

Help when you really need it.



























2020: A Year Like No Other **DEBBIE LOGEL BUTLER**

Executive Director

As we look back at the year 2020, we do so with mixed emotions and disbelief. A worldwide pandemic causing fear, isolation, and loss while at the same time bringing tremendous feelings of gratitude, kindness, and appreciation for good health.

On March 16th, we made the decision to close our doors in order to keep our clients, volunteers and staff safe. However, we did not stop our services as cancer did not stop. Our equipment loan program continued as it was imperative that cancer patients could remain at home safely.

A new Drive-to-Deliver program was launched where our volunteer drivers delivered incontinence products, nutrition (Ensure) and a Zarky's Fine Foods grocery bag to our client's doorsteps with no physical contact.

Our Drive & Ride program was temporarily halted, but thanks to a 2-year grant we were able to lease a new van to increase physical distancing as well as fund the installation of protective shields in our driver's vehicles. With Covid protocols in place, we were able to safely resume drives in a limited capacity for our clients.

While many other charities cancelled or postponed their fundraising events, CAP forged ahead to ensure these essential events could carry on in new and creative ways. The annual CARE Walk and Gala adapted very well to the virtual format and our annual Golf Classic tournament was modified with limited golfers. All signature events were a success, meeting revised targets.

This year more than ever, I owe a deep debt of gratitude to the small but mighty group of CAP volunteers who stepped up. Their commitment to serve, embrace new ideas, and to do things differently never faltered. Instead, these new ways of doing our traditional work were met with "how can I help?"

We were amazed at the generosity of our current donors who increased their gifts, the many donors who continually support our events and those who made gifts for the first time. To our federal, provincial, and municipal funders, **Thank You!** The funds to assist with wages, rent, PPE, and services made it possible for us to reimagine and continue delivering our core services.

We were so fortunate that the Cancer Assist Show podcast launched in March. Thanks to funding from the Hutton Family Fund and our host Dr. Bill Evans, we were able to virtually launch timely and relevant topics for cancer listeners across Canada and the USA.

The Board of Directors, under the leadership of new president Michael Ecker, spent countless hours meeting by Zoom as they continued to govern and support the new pandemic initiatives. Your support and encouragement during this past year in my leadership and that of the CAP team was truly appreciated and I thank you.

To Jim Foreman, Ashlee Leggett, Maria Rowley, Lou Cino, Wendy Kizlyk, Dusty Vacon, Janice Shearer and Sandy Schweyer who embraced the "new normal" and continued to meet deadlines and achieve and exceed targets while working from home and in the office... your dedication was truly amazing, and I am so thankful to work with each of you every day.

This annual report will share some amazing results and feature a group of true philanthropists who without hesitation joined in our efforts to continue to serve despite a global pandemic. 2021 may look and feel like 2020 in many ways but with one great difference – **HOPE**. With the emergence of the vaccine, our world is expected to return to pre-Covid days. For the one in two members of our community who will receive a cancer diagnosis, know we will be here to offer "**help when you really need it.**"

2020 Staff Team

Debbie Logel Butler Executive Director

Ashlee Leggett Manager, Fund Development

Lou Cino Finance Manager

Jim Foreman Equipment Technician

Maria Rowley Volunteer & Client Services Coordinator

Wendy Kizlyk Administrative Coordinator (Retired June 2020)

Dusty Vacon Adminstration & Development Coordinator (Started June 2020)

2020 Board of Directors

Lisa Owens Past President

Michael Ecker President

Ray Hutton Vice President

Joanne Battaglia Secretary/Treasurer

Narciso Bomben

Don Burroughs

Dr. Bill Evans

Krista Kay

Jeff Nayler

Stan Tick

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A Message of Gratitude MICHAEL ECKER

Board President

It is hard to believe that we have crossed one year of this pandemic. It was the thought that if we could just shut down for two weeks, we would be beyond this. While it has not quite worked out that way, we have adapted and found out things about ourselves. Some things we like, and others not so much. This is true for charities as well. We have found that some of our systems did not translate well to the new normal. We have streamlined our technology to contact our clients in a more efficient manner. We have adapted the programs that we deliver and added programs to complement what we are already offering such as the Drive-to-Deliver program.

When people ask me why I am involved with the Cancer Assistance Program, I simply say that I like being involved in a local charity that is doing good for the people in my community. Now that one year of the pandemic has passed, I have reflected on what it means to be **grateful**. As Board President, I have witnessed what gratitude truly means. I have seen it in our volunteers, our staff, our Board members, our donors, and most importantly our clients.

We truly could not do what we do without our volunteers! It starts when clients wish to register with CAP for the first time. Our volunteers are the first people they interact with; the welcoming and compassionate team always ready to be of assistance. We have heard time and again of the impact our volunteers have on the client experience. I am confident that our volunteers share my feeling of gratitude in their support and service to our many clients and find it to be a rewarding experience.

Passion and commitment to clients and the Cancer Assistance Program is the focus of our amazing staff. There is a lot to be done behind the scenes, and their attention to detail ensures that our programs and services run smoothly. I am confident that our staff are grateful to serve our clients and share my pride in being part of such an exceptional and accessible charitable organization.

As a Board, we are grateful that we can volunteer with such a great organization and are playing a small part in ensuring the sustainability of CAP.

No charity can survive without its donors. Our many donors show great commitment and are there when we need them. When we had to pivot this past year and offer new services, it was our individual, corporate and government donors who stepped up to assist us in continuing to serve clients in a positive and caring way. I am certain that our donors are grateful and proud to be able to assist our clients. There is no shortage of worthwhile charities to support municipally, provincially or nationally. It is extremely rewarding to see how your donations have made a significant impact in our local community.

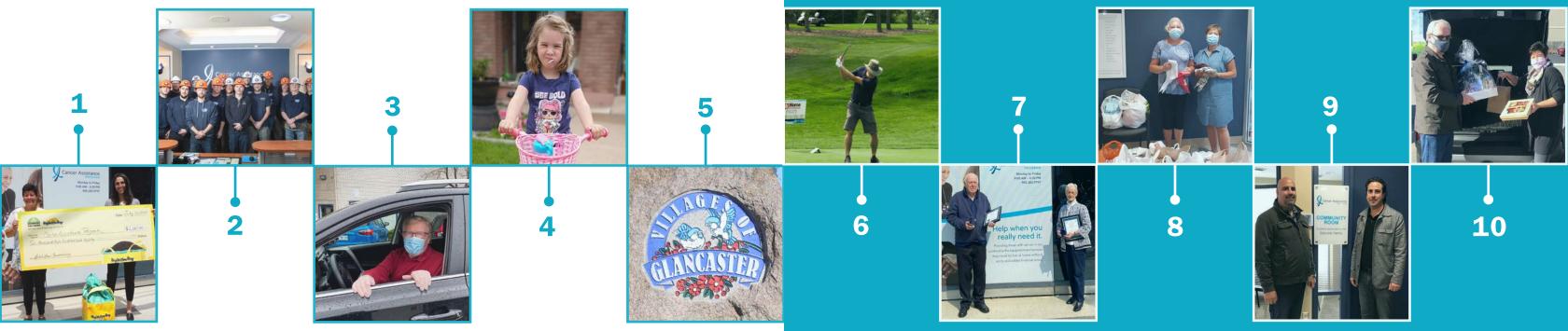
Of course, no charity is anything without the clients that are being served. From the numerous thank you's and the positive comments that we receive from the community, our clients and their families have shown their gratitude for the services that we have been privileged to provide.

This year has been full of trying times and great limitations in all our lives. We all have a lot to be grateful for.

As an organization, a community or as a personal commitment, we are fortunate to be **helping people when they really need it**.



2020 Year in Review



HIGHLIGHTS

1. Third Party Fundraiser, Greenhorizons Sod Farms & BigYellowBag ~ March through June 2020 Staff members Dusty Vacon and Ashlee Leggett accept a cheque for a donation of \$2,280 – 228 bags of soil and/or mulch purchased using our special promo code!

2. T. Lloyd Electric Donation of Energy Efficient Lighting ~ Saturday, March 7th, 2020

We are so thankful for T. Lloyd Electric who donated their time and expertise to replace our outdated light fixtures. Joining the Lloyds in this wonderful gift were Robertson Electrical, who donated all the LED lights, and Claire's Drywall, who donated the ceiling tiles. The gift that keeps on giving!

3. Launch of the Drive-to-Deliver Campaign in Response to COVID-19 ~ Thursday, April 9th ongoing Volunteer driver Dan Penrose with car loaded to make doorstep deliveries of nutritional supplements, incontinence items and Zarky's grocery bags for clients.

4. 6th Annual *VIRTUAL* CARE Walk ~ Saturday, May 23rd, 2020 from Anywhere Top Individual Fundraiser, Emma McMahon, raised \$3,120. Over \$60,000 (net) total was raised.

5. Third Party Fundraiser, Villages of Glancaster Door-to-Door Campaign ~ June 2020

With a bit of creativity and ambition, resident volunteers adapted their annual campaign and raised over \$10,000 – one of the most successful in the campaign's history!

HIGHLIGHTS

6. 42nd Annual Golf Classic ~ Tuesday, September 15th, 2020 at Dundas Valley Golf and Curling Club Presenting Sponsor, Jim Johnston, driving the ball on a hole-in-one. Despite having to limit golfers and reformat the event, over \$28,000 (net) was raised.

7. City of Hamilton Senior of the Year Awards Celebration ~ Tuesday, September 22nd, 2020 Honouring long-time volunteers and winners: the late Dave Davey, winner of the Behind the Scenes award and Lee McKay, winner of the Mary Smithson Companion & Compassion award.

8. Donation of dozens of hand-made head coverings ~ Thursday, October 8th, 2020 Halina Mrowka with Executive Director Debbie Logel Butler presenting a surprise donation of a variety of hand-made head coverings to be distributed to clients.

9. Zarcone Family Community Room Plaque Unveiling ~ Wednesday, October 14th, 2020 Tony and Jerry Zarcone celebrate the naming of the Community Room. Their generous pledged gift will help to support our clients for years to come.

10. There's No Place Like Home Virtual Gala ~ Thursday, November 12th, 2020 CAP Staff member Dusty Vacon loading Board Member Don Burroughs car with his VIP Experience Bundle before the live online event. Not only were the bundles a hit, but this first-time virtual event raised over \$100,000 (net)!

HELP WHEN YOU REALLY NEED IT





Help when you really need it. That's our mission, but how in such a time of crisis could we continue to meet this mandate? We could and we did because you did not stop giving. Like all Canadians our donors stepped up and continued supporting us.

In a report published by KCI entitled The Big services that were in greater demand because Rethink: Fundraising in Era of COVID-19, it was of the higher risk of severe consequences from noted that Canadian donors' interests have shifted contracting the virus that cancer patients had to during the pandemic to supporting basic needs deal with daily. and helping charities recover. Donors are now more than ever focused on their local community KCI's follow-up report Now What? shared some with a willingness to listen to how the pandemic interesting observations about giving during is affecting the charity's ability to stay true to the pandemic. One was the movement back to their mission. As the donor is listening, they are basics with a focus on mission.² With forced social isolation, we couldn't meet and tour our donors. looking through a values lens and are motivated by the values being exhibited by the charity as nor could we host our events as we have in the they traverse to uncharted territory.¹ It has been past. But we kept in touch. We called, we wrote, and our experience during the pandemic that our we used the media to share what we were doing community has responded in this way. Our donors to support cancer patients with practical and free have supported us as we pivoted to continue services: and our donors responded. supporting cancer patients with free services -

Recognizing that cancer patients are among the most vulnerable in our community, and that for those with little or no support networks, CAP's Drive-to-Deliver service was a way to reduce some burden in their lives, our family was quick to lend a hand to launch this new initiative.

Ray Hutton, CAP Donor, Hutton Family Fund

For a while now, KCI has encouraged charities to grow their digital capacity. But with limited donor dollars, that operational investment was secondary to client services. The pandemic changed that; it forced a digital transformation overnight. We were no different. We had to learn how to host Zoom meetings with each other and our donors, how to hold a virtual walk and gala, and engage our community to support us with events done physically apart but socially together.

We are continually blown away by how everyone in the community came together to support the needs of the people CAP provides services to and those services haven't dwindled during the pandemic. We want to do more... as best we can... so tonight we are asking everyone to join us. We are looking for your support and generosity, for as far as we can tell, the effect on cancer patients and their families is tremendous.

Steve Strba and Cathy Yantsis CAP Virtual Gala Matching Gift Donors In the world of philanthropy, there are the large and there are the small charities. So often in the past, it has been the large with big media budgets that have seen the growth, while the smaller charities have struggled. Again, the pandemic has changed that. The thinking by those who study this sector is that, "In this moment of global change and reflection, I'm not sure it's going to be so much a question of 'big' and 'small' but rather one of 'proactive' and 'reactive'."³ We are proud to say that we were proactive and launched new programs and new ways of supporting cancer patients. We became more relevant and compelling in a time of great crisis.





I just deeply appreciate CAP, everyone has been so awesome to me, whether it's the volunteer drivers taking me to my appointments or the Drive-to-Deliver program bringing me Ensure and the Zarky's grocery bag full of prepared meals and fresh fruit and bread. Cancer can be so overwhelming and CAP has made a huge difference for me and so many other people as well. I recently made a donation just as a small way to say thank you for all your help and support.

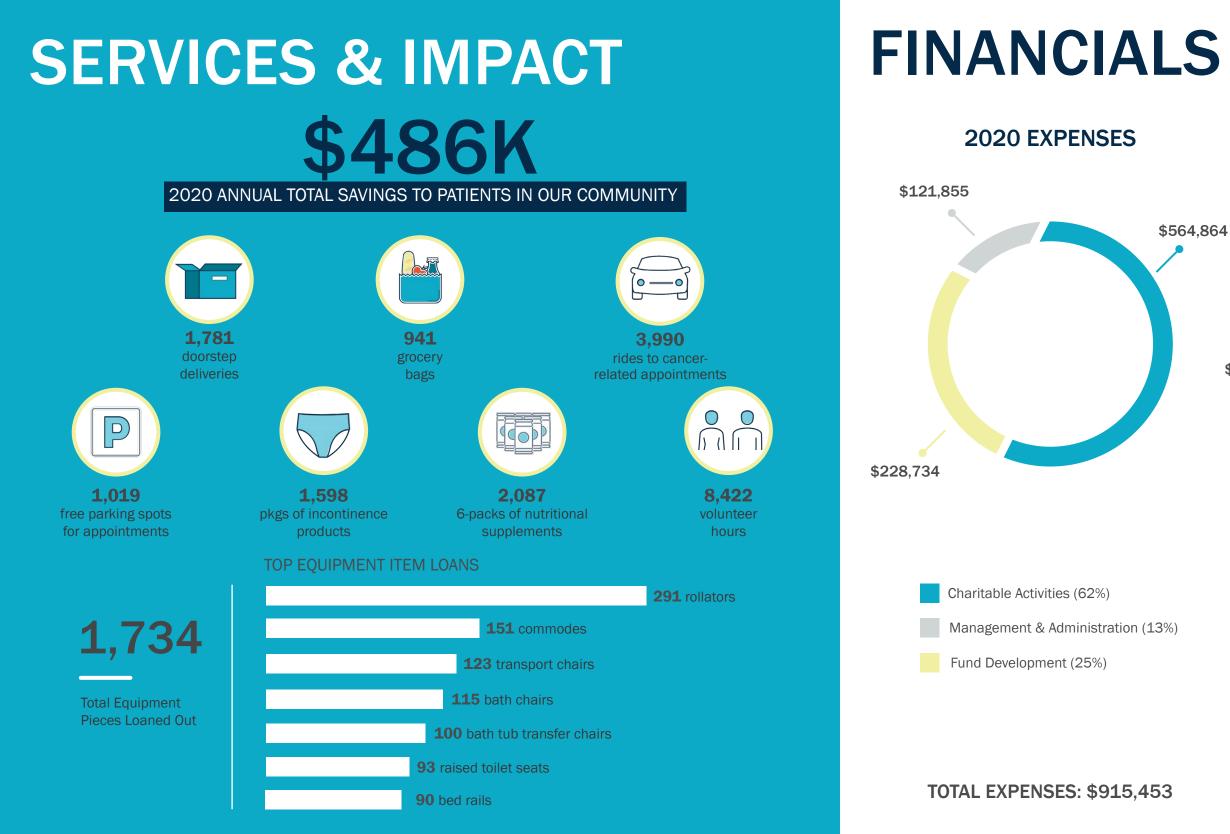
This was possible thanks to donors who stepped up without hesitation to make a difference in the lives of cancer patients and their families in our community.

To quote Robert Kennedy, "The future is not a gift... It is an achievement." Our future is neither a gift nor is it a given, but we do know that cancer is not going away. We are in a profoundly changed world made different by a pandemic we can't control. Like cancer patients, we don't know what tomorrow will bring,

Hollis M. CAP Client

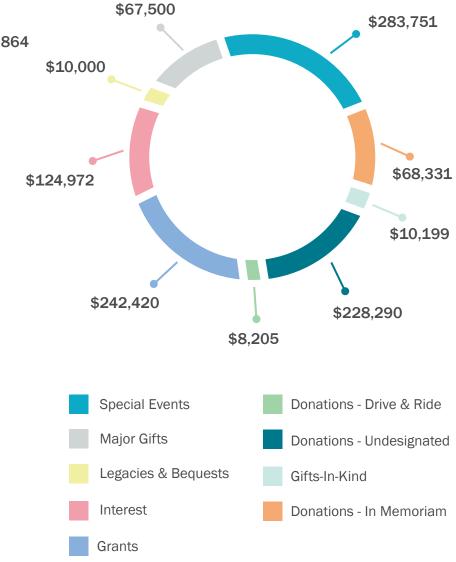
but we do know that each and every day we will continue our mission of providing help when cancer patients really need it. It is our hope that as we do, you will stay committed with us. With no sustainable government funding, your donations are essential to ensuring that we continue to meet the very sad reality that free practical and tangible services for cancer patients in our community are needed now more than ever.

¹https://kciphilanthropy.com/the-big-rethink/ ² https://kciphilanthropy.com/now-what/ ³ibid





2020 REVENUE



TOTAL REVENUE: \$1,043,668

THANK YOU DONORS

We're incredibly grateful for your support!

Donations \$300+ made by donors and friends who supported CAP's services between Jan. 1 - Dec. 31, 2020:

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We're incredibly grateful for your support!

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