

Message from the Executive Director

"2018" - A YEAR OF CHANGE FOR THE CANCER ASSISTANCE PROGRAM



The past year has been a whirlwind of activity for staff and volunteers while we continued to experience an increase in the number of clients served. At the end of 2018, we had registered 1,123 new clients which is an average of 22 new clients a week. The number of new clients and their increased need for drives, equipment loans, nutrition and

comfort items has been the reason for this year of change.

In January, the Board of Directors agreed that we needed to seek a location that provided us with increased space and on March 1st, 2018, they unanimously agreed that CAP would move into the former RBC space located at 555 Concession Street.

This new space is ideal and meets many of the "WISH LIST" items that resulted from a survey that volunteers, staff and clients participated in a few years ago. Items like parking (12 spaces are included), private office space for client registration, separate equipment fitting areas, drive coordinator office space, all CAP programs and services included under one roof, lunch room, office space for staff, meeting rooms, storage and many other wonderful features.

And so, beginning in March our renovations began. A group of talented and generous individuals, businesses and trades graciously gave of their time, talent and or products to create our beautiful new space. This renovation was truly a labour of love as many of our partners shared their own personal stories of family and friends with cancer and wanted to give back to help others in our community. Our heartfelt gratitude is extended to the following:

L.J. Barton Mechanical
Air Tech Installation Inc.
T. Lloyd Electric
Peter Spitman Jr. Painting
Toms + McNally Design
Ralph Ionico
McHugh Whitmore LLP
Housesmiths Ltd
Windows by Design
Property Renos
Dutchman Florist
Sherwin-Williams

Country Wide Recycling Left Turn Strategy U-Haul Turkstra Lumber EnerGreen Technologies Yorkwest Plumbing Flooring Warehouse Mountaineer Movers Wilson Blanchard HCE Telecom Dundas Lock & Key WPS Storage Systems Inc. We officially moved to our new space on Monday, September 10th and with our address changing from 569 Concession to 555 Concession Street, we had the opportunity to refresh our logo and marketing materials, as well as add a value statement - "Help when you really need it."

CAP provides every one of our clients with the practical and essential services that will help them live at home while navigating their cancer journey. You will notice our new look as you drive by 555 Concession or visit our new website at www.cancerassist.ca.

Over the course of the last four years, we have seen a dramatic increase in our services. With one out of two Canadians being diagnosed with cancer, these numbers will continue to grow. Each and every day I am so proud of the team here at the Cancer Assistance Program. This team of staff and volunteers start each day determined to make life a little easier for those with cancer and all for FREE. In today's world of rising costs, we are privileged to make this happen.

I want to express my gratitude to the volunteers, staff and donors who have provided support during this crazy busy year of change. To Lisa Owens, Ray Hutton and Michael Ecker, for the many extra hours as the Board of Directors 555 Subcommittee, THANK YOU. Your leadership during this intense year of change was critical as we created the needed increased space that was long overdue. I want to also thank the staff team, Jim, Lou, Wendy, Ashlee and Maria who kept the day to day and fundraising events running smoothly and successfully while packing up our former offices at 569 and 584 Concession. To our donors, THANK YOU for continuing to provide the much needed support. Without you, we would not be able to increase our services and meet the increasing needs.

It has been said that, "Change can be frightening, and the temptation is often to resist it. But change almost always provides opportunities - to learn new things, to rethink tired processes, and to improve the way we work." – Klaus Schwab

This year was a very exciting year of change in the history of the Cancer Assistance Program. I hope that the late Don Muir, founder of CAP and the volunteers who worked so hard in the early years are pleased with this move as we continue their 25 year legacy of service.

Sincerely,

Debbie Logel Butler

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Message from the Board President

"2018" – A YEAR OF GREAT THINGS AT THE CANCER ASSISTANCE PROGRAM



It has been an impressive year at CAP, one of much change, endless accomplishments, new endeavours and through all of that, we are still making a difference in the community and in the lives of those living with cancer.

Our signature and essential events in 2018 were outstanding, with a very suc-

cessful and emotional CARE Walk, a sold out golf tournament last August and an astounding Gala that raised more than our expected goal. The funds raised from these events are critical in allowing CAP the ability to continue to serve our clients' needs every day. Third Party fundraisers last year increased the public's awareness of our various programs, promoted community involvement and raised vital funds for our programs. Supporters have baked, auctioned, golfed, run and organized parties and galas to help The Cancer Assistance Program.

Whatever your interest, whatever your idea, your dedication and support make all the difference for our CAP clients. Along with providing services, we are committed to also providing ongoing education to those in our community with our monthly Cancer Assist Show. This educational radio show hosted by Dr. Bill Evans features leading local cancer experts in the areas of prevention, treatment and current research. In 2019, we hope to increase our reach and will be exploring podcasts and other innovative ways to share these shows. All of these events combined with CAP run ones are critical, as CAP receives no government funding and ALL of our services

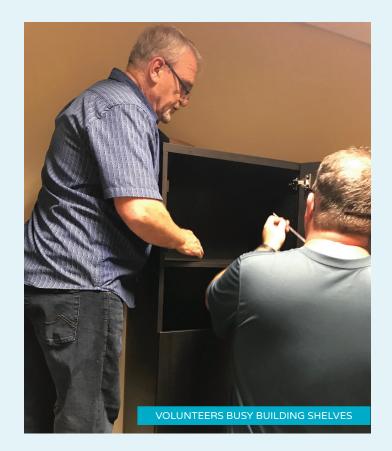
Delivering services, garnering funds, writing grant proposals, in-servicing volunteers, scheduling, and so much more, all take place daily and are crucial to the day to day success of the Cancer Assistance Program. Our ability to continue to serve and to keep up with the ever growing demand, due to our increased client numbers, is vital to our community. None of this would be possible without the leadership of our energetic, tireless, and passionate Executive Director, Debbie Logel Butler and her team, Wendy, Ashlee, Maria, Jim, and Lou. Thank you for all that you do every single day.

There is strength in numbers and I want to also thank our over 100 volunteers who have helped us change the world one patient at a time. You are an inspiration and your unwavering support and generosity are very much appreciated. I would like to say thank you to our current Board of Directors, who often work in the background and assist in steering CAP along a path that allows for growth, engagement, and success. "At the end of the day it's not about what you have or even what you've accomplished... it's about who you've lifted up, who you've made better. It's about what you've given back." – Denzel Washington

As we reflect back on the successes, challenges, and milestones as we enter our 25th Anniversary of serving the community, I feel blessed and humbled to volunteer alongside so many compassionate people. It is a wonderful feeling knowing that every day we make a difference and truly provide help when it is needed most.



Our New Home - 555 Concession St.









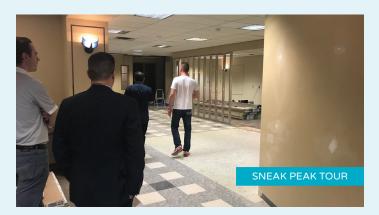






















Donor Story – The Spitman Family

"Service to others is the rent you pay for your room here on earth." — Mohammed Ali

A more appropriate quote could not be found for the Spitman family. From a simple call out to anyone listening, a very special family has now embraced the Cancer Assistance Program. In the early summer, as renovations were speeding along, we were in need of a painter. One of our volunteers overheard us and suggested Peter Spitman Jr. After a short conversation, Peter came by for a visit and from there it all began. To say Peter became emotionally invested in CAP is an understatement. As his daughter Ashley tells us, he left the visit, immediately called her mom and said, "We need to do this, and we need to do this now."

The Spitman family, unfortunately, are no strangers to the stark reality of cancer. When Peter and Reasa married, a beautiful family of six was created, but like so many families in our community whom CAP support, it was a family challenged by the reality of a cancer diagnosis. Shortly after they were married, Reesa's sister died of brain cancer and her mom was diagnosed with melanoma. It was a lot for Peter to handle and it took a lot out of him. The painting business was just getting off the ground and he had so many loved ones around him that needed his strength and support as they managed through their cancer journey.

While balancing the demands of a family and a new business, Peter's strong work ethic and dedication to perfection helped him to bring Peter Spitman Jr. Painting to the position it holds in the business community today. Peter, his brother Tony, and the rest of the crew are well known for the quality of their work and their professionalism. They have painted houses and businesses in the Hamilton, Haldimand and Guelph area

over the years with the business motto, "Big or small we paint it all." When Peter met CAP this past summer, the time was right to be able to give back.

After that phone call to his wife Reesa, who owns R.S. Accounting in Cayuga, their daughter Ashley who also works there, rallied the troops. She called a meeting at the Accounting office. Peter wanted their help. This was an important cause to him, and thus an important cause to her and her mom. Staff agreed immediately to give of their time on the weekend and within moments a team was organized to arrive ready to paint. With paint donated by Sherwin-Williams, thirteen members of the Spitman family, including two granddaughters and two toddlers, and friends arrived at CAP on a sunny Saturday morning dressed to paint. With fun only a family can have, the back equipment room and the storage rooms were painted. Staff coming by that day felt like they were part of a great family party! Peter, his brother Tony and Sue then returned and painted the rest of the office, preparing the space for us to move in.

The story doesn't end there! As the family was leaving on that Saturday, it was mentioned that the only piece of furniture we were challenged to secure was a front reception desk. With the kindness that Ashley says is simply whom her mom is, Reesa told us to find what we want and she would be more than honoured to gift that to CAP. We are humbled by the kindness of the Spitman family and feel blessed to be able to call them our friends and our partners as we continue to meet the needs of our community in our new home.







CAP Services and Impact

The Cancer Assistance Program's services are practical and tangible in nature. They have a focus on removing barriers and creating access, promoting personal safety, reducing or eliminating financial burden and offering individuals with cancer the opportunity to live more comfortably, with dignity and improved emotional health. Our goal is to help our clients live as comfortably as possible at home while navigating their cancer journey and we successfully and consistently met that goal in 2018. This year we started an unprecedented partnership with Mohawk Medbuy, which will allow us to purchase the items we provide for clients at a fraction of the cost, meaning more reliable customer service for our clients. We also started the implementation process for TripSpark, a software program that will allow us to coordinate rides and schedules with much more efficiency. We are proud to continue to provide the consistency in service that our clients have come to expect. We provided wheelchairs, transport chairs, commodes, rollators, bed/bath rails, and much more at no cost to

clients. In 2018 we were able to loan out over 3000 pieces of equipment.

Drive & Ride remains the only program in the greater Hamilton area to provide free transportation to and from all cancer-related appointments. In 2018, we provided almost 5000 rides to cancer patients in our community.

CAP offers access to FREE reserved parking for appointments taking place at the Juravinski Hospital and Cancer Centre for individuals who are able to arrange their own transportation. In 2018, our spots were used 2002 times.

In 2018 we saw over 45 new volunteers join CAP as drivers, event committee members, client services volunteers and equipment shop volunteers. This will allow us to better serve the 1123 new clients we registered this year.

2018 Client Services Statistics

NUMBER OF INDIVIDUALS SERVED



1123 Total number of new 2018 registrants receiving service

SERVICES PROVIDED

Rides to and from cancer-related medical appointments

3013

Home health equipment items loaned out

2002

Parking spots provided

Number of new registrants accessing transportation support

Number of new registrants accessing parking



Number of new registrants accessing home health equipment



Number new registrants accessing personal care and comfort products

MEDICAL EQUIPMENT LOANS



3013 Total Pieces Loaned out

TOP TWELVE

501

145 Bath Transfer Bench

249 Commode 134 Wheelchair

199 Transport Chair 123 Versa Frame

183

101 Wheelchair Cushion

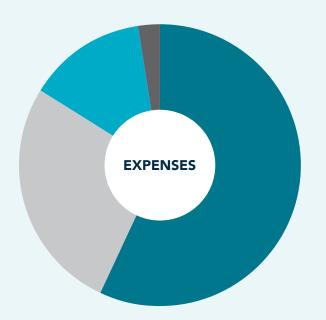
177 Bath Chair

Raised Toilet Seat

935 Misc. items

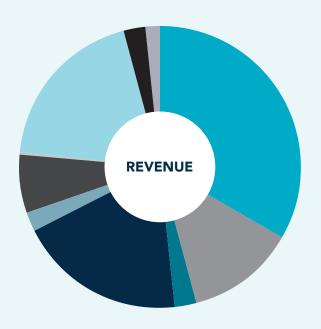
Financial Information





2018 EXPENSES

Total	\$924,705
Other - Investment Property	\$20,879
Management & Administration	\$126,895
Fund Development	\$249,399
Charitable Activities	\$527,532



2018 REVENUE

Total	\$791,963
Other - Investment Property	\$13,050
Major Gifts	\$20,000
Legacies & Bequests	\$152,335
Interest/Investment Income	-\$2,419
Grants	\$52,946
Donations - Drive & Ride	\$17,120
Donations - Undesignated	\$152,777
Gifts-In-Kind	\$19,810
Donations - In Memoriam	\$100,489
Special Events	\$265,855

-\$132,742



A Year in Review

THIRD PARTY FUNDRAISER, RAY'S HOPE

FEBRUARY 24TH



Michelangelo Events & Conference Centre. The Albanese Family hosted a fundraising gala to celebrate and honour Ray's life, donating \$14,000 to CAP.

ANNUAL
PRESIDENTS'
& PRINCIPALS'
BOWL

APRIL 18TH



Annual Presidents' & Principals' Bowl – April 18th at Sherwood Centre. Winning team, Cathedral High School, receiving their trophy.

VOLUNTEER APPRECIATION EVENT

APRIL 25TH



Michelangelo Events & Conference Centre. Guest speaker, Rosita Hall, talking about the power of giving back.





Bayfront Park. "Team Shep" cutting the starting line ribbon to commence the walk.

3RD ANNUAL CHOIR & TEA EVENT

JUNE 10TH



An Afternoon with the Canadian Orpheus Male Choir at The Waterfront Centre. Guests enjoying live music, a light lunch and sweets while overlooking the harbour.

NEW OFFICE RENOVATION JULY 15TH



555 Concession Street. The Spitman Family donating their time and supplies to give the new space a fresh coat of paint after renovations.

40TH ANNUAL GOLF CLASSIC AUGUST 14TH



Dundas Valley Golf and Curling Club. Golfers on route to their starting hole to kick off the tournament.

OPEN HOUSE OCTOBER 17TH



555 Concession Street. Volunteers ready to serve cake at our community open house to celebrate our new office.

24TH ANNUAL GALA – AN EVENING OF CARING

NOVEMBER 9TH



Michelangelo Events & Conference Centre. Layne, the Auctionista on stage with the Mystery Suitcase raffle winners revealing their prizes.

HOLIDAY PARTY

DECEMBER 12TH



Ye Old Squire. Members of the Volunteer Auxiliary selling raffle tickets at the door.

Thank you to all our Donors and Friends

The Cancer Assistance Program is contributions (\$300+) made by donors & friends who supported our services last year (January 1,2

our services last year (Janua	ì
2018 Golf Classic Committee Members	
Active Green & Ross (Fennell Ave. E)	
Air Tech Installation Inc.	
Alexandra Gazeeva	
Alina and George Matsis	
Alpha Delta Kappa Ontario RHO	
Amazing Adventures	-
Amgen Canada Inc.	-
Amica (Stoney Creek)	-
Ancaster Film Fest	-
Andrea Horwath, MPP	-
Ange & Denise Restivo and	
Family	
Angeline Voo	
Anne Lepore	
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Anthony Belisario	
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Beverley Corsini	
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Binbrook Little Theatre	
Bishop Ryan Catholic Secondary School	
Bishop Tonnos Catholic Secondary	
Blackheath-Binbrook Lions Club	
Blake Calder	
Blue Line Taxi	
Bob Morreale	
Bob Smith	
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is grateful for the incredible (,2018- December 31, 2018)
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Claudia Ionico

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Copetown Lions Club	Ellie
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Craig Fava	Esta
Creemore Springs	Este
Cresmount Funeral Home	Exp
Crock A Doodle	(Un
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Dundas Valley Golf and Curling	Gol
Club	Gol
Dundas Valley Secondary School	God
Dutch Mill Country Market	God
Dutchman Florist	Gra
East Side Mario's (Upper James St.)	Gra

Fast Untown Yoga
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Giuliano Aloisio
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Good Shepherd
Goodness Me (Upper Gage Ave.)
Grace United Church
Grant Ranalli



Boston Pizza (Main St. W)

Bras for Buddies

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Leaning Post Winery

Lee McKay

LeftTurn Strategy Leggat Chevrolet Cadillac Buick GMC (Fairview St.) Leigh Wood Len and Marguerite Varrasso Len Cake Levona Hinchey Lewis Geiger Lighthouse Theatre Lina Martone Linda Grimshaw Linseed's Boutique Lisa and Jeff Owens Little Monsters Face Painting Little Saigon Liuna Local 837 Lococo's (Barton St. E) Lou and Sylvia Cino Lucilla and Robert D'Alesio Lulu's Italian Cuisine Lydia Hall M.A. Clark & Sons Funeral Home Magicuts (Mall Rd.) Maison Fritz Salon & Spa MAK Consulting Group Ltd. Malcolm and Nellie Hawkins Mandy Jagt Manulife Securities Marc Memme Marcus Bright Marel Real Estate Brokers Maria Cordeiro Maria Pacheco Marilyn Muir Marilyn Pearson Mario and Dina Sebben Mario and Ida Cardinali Marjorie Dorion Mark Runciman Markey-Dermody Funeral Home Mary and James Morgan Mary Brown's Chicken & Taters Mary Lou Roth Mary S. Kelly Mastectomy Lingerie & More Matthew Weekes McDonald Organizational Health McHugh Whitmore LLP McNally Construction Inc. Melissa Heffernan

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The Malloch Foundation Fund
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The Retired Teachers of Ontario District 13
The Soup Stop
Theatre Aquarius
Tim and Shane Hayden-Longmore
Tim Dickins
Tim Hortons (Concession St.)

Speedy Subs

Tim Hortons (Fennell Ave. E)
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