



MAKING A DIFFERENCE

2016 ANNUAL REPORT

PRESIDENT'S ADDRESS

This past year has been one of change, many accomplishments, countless endeavours and even greater evidence that the Cancer Assistance Program (CAP) is MAKING A DIFFERENCE in the community. Never before has CAP provided more home health equipment, parking, products or rides to appointments than in 2016. Not only are we increasingly meeting needs, we are supporting our clients to live with greater dignity and ease while fighting cancer.

I am in awe of the staff and volunteers that provide this support. The gifts of their time and talent benefit so many people. Without leaders like Executive Director, Bobby Jo Smith, and her team comprised of Becky McMahon, Alana Travis, Jim Foreman and Lou Cino, CAP could not do what it does. These people are bound by their passion and their dedication to the cause they serve on a daily basis. In addition to the staff, are our countless volunteers who serve CAP by driving clients, volunteering

in the office, being part of our event committees and holding various other roles. Volunteers are the foundation of CAP's ability to meet the needs of those living with cancer. As William Shakespeare said, "I can no other answer make, but, thanks, and thanks."

The endeavours and accomplishments I spoke about earlier are plentiful:

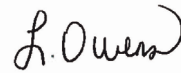
- an investment in a Hamilton Community Foundation-managed Endowment Fund;
- fundraisers that exceeded projected targets;
- a fourth Trillium Award for CAP's gardens;
- the initiation of CAP's client feedback survey;
- an increase in staff complement and planning for further team growth; and
- extensive planning to support future capital expansion.

2016 was a busy year for all; and already 2017 is full of activity, being driven by our *Strategic Plan 2016-2019*. With the ever increasing demand for CAP's services, our

fundraising efforts are more important than ever. Without the financial support of individuals, business and the community, CAP could not continue to meet the needs of the many individuals affected by cancer that are accessing services.

I am excited about the upcoming year and the path we are on. As we move forward, it is important to remember to "Keep your dreams alive. Understand to achieve anything requires faith and belief in yourself, vision, hard work, determination and dedication. Remember all things are possible for those who believe (Gail Devers)." At CAP, we have vision and a group of determined and dedicated staff and volunteers committed to helping those in our community who are affected by cancer.

Kind regards,



Lisa Owens



EXECUTIVE DIRECTOR'S ADDRESS

Yet another year is behind us and, wow, what a year it has been. Once again we are reporting the greatest increase in demand for services in the Cancer Assistance Programs (CAP's) history. This year we are also reporting the most successful year of fundraising that CAP has ever experienced. And, additionally, we are able to report that we have benefited from the greatest number of volunteers ever to support CAP's efforts.

With the increase in support from our community, including the impressive men, women and youth who volunteered their time over the past year, we have been able to provide support for more individuals affected by cancer than ever before. Even more importantly however, we have been able to MAKE A DIFFERENCE in the lives of the individuals affected by cancer that have been accessing CAP's valuable and free services. We know this to be true because of the direct feedback that individuals and families provided in CAP's first-ever client

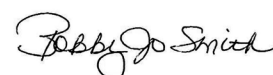
feedback survey. Our team is thrilled to share that CAP has contributed to a reduction in emotional stress and financial pressure for individuals and families, improvements in quality of life and client independence, mobility and safety, easier access to appointments and improved caregiver safety. These are incredible outcomes. I am proud to be part of an organization that has made such an impact in the lives of so many.

Guiding our efforts has been CAP's *Strategic Plan 2016-2019*. With one year behind us, we are well on our way to accomplishing our very ambitious three-year plan. The first year was not without its challenges. However, these challenges were far outnumbered by our accomplishments. As we plan for the year ahead, we look forward to further enhancing our services, increasing access to our services by those with the greatest needs and continuing to plan for long-term sustainability. Of note, our sustainability efforts have been kick-started by our investment in a Hamilton Community Foundation-

managed Endowment Fund. This investment was an exciting moment for CAP. Also exciting has been our active planning for future capital expansion. We are increasingly optimistic that CAP will soon have a solution to its need for larger and more client friendly and accessible space.

It was a very busy 2016. We expect that 2017 will be just as action-packed. I am extremely confident, however, that the year ahead will generate many successes. With the ever-increasing support from our community, our amazing volunteers, impressive board of directors and dedicated and skilled staff team, we will be able to continue to make a difference in the lives of the men, women and children, affected by cancer, living across Hamilton and surrounding communities.

Kind regards,

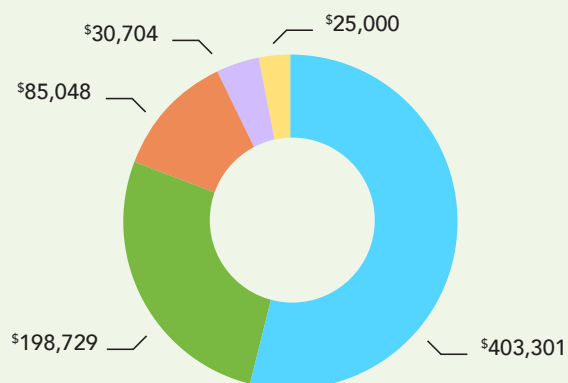


Bobby Jo Smith



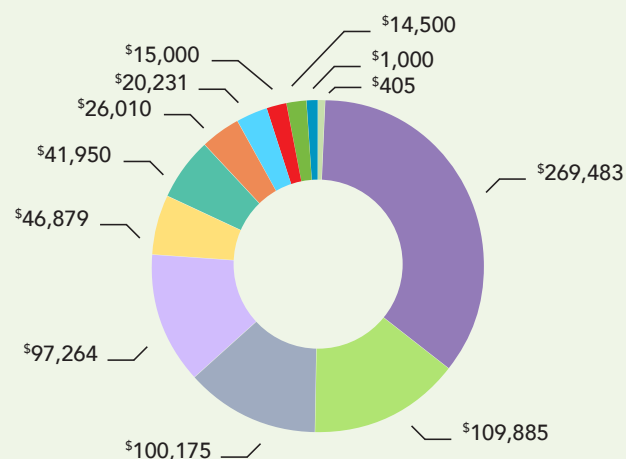
FINANCIAL INFORMATION

For the year ending December 31, 2016



2016 EXPENSES

- Charitable Activities **54%**
- Fund Development **27%**
- Management & Administration **12%**
- Other – Investment Property **4%**
- Other – Hamilton Community Foundation Endowment Fund **3%**



2016 REVENUE

- Special Events
- Donations – In-Memoriam
- Gifts-In-Kind
- Donations – Undesignated
- Donations – Drive & Ride
- Grants
- Revenue Shortfall*
- Interest
- Legacies & Bequests
- Other – Investment Property
- Major Gifts & Program Sponsors
- Other

*	2016	2015
Deficiency of revenue over expenses before establishment of Endowment Fund	-\$1,010	-\$169,036
Establishment of Endowment Fund	-\$25,000	-\$0
Deficiency of revenue over expenses	-\$26,010	-\$169,036

VISION

A community where people affected by cancer receive assistance and support in their time of need.

MISSION

The Cancer Assistance Program (CAP) is a community-based, not-for-profit organization, led by a team of volunteers and staff, offering free services to ease the physical, emotional and economic impact of those in our community affected by cancer.

VALUES

Compassion
Commitment
Confidentiality
Teamwork
Responsible Stewardship

DEMAND FOR SERVICES CONTINUES TO INCREASE



TRANSPORTATION DRIVE & RIDE PROGRAM

4,761
rides provided

+5%
increase
over 2015

“I was very pleased that I could use this service. Both of my children are working so it would be hard to ask them to help and I was too tired to drive on my own. Thanks so much.”



PARKING

2,049
spots provided

+22%
increase
over 2015

“I was required to attend the Juravinski Hospital for five days a week for approximately six weeks...the parking you provided was priceless. Thank you.”



HOME HEALTH EQUIPMENT LOANS

3,618
pieces of equipment
loaned out

+31%
increase
over 2015

7,103
pieces of equipment
in circulation

+15%
increase
over 2015

“I am very grateful for the equipment that CAP has loaned me. Financially, I would not have been able to purchase this equipment. Thank you!”



PERSONAL CARE & COMFORT PRODUCTS

2,716
Personal Care & Comfort
Products provided

+152%
increase
over 2015

“After surgery I did not know that I would need all your resources. But when I did, I did not have one second of concern. You took all of the thought and worry away from me and my family. Thank you all so very much.”

“Thank God for CAP. You have made life with cancer a lot easier to live and deal with. Thank you all.”

“I appreciated all the help I received. I was in my 80's (just turned 90 in January), alone and no family. Believe me, CAP was a blessing. Thank you.”

“A wonderful service by CAP, which it's been necessary for me to take advantage of for ten years. Thank you CAP!”

3,283
Total clients in
receipt of service

+21%
increase
over 2015

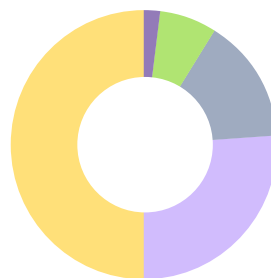
1,421
New clients in
receipt of service

+19%
increase
over 2015



GENDER OF INDIVIDUALS SERVED

- Female **57%**
- Male **43%**



AGE OF INDIVIDUALS SERVED

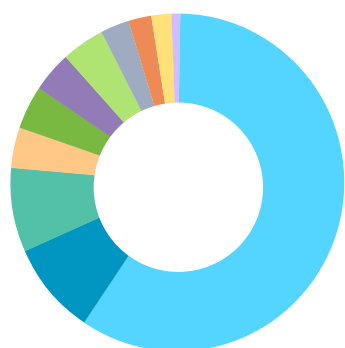
- Up to and including 19 years **2%**
- 20-49 years **7%**
- 50-59 years **15%**
- 60-69 years **25%**
- 70 years and over **51%**

VOLUNTEER CONTRIBUTIONS

182 Volunteers

18,606 Hours Volunteered

“I really appreciate the service I got. I think the people who give their time are very special. Thank you to all of you.”



COMMUNITY OF RESIDENCE OF CLIENTS SERVED

Greater region of Hamilton (74%)

- Ancaster **3%**
- Dundas **4%**
- Flamborough, including Waterdown **2%**
- Glanbrook, including Binbrook and Mount Hope **2%**
- Hamilton **55%**
- Stoney Creek **8%**
- Brant County **4%**
- Haldimand-Norfolk **3%**
- Halton Region **10%**
- Niagara Region **4%**
- Other **5%**

**As a result of the increase in requests for support by individuals living beyond the greater region of Hamilton and immediate surrounding communities, the board of directors restricted service boundaries in October 2016.*

TOP 10 HOME HEALTH EQUIPMENT LOANS

1. Rollator
2. Commode
3. Bedrail
4. Bathtub transfer bench
5. Raised toilet seat
6. Transport chair
7. Wheelchair
8. Bath chair with back
9. Bath stool
10. Standard walker

“I did not know of this service and when I did find out, I was ecstatic as I was 93 years old and lived downtown and couldn't make it to the Juravinski on my own, plus I needed a walker. The drivers were lovely and became pals after 60 days of service. Thank you.”

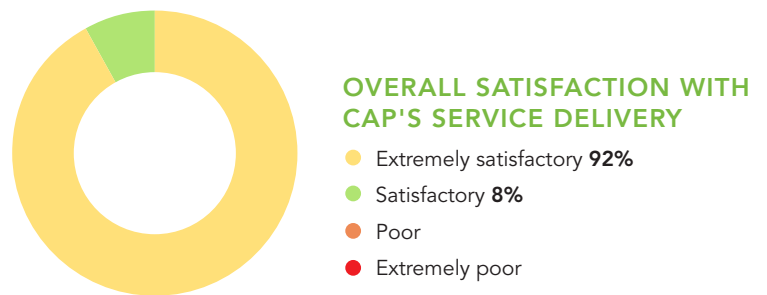
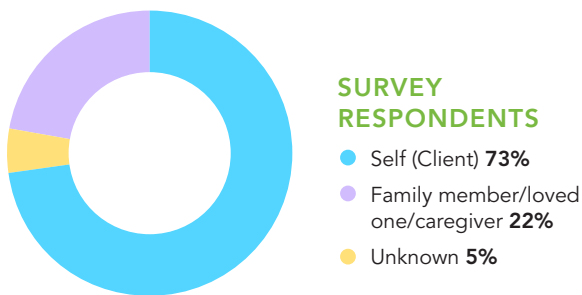
IMPACT OF CAP'S SERVICES IS EXTRAORDINARY

In 2016 the Cancer Assistance Program (CAP) issued its first-ever client feedback survey. Recipients of services were asked to provide feedback on satisfaction with service delivery and the impact of services accessed.

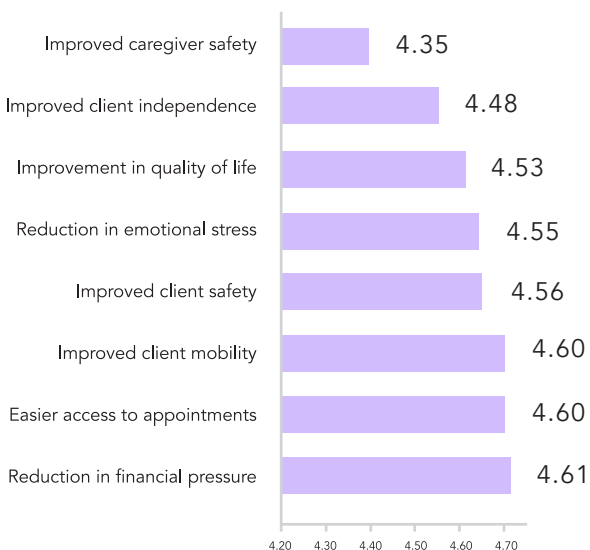
Surveys were mailed out to all clients that were identified as having accessed CAP's services for six months or longer. A total of 1,921 surveys were mailed out between September 1st and December 31st. Of those mailed out, 320 were returned unopened, with notification that the address was unknown, that the

intended recipient had moved and/or the individual had passed away. In terms of completed surveys, a total of 440 were returned. This 28% response rate is considered to be excellent.

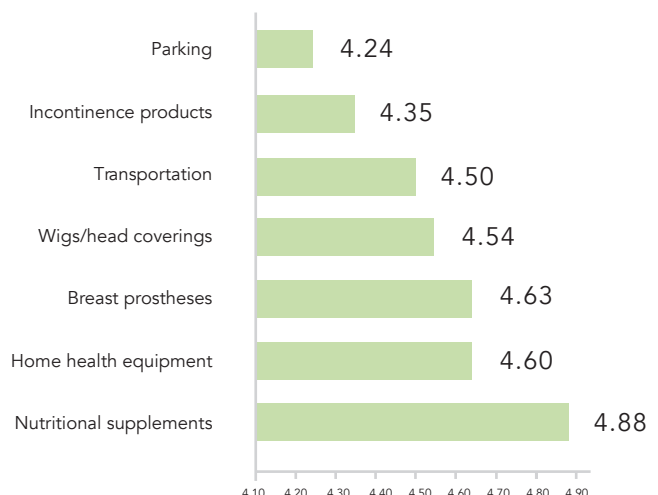
The feedback provided in the returned surveys illustrates that individuals and families are not only extremely satisfied with the quality of service delivery provided by CAP, they are experiencing tremendous benefit from the various services being used.



AVERAGE OVERALL IMPACT OF SERVICES (RATED OUT OF 5)



AVERAGE OVERALL IMPACT BY SERVICE (RATED OUT OF 5)



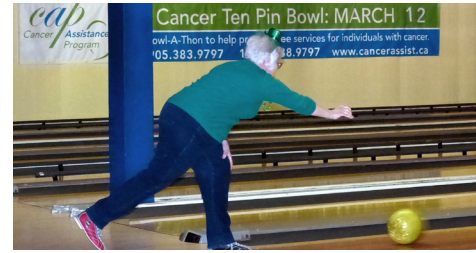
Since the initial mail out, client feedback surveys have been and will continue to be mailed out on a monthly basis to all clients that have reached the six month point of their enrollment with CAP.

For a complete summary of all feedback received and additional breakdown of service impact, visit www.cancerassist.ca/about-us/client-feedback.

SUPPORT FOR CAP'S EVENTS CONTINUES TO GROW



Annual CARE Walk



Annual Cancer 10-Pin Bowl



An afternoon with the Canadian Orpheus Male Choir and special guests



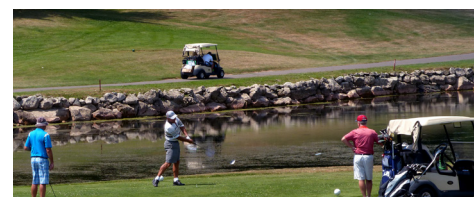
Annual Gala – Dream Beyond the Stars



Raffle4Rides



Annual Golf Classic



The Cancer Assistance Program (CAP) could not provide its valuable and free services without the support of many individuals, groups and businesses. Thank you for making it possible to support the increased demand experienced in 2016!

THANK YOU!

BOARD OF DIRECTORS

Lisa Owens, <i>President</i>	Julie Gallant (<i>Resigned</i>)
Narciso Bomben, <i>Vice President</i>	Ray Hutton
Paul Heimpel, <i>Past President</i>	Stanley Tick
Rennick Berkeley (<i>Resigned</i>)	Bruno Ugenti
Don Burroughs	Jennifer Watson McQueen
Rick Denyes	Fran Woods
Michael Ecker	
Dr. Bill Evans	

STAFF

Lou Cino, *Finance Manager*
Jim Foreman, *Equipment Technician & General Maintenance Person*
Becky McMahon, *Team Lead*
Bobby Jo Smith, *Executive Director*
Alana Travis, *Donations Administrator*

PROGRAM PARTNERS & SPONSORS

ArcelorMittal Dofasco
Bay Gardens Funeral Home
Charles and Florence Martin Foundation
Charles Kirk
Hamilton Community Foundation
Hamilton Community Foundation – Malloch Foundation Fund
Hamilton Community Foundation – Martin Foundation Fund
Hamilton Community Foundation – The Clark Family Foundation
J.P. Bickell Foundation
Joan Wright / Not Just Tourists
Private Donor – *Bras for Buddies*
Professional Property Management Inc.
Sacred Heart Church
Scotiabank
Shoppers Drug Mart, Concession Street
Shoppers Home Healthcare, King Street East

OFFICIAL PHOTOGRAPHERS

Henk Streun, *Events & Special Projects*

THIRD PARTY FUNDRAISERS

In 2016, many individuals, community groups and businesses raised funds in support of CAP. These impressive efforts raised over \$90,000!

EVENT PARTNERS AND SPONSORS

Albanese Branding & Communications
Ambitious Realty
Battell Denture Clinic
Brock Office Automation
C&DC Orthopaedic Services
Campbell Mihailovich Ugenti LLP
Canada Fibers Ltd.
CandiWerx
CARDI Construction Ltd.
Cardinal Newman Catholic Secondary School
Carlisle Golf & Country Club
CGI
Circle of Life Cremation & Burial
Clean Tech Janitorial
Collyer Benson Capital
CUPE Local 2888
D'Angelo Roofing
Dermody's Funeral Homes
DeSozio HOMES
DeWildt Honda Powerhouse
Dutchman Florist
Federal Marine Terminals
G. Walker Real Estate Inc. Brokerage
Gosling's Rum
Harvey's Centre on Barton
Hess Millwork
Home Hardware, Upper Gage & Fennell
International Longshoreman's Association Local 1654
Investors Group
JDI Cleaning Systems
Johnston Chrysler, Dodge, Jeep, FIAT
Liuna Local 837
Lura Consulting
M.A. Clark & Sons Funeral Home
Maritime Employers Association (MEA)
Michelangelo Events & Conference Centre
Monty Gibson, Sutton Realty
Morison Insurance Brokers, Ltd.
Multi-Area Developments Inc.
Pinchin
RBC Wealth Management
Reliance Home Comfort
Richardson International
Ross & McBride LLP
Sherwood Centre Bowling Lanes
Skyway Lanes
Smith's Funeral Homes
Sutton Realty
TD Wealth
The Designer's Printing Inc.
Tim Horton's Binbrook, Cayuga, Elfrida
Turner Family Funeral Home
Waterford

Design sponsored by  Albanese Branding



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