided by the staff and many volunteers help to enhance the overall health and wellness of our Dundas community.

Our Board has committed itself to increase its knowledge of governance and strategic planning so that together, we can position DCS with what is required for a successful and supported future. If you, or someone you know, wishes to contribute their professional skills and experience to our Board of Directors, I highly encourage you to apply or seek more information.

DCS recently celebrated its 50-year anniversary, as it was founded in 1972 and I am confident that it will be there to support Dundas residents for another 50 years.

Thank-you to everyone for your continued support of Dundas Community Services.

Peter Curtis, Board Chair

## Here's what our service recipients said about us ...

“I am so glad to receive a call from my Friendly Caller each week in the evening. It helps me feel less lonely since my dad passed, because that's when he used to call me.”

—*Friendly Calling*

“I have found the service so reliable and it helps me feel independent. All of the volunteer drivers are so friendly and kind. We have some nice conversations which distract me from any nervousness I have about my medical procedure.”

—*Assisted Transportation*

“The staff at DCS helped me through a difficult time. I couldn't have done it without them”.

—*Crisis Intervention & Support*

“Thank you for providing great food to me over the past year! Your volunteer service was fantastic! As I am a caregiver for my spouse, it has certainly made my life easier!”

—*Hot & Frozen Meals*

“We love volunteering for Meals on Wheels! It gives us a purpose on those days. As seniors ourselves, we identify and learn from each and every client we deliver to! Hopefully, it is also helping our memory and organization skills as well”.

—*Meals on Wheels Volunteer*

“I look forward to the weekly visits with my volunteer. She reads to me as I am now blind and unable to do so on my own. We laugh and share stories and it brightens my day”

—*Friendly Visiting*

**Thank you to the Estates of:**

Dawn Patricia Bryden - July, 2021

Gladys & James Kinghorn - September, 2022



## Dundas Community Services

*Dundas Community Services has been responsive to change, receptive to ideas and committed to people for over 50 years.*

2 King Street West, Unit 3A Dundas, ON L9H 6Z1

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Email: [dcs@dundascommunityservices.com](mailto:dcs@dundascommunityservices.com)

Website: [www.dundascommunityservices.on.ca](http://www.dundascommunityservices.on.ca)

Charitable # 107269870

## Dundas Community Services

### Annual Report 2022-2023



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#### Our Mission :

“We, Dundas Community Services, are here to provide or facilitate services that enhance the social well-being and development of the community.”



## WHO DID WE SERVE AND WHAT DID WE PROVIDE?

Many of the programs provided by Dundas Community Services are geared towards assisting seniors and those facing challenges. However, as a local source of information, referrals, system navigation and support, Dundas Community Services is a valuable resource for the entire community.

### Our Impact in Community:

- **4,830** individuals sought out information from our Information and Referral Service regarding government, community, social services, recreation programs, businesses, local organizations, and tourism. Of these requests, **3,629** were by phone or email and **1,201** were office visits.
- **78** seniors received assistance through the crisis intervention and assistance service, with a total of **895** calls or visits.
- **179** individuals received **12,088** meals through the Meals-on-Wheels and Frozen Meals programs. This is a 37% increase over prior year.
- **1,406** drives to medical appointments and grocery store trips were provided to **263** seniors who do not/no longer drive by our volunteer drivers.
- **495** individuals participated in the community education programs for seniors and caregivers of seniors.
- **75** people on a modest income had their income tax returns completed through DCS via the Community Volunteer Income Tax Preparation Program.
- **448** seniors and caregivers attended our Caregivers Support Group and numerous educational sessions throughout the year.
- **14,000+** pounds of non-perishable food was collected at the 2021 Dundas Community Food Drive along with **\$8,200** by over **100** volunteers. The annual Food Drive is coordinated by DCS in support of the Dundas Salvation Army Food Bank.

**THE 2023 FOOD DRIVE IS ON SAT. SEPT. 23rd**

## Board of Directors

### Members

#### Executive

		John Merrill
Peter Curtis, Chair	Tom Bontje	Mary Anne Tangney
Pete Kerigan, Vice Chair	Erin Holl	Alex Wilson
Pete Kerigan, Finance Chair	Robert James	Ben Winch



## Message from the Executive Director

Hello Dundas residents and supporters. It is such a relief to have finally emerged out of the global pandemic this past spring. Most business sectors were negatively impacted by the pandemic but the not-for-profit (charitable) sector was *drastically* affected. Unfortunately, some local charities even closed their doors permanently due to financial viability. During the course of the pandemic, many organizations experienced decreases in volunteerism and fundraising, staffing challenges and program modifications all while the demand for services surged. For many in our community, loneliness, isolation, food insecurity and mental health challenges escalated.

However, what Dundas Community Services continued to experience was community support like we have never seen before. Our volunteers stepped up to take on more Meals on Wheels shifts; our volunteer drivers drove more seniors to medical appointments; our friendly callers and visitors engaged with even more isolated seniors. Dundas Community Services continues to be lifted up by the strong collective arms of our incredible volunteers and we are so grateful for their support. They are truly the eyes and ears on the ground to look after our community's most vulnerable, and we are so fortunate to have their support.

We are eternally grateful for the increase in support from our donors, sponsors, funders and stakeholders. Without them, so many in our community would not have the essential supports that DCS provides. I am very excited and proud to work with such dedicated people, from our volunteers to our staff and our Board of Directors. The community love that surrounds Dundas Community Services is incredibly inspiring. Dundas, you are THE BEST!

Melanie Barlow, Executive Director

## Statement of Operating Funds Year Ending March 31, 2023

REVENUE	2022/23	2021/22
<b>Grants</b>		
Province of Ontario - Ontario Health	250,445	245,534
Ontario Health—One Time Funding	15,000	3,758
City of Hamilton	63,715	63,932
United Way Halton & Hamilton*	29,000	9,926
Service Canada-Canada Summer Jobs	9,407	-
Hamilton Community Foundation (Turkstra Foundation)	4,000	-

\*Includes United Way Halton & Hamilton—Emergency Funding Grant

### DONATIONS

Private Donations and Activities	37,992	17,532
Service Clubs	5,100	1,850
Churches of Dundas	1,850	1,263
Program/Service Revenue	85,595	66,606
<b>TOTAL REVENUES</b>	<b>502,104</b>	<b>410,401</b>

### EXPENDITURES

Salaries and Benefits	273,383	268,166
One Time Funding	34,000	3,758
Program Fees and Dues	86,757	62,183
Rent and Taxes	32,194	32,194
Contracted Services	5,000	10,000
Professional Fees	8,000	9,500
Office Supplies	15,370	8,485
Telephone	4,129	5,920
Insurance	5,697	5,370
Publicity and Publications	7,129	4,983
Staff & Volunteer Mileage (Local Travel)	4,891	4,386
Maintenance and Utilities	6,914	3,252
Group Work and Community Education	896	2,964
Fundraising Expenses	326	-
	<b>484,686</b>	<b>421,161</b>

Excess (Deficit ) of Revenues Over Expenses 17,418 (10,760)

### NET ASSETS

Beginning of Year	126,705	137,465
End of Year	<b>\$144,123</b>	<b>\$126,705</b>

Complete Financial Statements, including the notes to the Financial Statements and the Auditor's Report thereon, by , Brownlow Partners are available upon written request to:  
info.dundascommunityservices@gmail.com  
Dundas Community Services, 2 King Street West, Unit 3A  
Dundas, Ontario L9H 6Z1

## STAFF in 2023

**Melanie Barlow**, Executive Director

**Patricia Wintemute**, Finance /Office Administrator

**Nora Copeland**, Seniors Program Coordinator (Transportation, Friendly Calling & Visiting)

**Theresa Keast** Coordinator, Information Dundas & Volunteer Service, Meals on Wheels

**Cara-Beth Gratzfeld** Community Support Worker

## INFORMATION COUNSELLORS

Carol Leggate  
Shelly Pontoriero  
Lisa Spenler  
Mary Quinn  
Jeff Wallace  
Janet Waterfall  
Susan Watson

## SENIOR ADVISORY COMMITTEE

Elaine Jamieson  
Carol Leggate  
Susan Muma  
Mary Quinn  
Cara-Beth Gratzfeld

## PROGRAMS & SERVICES

Meals on Wheels (Hot & Frozen)  
Transportation Services  
Crisis & Intervention Assistance  
Friendly Calling & Visiting  
Caregiver Support Group  
Lunch & Learn  
Income Tax Clinic  
Tourism (local)  
Employment Counselling  
Individual & Family Counselling