



Links2Care

Annual Report

2008-2009



Links2Care

[www.links2care.ca](http://www.links2care.ca)



**Meeting** the needs of our **Community**

# **LINKS2CARE**

**2008 - 2009**

## **BOARD OF DIRECTORS**

<b>Board Chair</b>	<b>Rick Byers</b>
<b>Past Chair</b>	<b>Chris Brown</b>
<b>Treasurer &amp; Finance Committee Chair</b>	<b>Maureen McCallister</b>
<b>Board Secretary &amp; Governance Committee Chair</b>	<b>Jeannie Collins-Arden</b>
<b>Director</b>	<b>Barry Emerson</b>
<b>Director</b>	<b>Don Daley</b>
<b>Director</b>	<b>Bev Heim-Myers</b>
<b>Director</b>	<b>Wendy Spence</b>

### **Links2Care Mission**

*To enhance the quality of life of people in our communities by providing a range of programs and services that meet their needs.*

## Report of the Chair to the 2009 Annual General Meeting

This past year has been one of great accomplishment for Links2Care in an environment of rapid change for Ontario service delivery agencies.

Over the past twelve months, Links2Care's accomplishments are many:

- Successful completion of the amalgamation of the two predecessor agencies;
- Expanded scale and scope of services offered, including geographic expansion to Mississauga;
- Establishment of an excellent new website;
- Sourcing of critical new funding for youth services programs; and
- Development of a strong and trusted relationship with the Mississauga-Halton LHIN.

All this was accomplished while providing outstanding care to Links2Care's clients in every corner of Halton Region.

None of this would be possible without the dedication and commitment of four groups of people that I would like to recognize and sincerely thank.

First, to the over 250 volunteers who give freely of their time and their passion to enable Links2Care to provide the care and to deliver the programs that otherwise would not be possible. Second, to our caring and extremely dedicated front line staff, for being the "face" of Links2Care and for advocating on behalf of our clients to ensure that their needs are met in a timely and professional manner. Thirdly, to our outstanding office staff, Program Directors and Executive Director who, through their excellent management of the many programs delivered by Links2Care, have given our funders confidence to regularly expand the scope and breadth of programs to be delivered in the future. Finally, to my fellow directors on the Board, who volunteer their time and exercise their varied skills to ensure that their governance and stewardship responsibilities are carried out effectively and with care for the clients we all serve.

With the level of accountability, program delivery standards and governance demands for agencies such as Links2Care being raised on a regular basis, we know that the next twelve months will hold at least as much change and demand as much or more from all of us as have the last twelve. But your Board has every confidence that the very talented and dedicated team at Links2Care will be up to this task and will be a caring and reliable partner in delivering the highest quality care to those who need it in the communities we serve.

Thank you for your service to Links2Care and thank you for the privilege of representing such a wonderfully caring and dedicated organization.

Respectfully submitted,  
Rick Byers, Chair

## Executive Director's Report

I am proud to mark the completion of another successful year in the history of operations for Links2Care. As is always the case, none of our successes would have been possible without the dedication of our front-line staff, volunteers and our office staff who work together tirelessly on behalf of the individuals and families we serve and represent Links2Care in a caring and professional manner. This is true year after year and again I extend a sincere thank you to each and every one of you.

Under the leadership of senior management and our board of directors this was a year of positioning and preparation for Links2Care to define new strategic directions and a clear understanding of where our organization fits in the non-profit landscape, both today and in the future. There have been profound changes around us in terms of an ever shrinking world, rapid, almost explosive evolution of technologies, changing communication, learning patterns and an audience for our services that is “wired” in ways we have not seen before. As with all organizations, we need to continue to evolve in reflection of the markets we serve and seek out new and innovative ways to remain topical and to offer value. We need to accomplish this while continuing to work hard at protecting our core values and brand identity. We have formed a core strategic committee comprised of board members and senior management to help define our operations over the next few years.

This year, like other years continues to bring financial and service challenges. The management, staff and volunteers continue to successfully manage these challenges. The following reports provide brief summaries of the various programs and services we deliver and a tally of the number of individuals whose lives, we believe, have benefited from those services. The Board, management and staff are all committed to the delivery of the programs and services of Links2Care.

Our Board of Directors remains strong with wide representation in industry, background and experience. They provide now, and will continue to deliver solid leadership, support and direction as we move forward into what continues to be a growing organization.

I am proud of our organization and of the contributions we make within our communities in providing programs and services to support individuals and families of all ages. As I look ahead to 2009-2010 and beyond I am very optimistic with respect to our future, the continued evolution of our programs and services as well as the strategy and direction of Links2Care, and hope our communities will all continue to share the success of these efforts with us.

I wish to conclude by thanking again all our volunteers, my Board of Directors, the management and staff for all their efforts and support toward Links2Care's past goals and future endeavours.

Sandra Melhuish  
Executive Director

# Volunteer Report

## *Volunteers give from the heart*

It is truly amazing the dedication that volunteers show in working with Links2Care and our clients. Everyday I am awed by the kindness and generosity that they share with the communities that we serve together. Of course it is important to have fun while doing so and that they feel appreciated for their efforts.

We had a great time with our Hawaiian themed Volunteer Appreciation in April and even got some of our volunteers up to learn how to luau. My thanks to all the staff who helped to make this an event that was greatly enjoyed by our volunteers. We recognized the special volunteers who have reached the 5, 10, 15, 25 and 30 year mark in volunteering at Links2Care. One volunteer, Floria McNally, attained the distinction of being a 30 year volunteer. Floria has helped deliver the Meals on Wheels program all these years. Her dedication is inspiring. We thank all our volunteers for their continuous support to Links2Care staff and clients.

Our dedicated volunteers, who number close to 200, do many things to help us deliver great programs to the communities we serve. They include:

- Board Members
- Meals on Wheels or Meals on Ice Drivers
- Servers at the various Congregate Dining locations
- Driving seniors or serving at the Wheels to Meals outings
- Office reception volunteers
- Friendly Visiting or Telephone Assurance
- Income Tax preparation volunteer
- Helpers in the Children's and Youth programs
- Youth Centre Healthy Snack program
- Community Support assistants
- Needs coordination volunteer
- Advisory Committee members
- Fundraising and special events volunteers

Our many volunteer events throughout the year help us to thank each person individually such as our Friendly Visiting Appreciation, a Meal on Wheels Lunch in Acton, Meals on Wheels Afternoon Teas or coffee mornings, the lunch with our administration helpers, Healthy Snack appreciation tea, and saying a heartfelt thank you to volunteers each time we see them.

Our commitment to educate our volunteers on a wide range of topics to better help them provide service to programming remains an important one. We had an informative talk on Consumer Protection and Fraud by Constable Jackie Brennan in June, and are looking forward to a Safe Food Handling session on September 24, 2009. Other information sessions in the works include First Aid, Alzheimer's and Hoarding.

There will be a volunteer survey done shortly to see how volunteers feel about being part of the Links2Care team. Results will be shared when they are available. In the past year there

have been some changes to the Links2Care volunteer family with new persons coming on board and others moving on as well as growth within the agency.

There are not enough words in the dictionary to express our heartfelt gratitude to the many volunteers who make our programs the success that they are. Our volunteers rise to the many challenges presented through volunteering and continue to remain the most giving, understanding wonderful people you would ever want to meet. They are one of our strongest links to the communities we serve.

Respectfully submitted by  
Patty Colautti  
Coordinator of Volunteers and Meal Programs Support

## Human Resources and Administration Report

The past year was busy and productive for those providing support services for Links2Care. Highlights include a new financial Information system (MIS), preparation for a human resources information system (QHR), implementation of a new performance management system, launch of a revised orientation for new staff and implementation of a very secure email system (ONE Mail) for those staff who require it.

During 2008-2009 the agency also moved forward with Pay Equity and engaged in the collective bargaining process until an employee vote resulted in decertification of the union. Health and Safety continued to be a high priority and we saw additional Joint Health and Safety Committee Members achieve certification.

Going forward, much of our focus will continue to be on ensuring accountability to clients and funders, through our new finance and human resources systems and through the process of working toward formal accreditation of the agency as required by the Mississauga Halton LHIN.

I am pleased to report that we carried out a very successful United Way Employee Campaign during the Fall, thanks to the efforts of site organizers and the generosity of Links2Care employees.

Kathy Dorbeck  
Director, Human Resources and Corporate Services

# Seniors Programs Annual Report

*Age does not diminish the extreme disappointment of having a scoop of ice cream fall from the cone. ~Jim Fiebig*

Every year when I look back at the year before in preparation for writing this report, I think, what amazing programs we offer in the community! Looking at the programs collectively I am awe struck at what the senior's program staff is able to accomplish in providing a huge basket of services to over a thousand people. They go far beyond what our expectations are of them to keep the programs running so smoothly. The saying "My staff makes me look good" is so true with this group.

To the Supervisors Susan, Simon, Emma and Cora, a big thanks. To the coordinators Anne, Liz, Brenda, Patty, Carol and Stephanie a big thank you. To the Home Helpers who take care of our clients in so many ways I thank you and also to the Admin and Finance teams who help to keep things flowing. To the volunteers who give their time to the MOW's programs and Friendly Visiting program I thank you!

In 2008 we submitted a proposal for expansion into Mississauga (as I write this I am happy to report that we opened a new office there). We are always trying to ensure that we position ourselves in the community to continue to be the first choice for clients and agencies to call when they need our services.

The seniors programs continue to grow in demand every year as our population ages. The opportunity for growth and creativity in how we service seniors is unlimited. Community Support Services have barely scratched the surface of the different types of services that seniors need such as help with downsizing, providing different forms of respite to teaching prevention for disease and promoting a healthy life style. The list is long and varied.

I feel in many ways that the best is still yet to come. We are in exciting times where the needs of seniors are being closely examined and funding appropriately authorized to agencies that can deliver the services in a timely and cost effective manner. I have no doubt that Links2Care will continue to lead as a highly respected and loved agency.

Respectfully Submitted by  
Allison Price, Director of Seniors Services



## Children's Program Report

The Ontario Early Years has continued to offer a variety of great programs and services throughout the 2008/2009 year. We have been offering programs to families, caregivers and children in Halton Hills for the last eight years and take great pride in the exciting programs and services we provide in the community. During the last year we have offered programs in the communities of Georgetown and Acton.

The Ontario Early Years Centres offered Adult and Child Time Together drop-in programs at both the Georgetown and Acton satellites. Our Adult and Tiny Tot drop-in program was held on Monday mornings for children from birth to 2 ½ years of age and provided an outlet for parents to interact with their children while having the opportunity to network with other participants.

The Muffins to Magnets and Writing to Rulers program was a drop-in program with planned activities such as cooking and hands-on science. This program was developed with a school readiness focus for many of our preschool participants. Our Mother Goose, Toddler Shimmy and Shake and Preschool Music Makers was offered at our Georgetown and Acton locations with full enrolment for each session. Networking Together was a ten week program that offered parents and caregivers a variety of workshop topics including Supporting Fathers and Literacy, Free Cycle and Little Hands Talking.

Last year we decided to support caregivers by offering the Caregiver's Connect program over the lunch hour. This required Early Years staff to provide lunch to both caregivers and the children they cared for. Needless to say, this program was very much appreciated by caregivers and became very popular. It was not uncommon to have 55 children and caregivers out for this program. We were also lucky enough to have Maureen Harris, from Halton Public Health facilitate an Active Minds, Active Bodies workshop during one of the Caregiver's Connect sessions.

In January we were excited to implement our Discover French program. The program was offered Monday afternoons from 4:30 p.m.-6:30 p.m. Our French facilitator implemented creative activities, stories and songs in the French language during our afternoon drop-in program.

The Acton Satellite offered regular drop-in along with the Hour Time Lunch and Learn program. The Hour Time Lunch and Learn enabled parents and caregivers to enjoy their lunch while attending workshops.

In partnership with Our Kid's Network we offered Stay and Play at the Acton Hub located in McKenzie-Smith Bennett School. Stay and Play gave families in the Acton community the opportunity to drop-in and play while accessing information from our community partners.

During the month of June the staff at the Ontario Early Years Centres held our Annual Picnic in the Park. Our Family Resource Program offered four Summer Fun Mini Camp sessions to preschool children. We had a total of 55 children participate in this fun-filled program. These camps were a big success with camp goers and offered children between the ages of 3 and 6 years of age a planned program that consisted of art, music, stories, science, cooking

activities and our ever popular buffet lunch. Playtime in the Park returned by popular demand during the summer months and included the popular Dominion Gardens Splash Pad. Our Family Resource Library which consists of the Resource Library and Toy Lending Library continues to support families with a variety of resources for loan in the Georgetown and Acton Satellite locations. This year our Libraries consisted of 165 members.

The Children's Program over the last year has focused on educating the community about our programs and services. The staff attended School Open Houses, Kindergarten Information Nights, The Downtown Farmers Market and Leathertown Festival as a means of marketing and educating parents and families on the many great programs and services offered at the Ontario Early Years Centres.

The Ontario Early Years Centres offer vital programs and services to families in the community. During the 2008/2009 year we served approximately 1850 individuals, with a total of approximately 25,000 visits between both our Georgetown and Acton sites. Over the next year it will continue to be our goal to offer exceptional programs and services to the families in the Halton Hills community.

In the spring Links2Care was excited to hear that the Alcoa Foundation had approved our grant proposal in the amount of \$15,000. This money will be used to purchase new toys, furniture and equipment for the Children's Programs. We would like to take this opportunity to thank the Alcoa Foundation for their continued support of our Links2Care programs.

## Moore Place Daycare

(Soon to be Links2Kids Early Learning and Childcare Centre)

In the fall of 2007 Links2Care was approached by the Board of Directors for Moore Place Daycare in regards to a possible amalgamation. Moore Place Daycare, being a small centre, was seeking the support of a larger, community-based organization. Links2Care's Board of Directors voted in favour of the amalgamation that Fall and the process began. We are now in the Fall of 2009 and it has been a long process but Links2Care is happy to announce the amalgamation process is almost finalized. We are anticipating that Links2Kids Early Learning and Childcare Centre will be officially part of the Links2Care family in the next few weeks. We would like to welcome the parents, children and staff from Moore Place Daycare to Links2Care and look forward to working with you in the future. It is our hope to relocate and expand childcare services in the Georgetown community within the near future.

## Youth Program Report

Links2Care operates two youth centres in the Halton Hills community. Open Door Youth Centre is located in Georgetown beside Georgetown District High School and Off The Wall Youth Centre is located in on the main street of Acton.

Open Door Youth Centre services youth in the community aged 12-19. This year we made some changes to the age group that we serve in the Acton Community. In the past we had offered services to youth age 9-19 but as of June our youth team decided to change the age limit to 12-19 years of age. This decision was not an easy one but through the feedback provided by youth via our youth surveys realized it was a positive change for youth in the

community. Links2Care will continue to explore ways to support the school-age population within the community through our Children's Program.

Both of our youth centres have continued to offer essential daytime and evening programs and services. Both youth centres are equipped with, games and activities. Our purpose has been to support youth in the community in a caring, non-judgmental, safe and friendly environment. Our Youth Workers supervised programs in the youth centres and provided a listening ear, guidance, support and resources for a variety of parent and youth issues.

Over the last year Links2Care has been actively pursuing long-term sustainable funding for our youth centres. In January we hosted a funding meeting with our community partners to explore funding options for our youth programs and services. Our community partners were aware that effective October 2009 our Trillium grant would cease which would leave Links2Care in a situation of not having adequate funding to operate the youth programs. This meeting was successful and provided us with feedback and some vital information on possible grant opportunities to support our programs. We are now happy to report that through our grant writing efforts we have received \$35,000.00 funding from the United Way of Halton Hills; \$65,000.00 from the Community Investment Fund at the Region of Halton and \$12,000.00 from the Town of Halton Hills. We also submitted a proposal to Human Resources and Skills Development Canada for an expansion grant to enhance evening program hours to five evenings a week at both youth centres. As to date we have not received any communication on this proposal.

During the 2008/2009 fiscal year, Open Door operated from Monday to Friday 11:00 am to 2:00 pm and Tuesday evening from 4:00 p.m.-8:00 p.m. The centre served high school aged youth from both Georgetown District High School and Christ the King Secondary School. Open Door had 763 individual youth and 314 new youth, with a total of 15,311 visits.

Off The Wall youth Centre in Acton continued to offer programs Wednesday and Thursday evenings. Off the Wall had a total of 167 individual youth and 92 new youth, with a total of 1109 visits. At years end, Halton Hills Links2Care Youth Centres had a total of 930 individual youth and 406 new youth, with a total of 16,420 youth visits.

In August our youth team once again planned and hosted their Annual Golf Tournament at Golf North –Acton. This golf tournament raised \$3242.66 to assist in supporting Off the Wall and Open Door Youth Centre Programs. We would also like to take this opportunity to thank Gregori Osteopathy and Athletic Therapy and Halton Homes who once again hosted this annual golf tournament with the proceeds going towards our youth programs. That donation totalled approximately \$4500.00 towards our youth centres.

At Links2Care we have been successful over the last year in ensuring youth services remain in Halton Hills. It will continue to be our goal to provide youth activities and opportunities so that youth can grow, aspire and achieve in a youth friendly community.

Lisa Hoekstra  
Director, Children and Youth Services

# Acton Employment Resource Centre Report

In the Fall of 2008, Employment Ontario (EO) introduced their “Transformation” plan to transform all EO service providers to a more standardized/consistent service model. The Ministry of Training, Colleges and Universities (MTCU) conducted surveys, focus groups and held several information sessions with service providers to determine overlaps in service areas and future capacity of existing service providers to take on the new business model. The Executive Director and Director, Employment Services & Community Engagement attended some of these sessions to hear information and provide input.

Employment Ontario currently funds 5 areas of employment support service:

1. Client Service Planning and Coordination (career assessments & retraining)
2. Resource and Information (information and referrals)
3. Job Search (ERCs)
4. Job Matching and Placement (linking potential employees with employers)
5. Job Retention (work/life coaching, to keep individuals employed)

Under the current “hub and spoke” model, EO funded service providers are providing between one and five of these services to clients. The Links2Care Acton Employment Resource Centre (AERC) currently provides two areas of service: Job Search and Resource and Information.

Under the new service model, service providers will provide all 5 areas of service to clients so that clients can access an EO funded program anywhere in Ontario and receive the same level and scope of service wherever they access service. The current process of moving clients from one service provider to another to receive service coordination, assessments and job search support should soon be reduced or eliminated.

What the “Transformation” meant to EO service providers was that there was a possibility that many service contracts would not be renewed to eliminate current duplication of service in some areas. EO Capacity Survey responses in October, 2008 indicated Links2Care is quite capable of expanding existing services and taking on the new model when notified.

Initial Ministry decisions determining which service providers would receive new contracts were to have been made in January, 2009, with the first of the new contracts commencing in April, 2009. Due to the unforeseen escalation in Canadian unemployment activity, EO service providers, including Links2Care, suddenly found themselves busier than ever attempting to keep up with the demand for unemployment support. As a result, the Ministry decided to delay its timeline to rollout the transformation. At the time this report was written, the decision to move forward with service transformation had not been given a new timeline and we await further word from the Ministry.

With the downturn in the global economy at the end of 2008, many Canadians were suddenly finding themselves unemployed. AERC client activity noticeably increased in January, February and March, 2009. Although the number of new clients was relatively consistent, AERC statistics for the year showed a profound variance in repeat client activity, more than doubling the forecasted targets for the period. Client time spent between initially accessing

the Centre and finding work had increased due to lack of job vacancies and increased competition.

With higher unemployment activity, ERC staff provided more one-on-one support and career coaching sessions to clients and began making more referrals to the Links2Care Community Support program, local food banks and government funded retraining programs.

There is no doubt that the employment program continues to be a much needed service in Acton. Statistics and client survey responses confirm that the service is necessary and well received. With continued instability in the global economic climate creating a ripple effect into Canada, Ontario and Halton, The AERC will continue to see increased program activity well into the 2009/2010 fiscal year

Julie Vail

Director, Employment Services & Community Engagement

## Community Support Program Report

The Community Support Program provides general support, assistance and advocacy services to people in Halton Hills. Most of our clients are lower income individuals and families and our goal is to provide them with assistance and information so that they are able to better access services independently. Many of our clients are unfamiliar with what services are available and some have difficulty accessing services independently due to literacy or mental health issues. The majority of our requests for service are in the areas of financial and housing assistance. A good number of our clients are struggling with mental health and/or substance abuse difficulties.

One full time Community Support Coordinator oversees this program and provides support and services to clients in Acton and Georgetown. Over the past year general support and assistance has been provided to 94 clients in our community. In addition, a total of 90 seniors and adults with disabilities were also assisted in Acton and Georgetown, with those statistics counted in the Client Intervention and Assistance (CIA) Program.

Our Income Tax Program offers free income tax preparation services to lower income individuals in our community. This service is provided by volunteers, who receive training from the Canada Revenue Agency, and generously donate their time to complete the returns. The majority of the clients who are assisted would not be able to afford to pay to have their returns completed, so this program continues to meet a real need in our community. We had a substantial increase in the number of requests over last year, mostly due to improvements in marketing this program. We also had more trained volunteers available, so we had a greater ability to complete more returns. A total of 216 income tax returns were completed by four volunteers.

Providing space to agencies has been a key component to our services here at Links2Care. By providing space to Probation and Parole, Job Connect, ADAPT, and Service Canada, we are able to ensure that our clients in the north of Halton have access to necessary services. A lack of public transit in this area is often a huge barrier for our clients when it comes to accessing services.

The Needs Coordination Program matches those who have household items to donate, with those in need of items. Last year 56 matches were made.

The Holiday Hamper Program provides hampers of new children's clothing and toys to lower income families. Businesses, churches, individuals, and community groups support this program by donating their time and money. During the past holiday season, 157 families, with a total of 340 children, received hampers. Due to difficult economic times, the number of applicant families increased by 17% over last year and the number of children increased by 24% over the previous year. Fortunately, the number of sponsors increased also and a total of 108 sponsors assisted with the shopping for these families and others made financial donations and gave gifts to include in the hampers.

Transitional housing for homeless families is offered through the Community Support Program. Three furnished two bedroom apartments are available for homeless families to live in on a temporary basis while they search for permanent housing. While families are in the units, they receive support services from the Coordinator. From April 2008 to March 2009, 7 adults and 12 children were housed in the three apartments. This has been a much needed service in the community as the apartments are always full and we usually have a wait list. The Community Support Coordinator is a member of the Homelessness Partnering Initiative Community Advisory Committee.

During the winter months, a program called Winter Warmth is available to assist with utility arrears. This program is delivered by Links2Care in conjunction with the United Way of Halton Hills and Union Gas. We provide funding to assist with Union Gas arrears if people meet the eligibility criteria and have received a disconnection notice. A total of 10 individuals and families received financial assistance during the past fiscal year.

Links2Care supports the Halton Hills Canadian Tire Jumpstart Chapter through membership on the advisory committee and by verifying client information in order to process the requests. Jumpstart provides financial support for lower income families so that children are able to participate in recreational and sports activities. During the 2008-2009 fiscal year, 77 Jumpstart applications were processed.

The Acton Food Network committee was formed during the year, to address the food needs of our lower income clients in the community. The committee consists of local service providers and meets regularly to share information and address issues related to the needs of our lower income clients. Our Acton Links2Care location is a drop site for the Halton Fresh Food Box Program. Each month, community members pay a nominal fee for a box of fresh fruits and vegetables. This program greatly benefits our community as it provides access to fresh produce at a reasonable cost.

Cathy Gerrow  
Community Support Coordinator

# Seniors West Planning and Education Committee Report

Seniors West Planning and Ed committee meet once a month, every second Wednesday. Yet another year with an active, representative and concerned group, doing our part to maintain awareness of activities and concerns affecting seniors in the area. Some projects have been identified, developed and implemented ourselves. Most often we find ourselves working through member association to assist groups like NHHIP, SALT, ESAC, and Mississauga Halton LHIN.

One member is a Seniors Driving expert; three members of our committee belong to the SALT committee (seniors and law together) for both Acton and Georgetown. Two members sit on the NHHIP committee (North Halton Hills Injury Prevention) for both areas; another is a liaison with the Acton Senior Centre.

Some activities this year include intergenerational projects:

1. Working with MTO to carry out a car seatbelt survey. This included running a poster and essay contest with an educational and social time with students at two local schools, with presentation of winners and certificates.  
We surveyed Acton's main four corner intersection and tabulated results for statistics for the MTO.
2. Held follow up Seniors Housing meeting to give suggestions.
3. Two members attended the Sustainable Halton meeting looking at seniors housing options
4. Participated in Community Walkabout for children and having done this, we are planning to focus on another walkabout for seniors in Acton next spring. Presently we are corresponding with Halton Region Public Health Department, NHHIP, Acton Seniors Centre and others who will be participating in this project. This fits with senior's fitness, falls prevention and assessing the needs to make Acton a safe, walkable community by providing some data and statistics for the initiative.
5. Each year we participate in the Links2Care Holiday Hamper Program.
6. In June we said goodbye to Lynn Gibson, our staff representative this year and welcomed Anne Holliday to this position. We are very grateful for the help of these ladies.
7. Members try to attend all meetings associated with seniors; Acton Seniors Centre, Links2Care AGM, Regional Housing, also special seminars about senior's health and interests.
8. We receive and pass on any news of senior events to local churches and senior centres and to the reps on our committee.
9. This summer, at two of our meetings we enjoyed Links2Care's summer student – Patrick Porterfield, who showed interest in senior's affairs.
10. We are sorry to lose our association with the Fresh Food Boxes at the Acton Seniors Centre, a service which we initiated a few years ago.

Shirley Broostad  
Chair