

Help when you really need it.



ANNUAL REPORT 2021



#### **2021: A Year of Resilience**

DEBBIE LOGEL BUTLER

Executive Director

2021 was a year of Resilience.

Resilience **gives people the strength needed to process and overcome hardship**. Resilient people tap into their strengths and support systems to overcome challenges and work through problems.

When I reflect on resilient people I have met it is our cancer clients, their families, our volunteers, and our donors that come to my mind.

This amazing group of individuals determinedly tapped into their individual and collective resources to

overcome the challenges of COVID to stay resilient despite constant hardships.

The up and down roller coaster of the pandemic forced us to change and adapt but it did not stop our work because CANCER did not stop. Through the stay-at-home orders, we continued to provide services when other agencies were unable. Our fundraising events continued, albeit, in different formats and our supporters continued to demonstrate that they understood how important their gifts were to us. With the support of so many we were able to continue to provide the practical, tangible supports that our community has come to rely on for the past 28 years.

Our Drive and Ride volunteers experienced many long busy days as cancer clients were unable to have their caregivers with them at appointments, yet they still needed a safe ride to get them to their appointments. Our Drive to Deliver program, with its contactless delivery of incontinence products, nutrition, and food bags solved problems and reduced barriers for so many of those who needed to stay home to stay safe. Equipment loans helped so many to safely stay in their homes and reduced the stress of many family caregivers who were struggling to provide care at home that was often only supported by a virtual phone call with a health care provider. Our Cancer Assist Podcasts allowed patients and their families to conveniently listen to cancer related topics that were important to them without ever leaving their home. Other personal items like wigs, bras and prothesis were still available by appointment with enhanced safety protocols in place. These protocols including screening and mandated vaccinations that became part of our everyday lives and help to keep our clients, volunteers, and staff safe and healthy.

It is this reflection on all that we were able to do that fills me with such gratitude and amazement. Gratitude for how so many stepped up to help us provide help when you really need it and amazement at the strength demonstrated by so many during such challenging times. To the Board of Directors, who continue to lead by example, offering not only the gift of time but their financial support to help us raise the needed dollars required to serve our cancer clients and their families. To the amazing group of volunteers, who continued to drive, call clients, come into the office, and plan our events – THANK YOU.

To the amazing CAP staff, who continued to both work at home and in the office, always smiling and ready to tackle the next task, THANK YOU

To our donors, partners, and friends of CAP, you make each day a bit better. Whether you are a new donor, or someone who has been with us for many years - THANK YOU. Without you we could not provide the solutions to the many challenges that the second year of the pandemic presented.

As you read through the pages of this annual report, you will see firsthand the stories of **resiliency**, **determination and strength** which are the true characteristics of those who have been diagnosed with CANCER.

As we look ahead to 2022, not sure what is around the corner but know that the resiliency of our organization, our volunteers and staff, our donors and supporters will be here to provide cancer patients and their families "with help when they really need it".

With heartfelt thanks and admiration!

Stay safe and stay well,

Debbie Logel Butler Executive Director





**Debbie Logel Butler**Executive Director

**Lou Cino**Finance Manager

**Ashlee Leggett**Manager, Fund Development

Jim Foreman
Equipment Technician

Maria Rowley
Volunteer & Client Services
Coordinator
(January - November 2021)

Cindy Sharp
Volunteer & Client Services
Coordinator
(Joined November 2021)

**Dusty Vacon**Adminstration &
Development Coordinator

Greg Crossley
Community Outreach
Coordinator
(Joined July 2021)



#### **A Reflection of the Last 2 Years**

#### MICHAEL ECKER

**Board President** 

As I near the end of my term as President, I have reflected on the last two years in this role.

The COVID pandemic limited my capacity to meet in-person, and we were unable to hold our usual community and fundraising events in their regular form. I am proud to say that despite the challenges, we did not give up. New programs and services have been added such as Drive to Deliver, and we held virtual events such as the Better Together Gala, and the Care Walk. All of these amazing virtual events were clear successes and the results will assist those most in need.

I have grown as a board member, and in my role as President. I am thankful for the support and exemplary role models of past Presidents Len Varasso, Paul Heimpel and Lisa Owens. I often reflected on fellow board member, Don Burroughs, a long-time volunteer and his passion for the community and what it means to make a difference.

I am often asked why I choose to volunteer with the Cancer Assistance Program. I was immediately struck by the dedication and passion of this small but mighty team of staff and many volunteers. I am confident that CAP's many volunteers do so because this organization does such great work in our community. Cancer is something that touches all of us in one way or another, so for me and many others, supporting this organization just makes sense.

Please join me in growing the Cancer Assistance Program for the community members that rely on us and seek support from our organization, currently and in the future. Please do so in your own way. It may be through volunteering, donating or just by creating awareness of this great organization.

As I end my term as President, and move into the role of Past President, I want to thank everyone for their support.

Sincerely,

Michael Ecker Board President, Cancer Assistance Program





#### **2021** Board of Directors

Michael Ecker President

Ray Hutton
Vice President

Joanne Battaglia
Secretary/Treasurer

Narciso Bomben

**Don Burroughs** 

Rick Denyes (Joined April 28, 2021)

**Dr. Bill Evans** 

Krista Kay

**Jeff Nayler** 

Sarah Shallwani (Joined April 28, 2021)

**Bruno Uggenti** 

2021 Year in Review

### 1. Tracie's Place Restaurant & Karaoke • February 24th, 2021

Thank you to Tracie for hosting a Valentine's Day percentage of sales promotion in her restaurant along with her birthday fundraiser, raising \$1650 all in support of CAP.



### 4. Young business entrepreneurs focused on volunteerism ● Ongoing

JNI Landscape & Snow Removal, founded by 2 young community members who saw a need for volunteerisim. They provide free general landscaping and snow removal to our clients.



Resident volunteers adapted their annual campaign and raised over \$12,000 in support of CAP! The most successful campaign yet!

### 8. CAP 50/50 Lottery ● 1st Lottery Winner, July 2021

2021 was host to two 50/50 Lotteries. Our first lottery winner took home \$6575 and our second lottery winner took home \$4160.

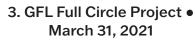


#### 13. Better Together Virtual GalaNovember 18th, 2021

The ever-popular VIP Experience Bundle from this year's virtual Gala filled with items from local vendors and assembled with care by our CAP volunteers. Better Together raised over \$100,000 (net)!

# 10. CAP is the recipient of a gift in support of Breast Cancer Month ● April & September 2021

The Gillespie Group-Your Home Sold Guaranteed, making a community donation in support of Breast Cancer Awareness Month.



A community-driven charitable giving program gifts \$10,000 toward free supports for cancer patients and their families. Thank you GFL!

### 6. 7th Annual CARE Walk May 29th, 2021

Top Individual Fundraiser, Dr. Bill Evans raised \$8,445 and the Top Fundraising Team, Team Burroughs raised \$7,085. Over \$70,000 (net) total was raised.



# 11. Inaugural Women's 9 and Dine Golf Tournament • October 6, 2021

Our first ever Women's 9 and Dine was a sold out event, working with great partners, & raising over \$8k!

# 14. Lowe's Heroes Campaign • December 22, 2021 at Lowe's (Barton Street East)

Lowe's staff & Manager presenting a cheque for over \$15,000 to CAP as the store's Heroes Campaign beneficiary for 2021.



Charles (Bill) Boxall made a major gift to CAP and to thank him, we named the Coffee Station in the waiting room after him.



CAP was selected as a beneficiary of this global event where 5 pieces of new designer clothing were given to 80 of our female clients for free!



Our golf volunteers and sponsors supporting CAP's founder Don Muir, over \$28,000 (net) was raised at this year's Golf Classic.



### 12. Senior of the Year Award Recipients • October 2021

Congratulations to our CAP volunteers who took home the 2021 Hamilton Senior of the Year Awards: Helena Streun, recipient of the Lifetime Achievement Award & Dr. Bill Evans, recipient of the Innovation Award.

REMEMBERING, HONOURING, AND THANKING CAP VOLUNTEER: SOOSIE (SUSAN) STUART



Resilience – that is a word we have heard so much of through this past year. Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress. We can all agree that COVID provided all of that and more. Like individuals and organizations COVID forced us to be resilient. It forced us to adapt and to continue to adapt for we knew full well that our clients were now facing two unwelcome sources of stress, a cancer diagnosis, and a pandemic.

Our mission, "to provide free practical services to support those impacted by cancer" meant that we needed to take the situation thrown at us by COVID and find new opportunities, new ways to offer the supports our clients have come to rely on.

We are a small team at CAP made large by wonderfully committed volunteers who continued to stay connected with us, contributing their time and talent. Some came in and worked with us in the office as we adhered to all public health measures to ensure a safe work environment. Some continued to drive our clients as we equipped their cars with safety shields and PPE and leased a van to offer a drive in a larger vehicle for those who wished that for those who needed extra space to feel safe. Some worked from home, calling clients to check in to see if they needed anything. We are who we are, we do what we do for cancer patients in our community, we were and still are resilient in the face of COVID because of our hugely committed, supportive, competent, and caring volunteers.

There is no better example of the kind of volunteers CAP is blessed to work with then Soosie (Susan) Stuart. Since the very beginning of CAP 28 years ago Soosie was a volunteer extraordinaire. She was the first driver in our Drive & Ride program and from

2001, when she retired from teaching, to 2016 she volunteered 35 hrs per week scheduling the 50+ drivers in over 4000 drives per year for CAP clients. When CAP transitioned to a computerized drive scheduling system Soosie transitioned as well to leading the volunteer fundraising team, maintaining our client statistics, and enjoying the role of curator of the CAP archives. At some point every client and every volunteer met Soosie and were charmed by her engaging smile, contagious laugh, and disarming personality. Most importantly for CAP every single person who came into Soosie's circle came to know about CAP.



She had a special place in her heart for students and many of her past students became CAP volunteers or would drop by to say hi. She enjoyed all CAP's social activities and was especially fond of Granddad's Donuts which she made sure were a regular treat in the office. She was a true ambassador for CAP.

Soosie not only gave of her time, but she supported CAP financially. Soosie was our first monthly donor. She was a pretty pragmatic person, so for her giving monthly was just an easy way to ensure her donation was made. When she started and led the volunteer fundraising team, the CAPitalizers, the funds raised were remarkable, much in thanks to the fact that no one could say no to Soosie, whether you wanted that raffle ticket or not!

Soosie died suddenly on Sunday September 19th, 2021. Her passing was unexpected. She left a void in her family and in ours, yet in true Soosie style she ensured CAP continued to benefit from her generosity as upon her passing she named CAP in her will. So, while we miss her presence, her treats, her smile, and her laughter we are reminded each and every day of

her dedication to CAP by this most generous legacy gift given upon her death.

Volunteers like Soosie are the reason why CAP continues to meet the challenges of supporting cancer patients and their families with practical, tangible supports. CAP does not receive any sustainable government funding, relying on funders, donors, and our volunteers to make a difference in the lives of cancer patients and their families. Managing a cancer diagnosis is already frightening and expensive. Managing cancer during COVID has challenged the resilience of our clients and their families. Through the generosity of our donors and the dedication and generosity of volunteers like Soosie we worked tirelessly in 2021 to maintain our services and add new ones all in support of those in our community touched by cancer.

Like cancer patients, we don't know what tomorrow may bring but as demonstrated by our clients, their families, and volunteers like Soosie, we remain committed with your help to adapting as necessary to stay resilient to all challenges that come our way.







# COMMUNITY ENGAGEMENT

Social determinants of health have a strong impact on cancer diagnosis, treatment, and mortality. Never has this been more evident than during COVID when prescreening for cancers, access to health care providers, and attention to non-COVID related health issues were compromised. With funding received from the Ontario Trillium Foundation we sought to determine ways to address this issue by concentrating on developing a community engagement strategy for Ward 2 neighbourhoods. As identified in the Spectator Code Red series Ward 2 has the highest cancer diagnosis and mortality rates.

We began by testing our hypothesis that those neighbourhoods most affected by social determinants of health are least likely to use CAP services and to determine the barriers to access. With the hypothesis confirmed we developed strategies to establish relationships with key stakeholders in the Ward 2 neighbourhoods to build awareness of and usage of CAP services for those dealing with a cancer diagnosis.

We identified and built relationships with stakeholders in the community including the James North Baptist Church, Compass Community Health, Hamilton Family Health Team, City Housing, YWCA, family physicians, retail pharmacies and other community organizations.

To ensure stakeholders had the information they needed to share with their constituents, CAP marketing materials were updated in both physical and electronic versions and provided to all to whom we engaged with.



To eliminate language barriers, the marketing materials were provided in multiple languages, including Arabic, Italian, Brazilian Portuguese, and French. We updated our corporate video to provide stakeholders and community members with a multimedia summary of CAP and the services we offer. This video is available on our website, via social media and now circulating on City Housing in-building televisions thanks to efforts from stakeholder engagement.

Both personal and virtual meetings we held resulted in increased awareness of CAP. The results have been promising as usage of CAP services by those in Ward 2 has increased. Most importantly key influencers in the neighbourhood who are daily supporting residents are now aware of CAP's free services.



NOTHING WILL STOP OUR EQUIPMENT SHOP

Unwilling to allow the ongoing COVID-19 pandemic to get in the way of CAP's delivery of service, Jim Foreman, and his dedicated team of equipment shop volunteers, are an incredible example of CAP's ability to adapt and grow stronger. In the face of ever-changing challenges, Jim and his crew were able to successfully maintain operation of the equipment shop and in 2021 managed to loan out a remarkable 1,890 pieces of home health equipment to our clients. An achievement which could not have been reached without the unwavering commitment of a dedicated and passionate team.

Leading by example, Jim Foreman doesn't shy away from demonstrating his commitment to the program. Motivated by his love for the organization and the services we provide, Jim goes above and beyond to ensure the needs of our clients continue to be met. An example of his altruism can be highlighted in his decision to avoid public transit and travel to work by foot throughout the darkest days of the pandemic. A decision that would see him making the steep climb up and down the Hamilton Mountain daily, to ensure his ability to continue to come to work, as well as limit the possibility of exposure to our clients and volunteers.

"Working with a team of dedicated volunteers, daily expression of appreciation from clients and their families, and the esteem of the professional healthcare community have made my ten years in CAP's ever-broadening equipment services an enriching and deepening experience. For many years now I have been fortunate enough to declare that there is nothing I would rather be doing."

But the success and resilience of the equipment department throughout 2021 can not be attributed to the work of one man alone. And Jim would be the first to credit the shop's success to the hard work and dedication of his extraordinary team of volunteers.



All of the volunteers have been steadfast champions of the department throughout the pandemic to ensure CAP's clients continue to get the home health equipment they need.

Equipment shop volunteer, Rick James, is just one example of the type of commitment demonstrated by this particular team. A CAP volunteer since 2017, Rick has been extremely generous with his time, gifting CAP with hundreds of donated hours over the years. It isn't unusual to see Rick working in the shop several days a week. In 2021 alone, Rick logged more than 95 volunteer hours, despite the ongoing lockdowns, to assist Jim in the equipment shop.

As a former field technician for John Deere and previous owner of a compact equipment company, volunteering in CAP's equipment shop felt like the right fit for Rick. After learning about our services from a neighbour whose mother was a client, Rick immediately signed up and hasn't looked back since. In 2019, CAP nominated Rick, along with some of his fellow volunteers for the Senior of the Year award. As the recipient of that award, we recently asked him what it meant for him to be nominated and to ultimately receive that recognition. This is what Rick had to say:

"Recognition isn't why I do this. I just want to be here and help. The real honour was to be counted among the remarkable CAP nominees nominated alongside me."

It is truly thanks to Rick and other compassionate individuals like him that CAP was able to fill over 1,300 orders for home health equipment in 2021. We are incredibly grateful to staff members like Jim, his team of equipment shop volunteers and every other member of the CAP family for all that they do to ensure the successful continuance of our services.



# **SERVICES & IMPACT**

2021 ANNUAL TOTAL SAVINGS TO PATIENTS IN OUR COMMUNITY:

\$676K



**1,477** doorstep deliveries



**1,074** free parking spots for appointments



**1,198** grocery bags



rides to cancerrelated appointments



**2,629** pkgs of incontinence products



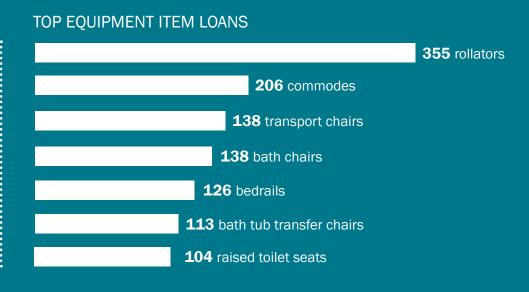
**3,006**6-packs of nutritional supplements



9,950 volunteer hours

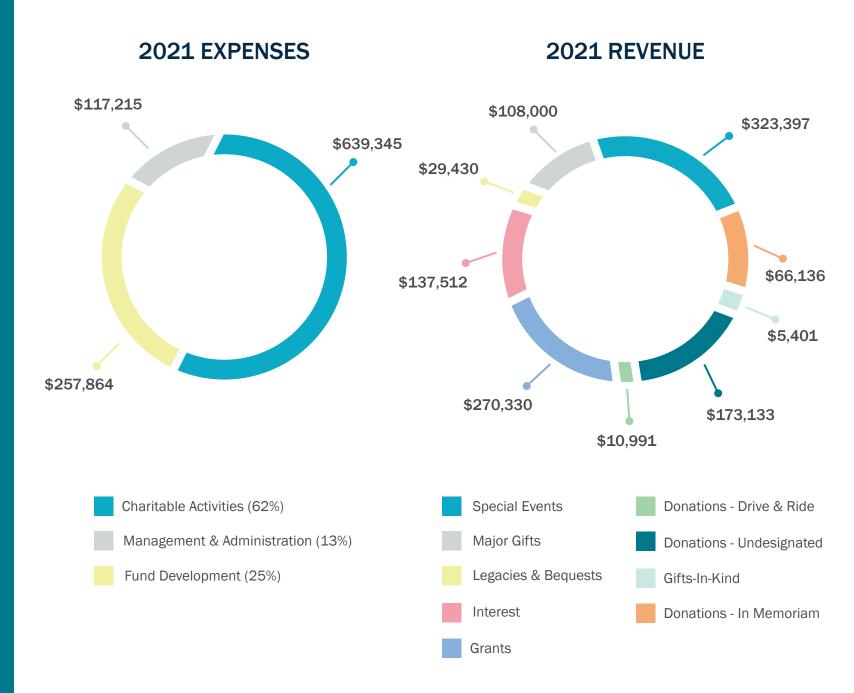


Total Equipment Pieces Loaned Out



## **FINANCIALS**

**TOTAL EXPENSES: \$1,014,424** 



**TOTAL REVENUE: \$1,124,330** 

### **THANK YOU DONORS**

#### We're incredibly grateful for your support!

Donations \$500+ made by donors and friends who supported CAP's services between Jan. 1 - Dec. 31, 2021:

- Abbott Laboratories Co.
- Ad Plus Promotions
- Adrian Duyzer
- Against the Grain Outdoors
- AIM Recycling Hamilton
- Aldershot Landscape Contractors
- Alex Lolua of EPSCA
- Allard Gunnink
- Ancaster Film Fest
- Ange & Denise Restivo
- Anna Makrides
- Anna Theofilaktidis
- Anne North
- Ann-Marie and Steve Schneider
- Anonymous
- AP Insurance Brokers Inc.
- Ariella Occasions
- Arterra Wines Canada
- Ashlee Leggett
- Associazione Figlinesi
- Attila Biro Personal Real Estate Corp.
- B. J. Johnston Investments Limited
- Banko Creative Studio
- Barbara J. Pegg

- Benemar Homes
- Benjamin Nnoli
- Bennett's Apples & Cider
- Betty Ann Beaty
- Beyond the Batter (Stone Church)
- Binbrook Little Theatre
- Blackheath Binbrook Lions Club
- Blake Calder
- Blanche Lynn Schofield
- Blue Line Taxi
- Bob and Peggy Savage
- Boehringer Ingelheim
- Bonnie and Mark Pataran
- Bounce Radio 102.9
- Brian Shantz
- Brownlow Partners
- Bryan and Katharine Clayton
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- Canadian Tire (Osler Dr.)
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- Cardi Construction
- Carolyn W. Gray
- Carrie Salemi
- Catherine Waite
- Cathy Sheppard
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- Craig Wallace
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- Dan Penrose
- Dave Butler and Debbie Logel Butler

### **THANK YOU DONORS**

#### We're incredibly grateful for your support!

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- David and Trudy Warner
- David Johnson
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- Diane and Fred Cranston
- Dignity Memorial
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- Domino's Pizza (Upper Gage Ave.)
- Don Burroughs
- Douglas Fraser
- Opr. Bill and Jane Evans
- Dundas Valley Golf and Curling Club

• Dr. Laura Adams Family Dentistry

- Edward Jones
- Edward Tozer
- Elizabeth Bowker
- Estate of Anne Marie Travale
- Estate of Charlene Linda Fright
- Estate of Teresa Danuta Sheehan
- Ethan Badgley
- Fascination Flowers
- Felice Rocci
- Ferdinand Schulz
- Ferrell Builders' Supply

- Fidelity Investments
- FirstOntario Credit Union
- FirstOntario Credit Union (Ancaster branch)
- FirstOntario Credit Union (Brant Street branch)
- FirstOntario Credit Union (Dundas branch)
- FirstOntario Credit Union (Dundurn branch)
- FirstOntario Credit Union (James Street branch)
- FirstOntario Credit Union (Oakville branch)
- FirstOntario Credit Union (Rymal Road branch)
- FirstOntario Credit Union (South Hamilton Square branch)
- FirstOntario Credit Union (Upper Middle branch)
- FirstOntario Credit Union (Upper Sherman branch)
- FirstOntario Credit Union (Stoney Creek branch)
- Flamborough Hills Golf Club
- Fortinos (Mall Rd.)
- Foundation for Human Development

- Gabriel DeSantis
- Gary Sexton
- Gawain Tang
- Genuine Bakery
- George and Catherine Gillespie
- Gerald and Jackie Hogeterp
- Gerald Keith
- Geraldine Phenix
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- Gilbert's Big & Tall Men's Shop
- Gilda Marchesano
- Giovanni Papalia
- Gore Mutual Insurance Company Foundation
- o Grace Billone
- Grace Candle Company
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- Hamilton Community Foundation - Edith H. Turner Foundation Fund
- Hamilton Firefighters Assistance Fund
- Hamilton Police Association
- Hamilton Police Service Project Concern

### **THANK YOU DONORS**

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- Narciso Bomben
- National Tire Distributors
- New Horizon Development Group

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- Office of the Mayor Fred
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- The Lions Club of Rockton
- The Malloch Foundation Fund
- The Martin Foundation FundThe Moderne Condos
- The Pandemic Response Fund
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- Tina Molinaro
- Tracie's Place Inc.
- Today's Housewares
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- United Way Niagara
- Vieni Estates Wine & SpiritsVirbala Kumar
- Wes Connor
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