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# 2020 – 2021 HJFS BOARD OF DIRECTORS

- HANNA SCHAYER (PRESIDENT)
- GORD GARSHOWITZ (SECRETARY)
- GREG MATUSOVSKY (TREASURER)
- CAROL ADLER
- MELVYN ENKIN
- CINDY MARK
- LISA MORRIS
- DAVID PAPERINICK
- JOY PEKAR
- CLARETA SCHOENBERG

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# ABOUT HAMILTON JEWISH FAMILY SERVICES (HJFS)

## OUR MISSION

*Strengthening individual, family, and communal life in keeping with Jewish values and traditions.*

## OUR VISION

*To create an environment in which everyone has the capacity and resources to be self-sufficient, and engage in meaningful community life.*

## OUR GUIDING PRINCIPLES

- To recognize the inherent dignity of every individual and to treat every individual with respect, kindness, and empathy
- To be a safe place that is accessible, comfortable, and inclusive
- To provide non-judgemental and confidential supports to all those in their time of need
- To recognize that all individuals have differing challenges and needs, and are in need of client-centred support and advocacy
- To empower individuals and families by promoting and creating opportunities for self-sufficiency
- To recognize systemic barriers and emerging needs, and engage in meaningful community transformation

## OUR VALUES

- Respect
- Peace in the Home
- Communal Responsibility
- Love Your Neighbour as Yourself
- Solidarity
- Honouring Our History

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## OUR STRATEGIC PRIORITIES



### Operational Development

- *A strong infrastructure that is effective, and utilizes financial and human resources efficiently*

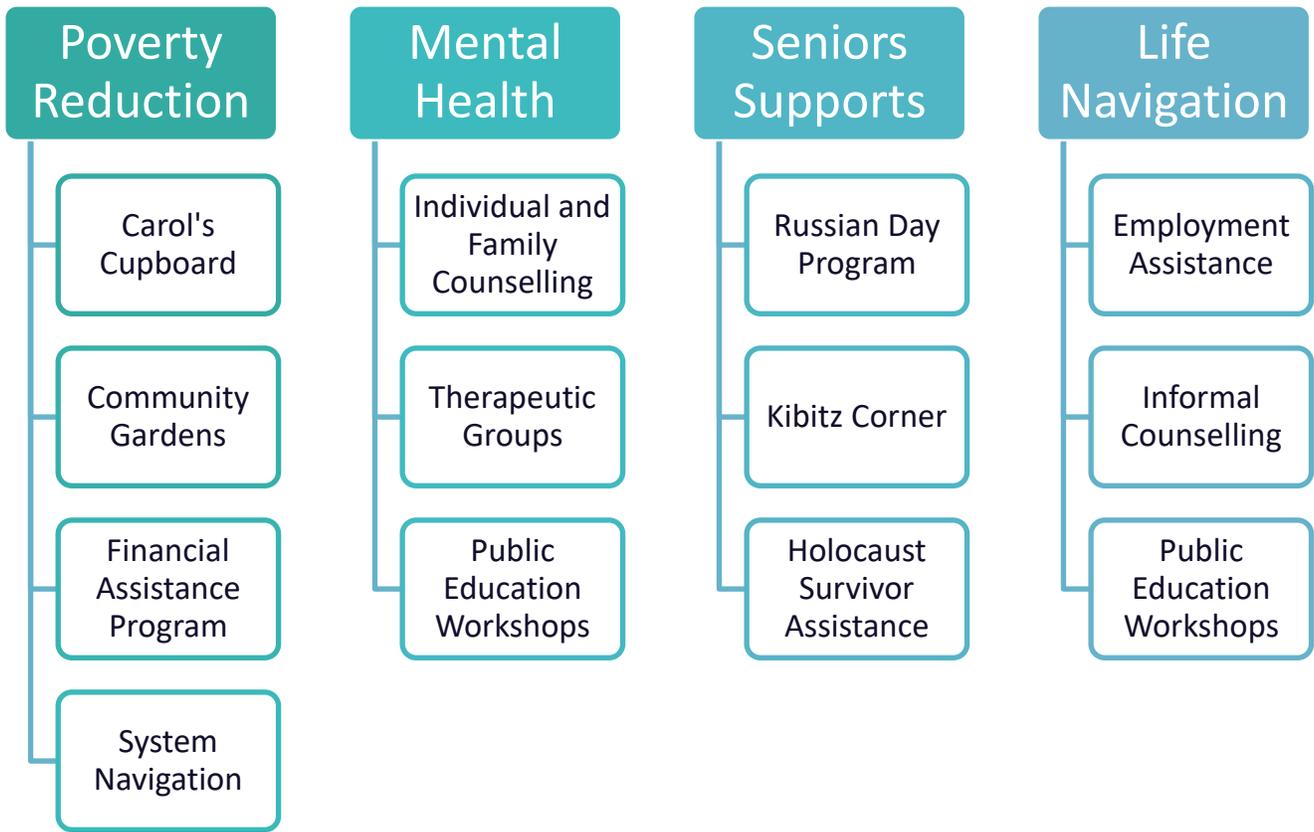
### Funding and Collaboration

- *Diversify revenue streams and develop strong collaborative relationships*

### Programming

- *Foster growth of responsive programming for the Hamilton Jewish community and broader community*

## OUR SERVICES



# OUR TEAM

<b>Alexis Wenzowski</b>	<i>Executive Director</i>	<a href="mailto:Alexisw@hamiltonjfs.ca">Alexisw@hamiltonjfs.ca</a>
<b>Christine Nusca</b>	<i>Office Manager</i>	<a href="mailto:ChristineN@hamiltonjfs.ca">ChristineN@hamiltonjfs.ca</a>
<b>Suresh Tharma</b>	<i>Financial Officer</i>	<a href="mailto:SureshT@hamiltonjfs.ca">SureshT@hamiltonjfs.ca</a>
<b>Rachel Bernholtz</b>	<i>Food Security Lead</i>	<a href="mailto:RachelB@hamiltonjfs.ca">RachelB@hamiltonjfs.ca</a>
<b>Aimee Wigley</b>	<i>Holistic Case Worker</i>	<a href="mailto:AimeeW@hamiltonjfs.ca">AimeeW@hamiltonjfs.ca</a>
<b>Gabriele McSween</b>	<i>Mental Health Counsellor</i>	<a href="mailto:GabrieleM@hamiltonjfs.ca">GabrieleM@hamiltonjfs.ca</a>
<b>Dina Honig</b>	<i>Employment &amp; Case Worker</i>	<a href="mailto:DinaH@hamiltonjfs.ca">DinaH@hamiltonjfs.ca</a>
<b>Lloyd Orson</b>	<i>Community Gardens Coordinator</i>	<a href="mailto:LloydO@hamiltonjfs.ca">LloydO@hamiltonjfs.ca</a>
<b>Mildred Rodriguez</b>	<i>Programming &amp; Volunteer Coordinator</i>	<a href="mailto:MildredR@hamiltonjfs.ca">MildredR@hamiltonjfs.ca</a>
<b>Ella Pavlova</b>	<i>Russian Day Program Support</i>	
<b>Louise Klinghoffer</b>	<i>Russian Day Program Support</i>	
<b>Bonnie Nyp</b>	<i>Russian Day Program Support</i>	
<b>Clare Gajdo</b>	<i>Cleaning</i>	

"One person of integrity can make a difference."

- Elie Wiesel



MAKE A DIFFERENCE:  
[WWW.HAMILTONJFS.CA](http://WWW.HAMILTONJFS.CA)

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# OUR 2020 – 2021 SUPPORTERS

WE THANK YOU FOR MAKING OUR WORK POSSIBLE!

- Our Donors
- Hamilton Jewish Federation
- Government of Ontario
- Government of Canada
- City of Hamilton
- Azrieli Foundation
- Lewar Fund
- Second Harvest
- Hamilton Community Foundation
- Hamilton Food Share
- United Way of Hamilton-Halton
- Mazon Canada
- Claims Conference
- Bertram Foundation
- Herb and Cece Shreiber Family Foundation
- Dundas Valley Sunrise Rotary Club
- Our Volunteers

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# A YEAR LIKE NO OTHER

Dear Friends,

This past year has been unparalleled. The dangers presented by the COVID-19 Pandemic created change in every aspect of our society. It wasn't just about the necessary social distancing, it was also about the loneliness, loss of employment, worries, and so much more. It was about all of it.

The Talmud teaches us that the highest form of wisdom is kindness. Kindness is what the ethos of HJFS truly is. It informs our planning and our actions. Kindness for our world is what drove HJFS to readily navigate the challenges of the pandemic, and work tirelessly to ensure that no individual was left behind. I am proud of the kindness that we have all shown.

At the very beginning of the pandemic, HJFS announced, "We Are Here", and we were. Our team collaborated with community partners to create innovative responses to need. This included community grocery shoppers, community gardens, and hot kosher meals. Our team expanded its programming. This included the needs of food insecurity and mental health challenges. Suddenly we had three new programs running – Mental Health Counselling, Kosher on Wheels, and Community Gardens – that were providing hope in a dark time. These programs provided more than 3000 hours of direct client contact. Our team looked at ways to engage the community in providing an active response. This led to school children proudly knitting scarves for the vulnerable, parents working with their children to sew fabric face masks, numerous volunteers providing countless phone hours to Seniors, and new volunteers providing vital food delivery and shopping services. While being here, we were kind to ourselves and others, and we saw that you were doing the same. We were wise together.

At the time of writing this, as things slowly transition back to a new normal, I believe that our strength as a kind community will carry us forward. HJFS remains here to ensure that all individuals receive dignity, respect, and support, and HJFS remains here as a kind place of inclusive participation - whether it be through volunteering, employment, or as a client. We are all here. Together.

Be Safe. Be Well. Be Kind.



Alexis Wenzowski, M. Ed.

Executive Director

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Dundas, ON  
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905-627-9922  
info@hamiltonjfs.ca



"THE HIGHEST FORM OF  
WISDOM IS KINDNESS"

- THE TALMUD

**Kosher Food Bank. Seniors Programs. Employment Services. Mental  
Health Supports. Community Education. Community Gardens.  
Holocaust Survivor Assistance. Advocacy. Case Management.**



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



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# REMEMBERING CAROL Z”L

In May, our community lost a dear friend, Carol Krames.

Carol was an exceptional woman. She was a true woman of valor. She was a wife, mother, sister, bubie, and great-grandmother. Carol led our agency, HJFS (then Hamilton Jewish Social Services), for more than 40 years. Every year she spent at HJFS was marked by compassion, chesed, and care.

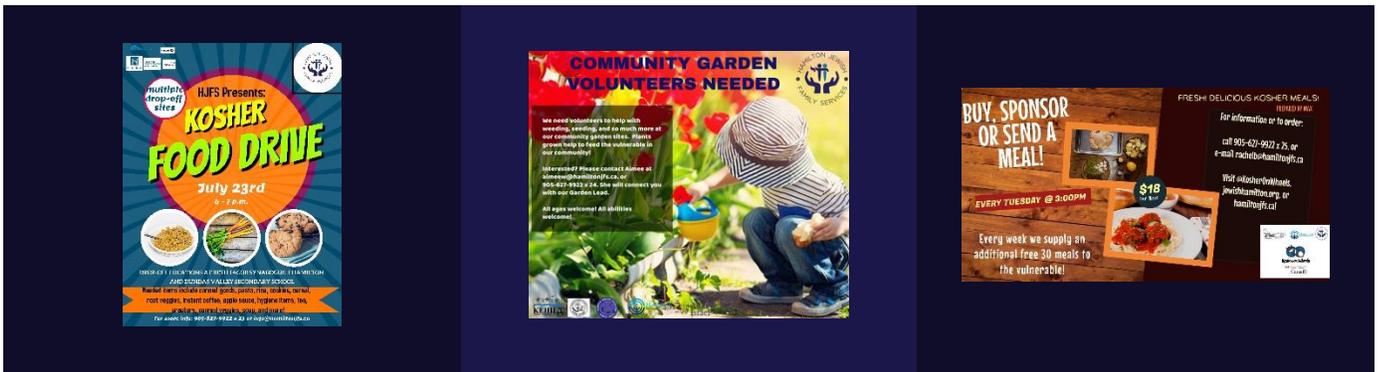
Carol was extraordinarily humble, but she made a huge impact on our world. She made the world kinder. Her actions for helping humanity began with the Civil Right Movement, and ended up with her doing so many things in Hamilton. She founded, along with her husband, Lester, the Hamilton Kosher Food Bank (now Carol’s Cupboard). She helped to resettle numerous Soviet Jews into the Hamilton community, and gave them a safe place to call their own. She ensured that each and every friend who passed through the doors of HJFS was treated as an equal. She volunteered for countless community agencies. She was a being a pillar of our community. She was our friend.

The world needs more people like Carol. She was a bright light to so many of us. Her boundless enthusiasm, quiet grace, and friendly nature are the characteristics that help to brighten dark times.

May Carol’s memory be a blessing. Carol was a blessing to us all.



# SNAPSHOT: HJFS FOOD SECURITY



## OVERVIEW

*During the pandemic, HJFS ensured kosher food remained available for those struggling. Carol's Cupboard, an essential service, remained open during the lockdowns. HJFS volunteers and staff provided delivery of food hampers to those who were socially distancing or did not have access to transportation. We expanded into new areas of support, including Kosher on Wheels and Community Gardens. Together with our community friends, we were able to make sure that holiday hampers were made available to the marginalized. We were stronger together.*

## NEW OPPORTUNITIES

HJFS explored new opportunities during the past year, which included:

- The hiring of the Food Security Lead to provide coordination, oversight, and to develop HJFS Food Security Programs
- The hiring of a seasonal Community Garden Coordinator, along with a seasonal Garden Labourer, to coordinate community gardens, recruit volunteers, and ensure fresh produce and herbs be grown
- Setting up community garden sites around Dundas and West Hamilton. These community garden sites grow fresh produce and herbs for Carol's Cupboard
- Becoming a member of the Hamilton Food Share, along with the Canada Food Centres

- Piloting a hot kosher meal program (Food 4 You), in partnership with the Hamilton Jewish Federation, Adas Israel Synagogue, and Max Bida. This program ran from April 2020 until July 2020
- Launching Kosher on Wheels, in partnership with the Hamilton Jewish Federation, which provided an average of 35 hot meals weekly to those in need from July 2020 through to March 31st, 2021
- Purchasing, thanks to a grant through the Hamilton Community Foundation/Government of Canada, a new industrial fridge, along with freezer. These appliances are now being used to store our additional produce and fresh food items
- Partnering with the Hamilton Jewish Federation to provide grocery shopping for those who were social distancing





## FAST FACTS

- HJFS provided an average of 1600 lbs per month to the vulnerable
- In 2020 - 2021, Carol's Cupboard was able to distribute more than 3600 lbs of food to those in need
- On average, 80 clients per month benefited from HJF Food Security Services
- In 2021 alone, 24 new individuals and families sought support from HJFS Food Security Services
- HJFS ran 2 Community Food Drives in 2020 – 2021
- HJFS provided holiday specific healthy food hampers to 90 families during Rosh Hashanah and Passover
- Carol's Cupboard is Ontario's only kosher food bank west of Toronto. It provides a vital ethno-cultural and religious food support.

## OUR GRATITUDE TO...

**Our Donors, Hamilton Jewish Federation, Government of Canada, Azrieli Foundation, Hamilton Food Share, Second Harvest, Dundas Valley Sunrise Rotary Club, Grace Lutheran Church, Temple Anshe Sholom, Hamilton Hebrew Academy, Kehila Heschel School, Adas Israel Synagogue, Beth Jacob Synagogue, United Way of Hamilton-Halton, and the Hamilton Community Foundation**

# SNAPSHOT: MENTAL HEALTH

In July 2020, HJFS launched its Mental Health Program. This program received generous support from the Hamilton Jewish Federation, Bertram Foundation, and the City of Hamilton. The program, now nearly having completed its first year, is staffed by a full-time Community Mental Health Counsellor. The program consists of free individual/family counselling, therapeutic groups, and public education workshops.

www.hamiltonjfs.ca

**HJFS**  
HAMILTON JEWISH FAMILY SERVICES

## COMMUNITY MENTAL HEALTH SUPPORTS

HJFS provides individual supportive counselling, along with groups and workshops. All sessions are confidential. We can help with:

- **STRESS**
- **ANXIETY**
- **DEPRESSION**
- **GRIEF**
- **LIFE CHANGES**

\* Contact by e-mailing  
gabrielem@hamiltonjfs.ca  
or by calling  
905-627-9922

Hamilton  
JEWISH FEDERATION

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## THE WHY

- According to CMHA, 1 in 5 Canadians report a mental health challenge in their lifetime
- CAMH reports that 1 in 2 Canadians will report a mental health challenge before the age of 40
- Due to the pandemic, Mental Health Research Canada reported its highest national levels of depression and anxiety
- ½ of Canadians are afraid or feeling anxious about reopening
- There is an uptick in people reporting 'serious loneliness' as a mental health concern

## OUR HIGHLIGHTS

- 105 individuals received support through HJFS
- 985 individual counselling sessions delivered since July 2020
- All sessions have been delivered by phone or by ZOOM
- Facilitation of 20 workshops and groups
- Supported clients through a variety of challenges including stress, depression, life transitions, domestic violence, fear, divorce, and grief



## OUR GRATITUDE TO...

**The Hamilton Jewish Federation, City of Hamilton, Bertram Foundation, and the Herb and Cece Shreiber Foundation**

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# SNAPSHOT: HOLISTIC CASE WORK

## OVERVIEW

In 2020, HJFS implemented structural changes to both its Holocaust Survivor Support Program and the Financial Assistance Program. This resulted in the hiring of a Holistic Case Worker to support both programs.

The Holistic Case Worker works with all qualifying individuals to provide ongoing support in accessing services, and assist clients in both setting and achieving goals. Our Case Worker utilizes a holistic framework, and places emphasis on helping to create transformational change in lives.

## HIGHLIGHTS OF HOLISTIC CASE WORK ACHIEVEMENTS

- HJFS was the recipient of 2 x \$500 bursaries to families in need. These grants bursaries were made possible by the Retired Women Teachers of Ontario's Hamilton-Wentworth branch
- 210 client goals of our Financial Assistance Program clients were achieved in 2020 – 2021. These goals included access to new housing, financial support for daycare, relocation outside of Hamilton, and assistance accessing subsidized medical supports
- 20 Holocaust Survivors have been supported through our model of holistic case work
- 45 individuals received either emergency or ongoing assistance through the Financial Assistance Program
- 5 ongoing families were successfully transitioned from our Financial Assistance Program
- HJFS secured an additional \$3000 in food card supports for struggling Holocaust Survivors for Pesach
- HJFS supported 3 additional individuals in applying to the Claims Conference for support

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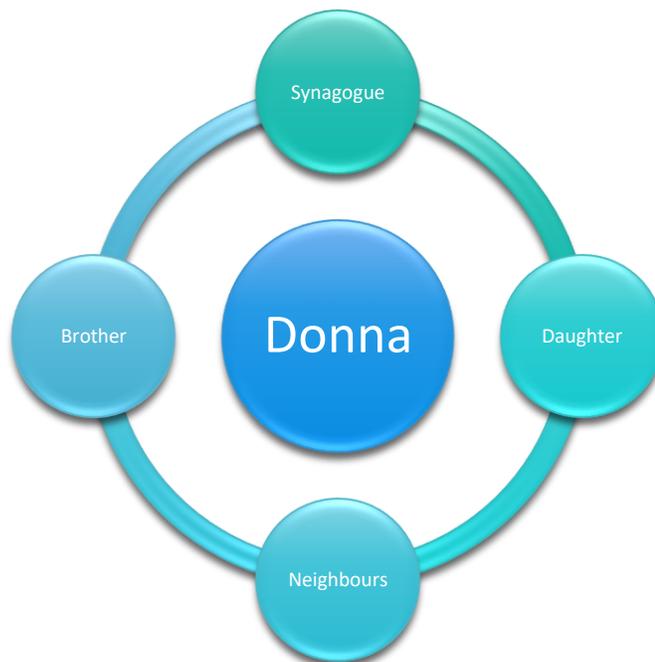
## THE IMPACT OF HOLISTIC CASE WORK

*Donna was a single Senior who came to HJFS looking for supports. She spoke with our Holistic Case Worker, filled out the necessary paperwork, and was accepted into our HJFS Financial Assistance Program.*

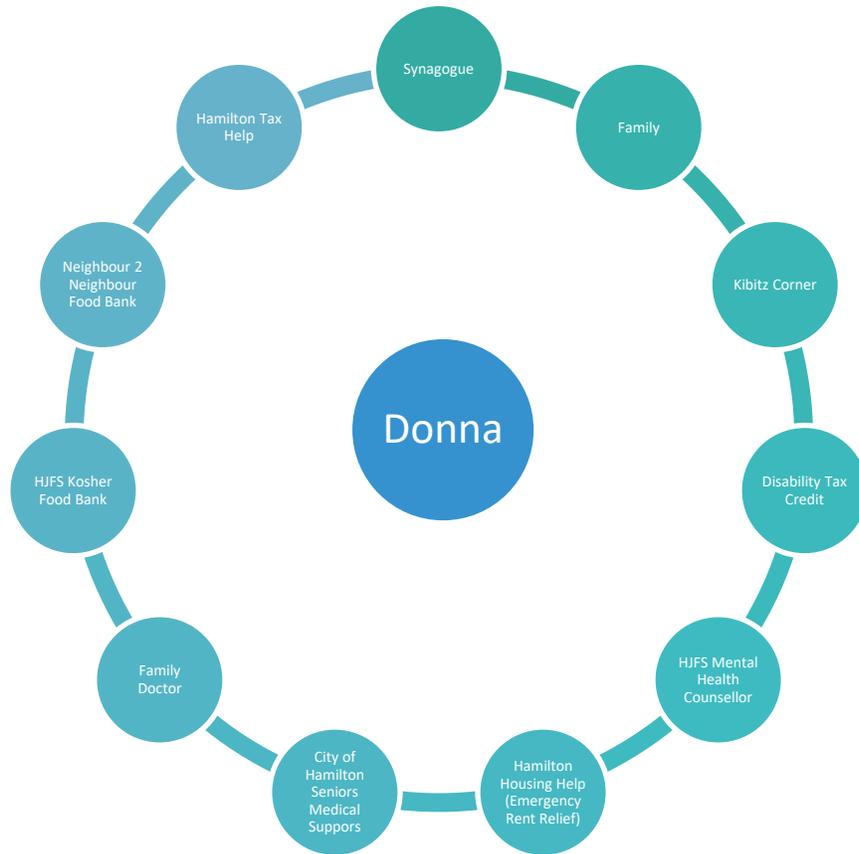
*Donna, when she came to us, was struggling to pay her rent. She felt stress and anxiety over her situation, and said that the stress had impacted her physical health. She shared that she often felt guilty asking family members for support. Donna had been struggling with hearing loss, tooth pain, and also intestinal issues for quite some time. She was without a family physician. Donna felt isolated, lonely, and scared.*

*Donna is currently being transitioned out of the Financial Assistance Program. Our Holistic Case Worker is helping Donna to problem-solve around any potential obstacles, and is ensuring Donna has access to other continuing supports.*

## DONNA'S SUPPORT MAP PRIOR TO HJFS INTERVENTION



## DONNA'S SUPPORT MAP AFTER HJFS INTERVENTION



**OUR GRATITUDE TO THE HAMILTON JEWISH FEDERATION AND CLAIMS CONFERENCE IN SUPPORTING THIS WORK**

# HOLOCAUST CLAIMS CONFERENCE HELP



You are not alone.



**THERE IS ASSISTANCE AVAILABLE FOR OUR HOLOCAUST SURVIVORS.**

*We help with the no-cost application, advocacy, and case management. This is a supportive process for survivors and their families.*

*Contact us with your questions! We have information on the different funds available for survivors*

**Potential Supports Include:**

- Financial Compensation
- Homecare Help
- Emergency Funds
- Case Management
- Medical Funds
- AND MORE

PLEASE CALL AIMEE:

**905-627-9922 X 22**

OR EMAIL: [aimeew@hamiltonjfs.ca](mailto:aimeew@hamiltonjfs.ca)



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# SNAPSHOT: LIFE NAVIGATION SERVICES

Life happens to all of us at one point or another. When life happens, we may need help navigating the situations that arise. HJFS is here to help with the uncertainty of it all.

## WHY LIFE NAVIGATION SERVICES MATTER

- Our bureaucratic systems are difficult to manage and navigate
- Time is a limited commodity; people want to know the information that will empower them in a way that is digestible and easy to understand
- Everyone needs a caring place to get help

## SAMPLE OF LIFE NAVIGATION WORKSHOPS DELIVERED

In the past year, our Life Navigation services provided the following workshops:

- *Poverty in Hamilton*
- *Job-Search during COVID*
- *Employment Law and COVID-19*
- *Applying The North to Now*
- *The Healing Power of Land*
- *Interview Tips*
- *Gender-Based Violence Supports*

## FOCUS ON CAREER SERVICES

Our Employment and Case Worker takes a supportive role when working with HJFS clients. Together, they work to build an action plan for job-search, investigate potential job leads, polish the resume, and engage other supports as necessary. In the past year alone, our Employment and Case Worker delivered more than 270 hours of career supports.

**OUR GRATITUDE TO THE HAMILTON JEWISH FEDERATION AND BERTRAM FOUNDATION IN SUPPORTING THIS WORK**

# SNAPSHOT: SENIORS SUPPORTS

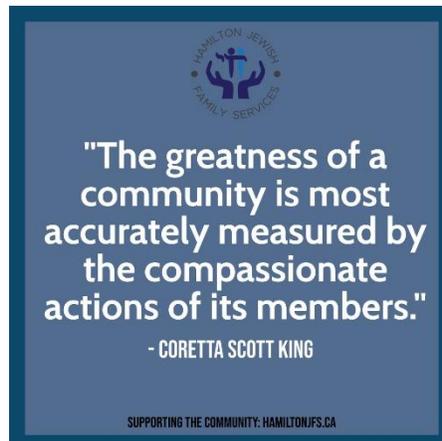


## OVERVIEW

Our Seniors Supports include The Russian Day Program, Seniors Social Activities, and Holocaust Survivor Supports. With the COVID-19 pandemic, these supports became virtual – offered either on ZOOM or by telephone.

## RUSSIAN DAY PROGRAM

Our Russian Day Program Support Staff made sure that our participants still felt connected and engaged despite social distancing from home. Each week, a tasty treat was delivered to each participant home, with 832 treats going out in the past year. Our staff also provided English Language classes over the telephone, and engaged in weekly friendly conversation. Our team has been able to ensure that Day Program participants received PPE, Seniors Caring Kits, ESL booklets, puzzles, and more.



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## **KIBITZ CORNER**

Kibitz Corner began in July 2020. Modelled after Seniors Centres without Walls, Kibitz Corner offers telephone based programs, Monday thru Thursday. Programming has included lectures on art, discussions with the Dundas Museum, Yiddish language hour, meditation and chair yoga, conversations on Jewish culture and history, and much more. Since its inception, Kibitz Corner has run more than 200 sessions, and provided more than 150 hours of programming.



## **HOLOCAUST SURVIVOR SUPPORT**

Each year, HJFS receives funding from the Claims Conference, through Montreal's Cumming Centre, to provide Holocaust Survivor Supports. This year, our tasks include arranging for supportive medical devices, advocating with healthcare staff, ensuring Survivors had the necessary health and good supports, and assisting with any questions or queries.

## **OUR GRATITUDE TO...**

**Our Donors, Our Volunteers, Ministry of Seniors and Accessibility, Ministry of Children, Community, and Social Services, Hamilton Jewish Federation, Claims Conference, and the Cummings Centre**

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# COMMITTEE REPORTS

## FINANCE AND AUDIT COMMITTEE

The Finance and Audit Committee provided financial oversight during the year. The new Treasurer, Greg Matusovsky, and Financial Officer worked with the committee to implement new reporting tools, along with providing training to the HJFS Board of Directors. The Committee planned for any challenges in the budget (including deficit and/or surplus) and created an action strategy to monitor and adjust the budget accordingly.

### MEMBERS:

**CHAIR: GREG MATUSOVSKY, PAUL ROTH, HANNA SCHAYER, SURESH THARMA, ALEXIS WENZOWSKI**

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## **FINANCIAL ASSISTANCE COMMITTEE**

This has been a difficult year for so many. The FAC has helped HJFS staff to support families and individuals in their darkest days. Together, we've given financial support, guided them to the resources they need, and provided them with greater food security. Many have completed the goals they've set to reach greater resilience, security and independence. Some no longer need our support, and many have rewarded us with words and acts of gratitude. Thanks to our community for giving us the tools to help.

FAC reviews monthly Financial Assistance Reports, provides case reviews, and monitors the budget of the Financial Assistance Program.

### **MEMBERS:**

**CHAIR: NANCY SHER, CHRISTINE NUSCA, MAUREEN PRICE, HANNA SCHAYER, ALEXIS WENZOWSKI, AIMEE WIGLEY, ROBIN ZILBERG**

## **FUNDRAISING COMMITTEE**

The Fundraising Committee worked on A Night Out (In): A Virtual Beer Tasting Fundraiser, which raised \$36,000 for HJFS Food Security Supports. Key highlights of this committee include:

- Designing and executing the format for the online auction. This format ( use of 32 auctions site) can be utilized even after COVID
- Administering the annual wine sale as an online event. Our sales were at the usual level even though it was run strictly online. Pick up was at HJFS instead of home delivery.
- Creating an online pre-recorded entertainment event, featuring some local artists, and some from out of town. The show was well received and also had a nice clip about HJFS and the services we provide
- Creating and distributing beautiful food and beer packages. The packages ranged in quality depending on the sponsorship level. Most of the products were donated, defraying the cost of the project. All the recipients raved about them!
- Creating a program book featuring the names of all the sponsors and their level of contribution. The book was included in the food package.

**A special thank you to everyone who supported A Night Out (In). Your participation and support helped to make our event a smashing success!**

## **MEMBERS:**

**CO-CHAIR: RACHEL BERNHOLTZ, CO-CHAIR: SUSAN ROTH, CHRISTINE NUSCA, JOY PEKAR, ALEXIS WENZOWSKI, AIMEE WIGLEY**



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## **GOVERNANCE COMMITTEE**

The Governance Committee met bi-weekly to conduct HJFS policy review, and also write new policies for the agency. Specific highlights include:

1. Drafting the following policies:

- *Protecting Vulnerable Persons, Children and Youth Policy*
- *Human Resources Manual*
- *Volunteer Manual*
- *Business Continuity Plan, including Pandemic Plan Policy*
- *Kosher Food Bank Policy*
- *Financial Assistance Policy*
- *Fundraising Policy including Donor Accountability*

2. Developed Terms of Reference, including mandates, for the following Committees:

- Governance
- Food Security
- Financial Assistance
- Finance and Audit
- Fundraising

## **MEMBERS:**

**CHAIR: PAULA GARSHOWITZ, CAROL ADLER, GORD GARSHOWITZ, ALEXIS WENZOWSKI**

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## **KOSHER FOOD BANK COMMITTEE**

**The Food Security aspect of HJFS had a very successful year with expanded staff and the help of many volunteers. Thank you to everyone who makes this possible. Highlights include:**

- Two successful food drives: Fill The Truck (July 2020) and JNF Blue Box Day (October 2020), which helped to ensure Carol's Cupboard had adequate resources
- Food Bank deliveries and pick-ups each month for all of our clients totalling on average 1600 pounds of food a month to an average of 80 clients per month.
- Rosh Hashanah and Pesach food hampers, working in partnership with Hamilton Jewish Federation and other community partners, were delivered to approximately 90 recipients each time with provisions for making a proper bountiful holiday for those at their table. Very positive feedback was provided from these deliveries.
- Formalized many policies around the Food Bank
- Kosher on Wheels delivered approximately 35 prepared meals each week until end of March at which time our grant was completed. This program will now change to a community baking project coming in the fall. We had very positive client feedback in that they felt very cared for by these meals. We have added extra goods to client monthly hampers who were receiving Kosher on Meals dinners.
- We now be able to provide clients with staples of Milk and Eggs which we weren't able to provide previously (Hamilton Food Share). We began providing pantry staples such as flour, sugar and spices. With our newly developed relationship with Hamilton Food Share we are able to receive a majority of our non-perishables from them, freeing up our budget for pantry staples, toiletries and kosher meat.

## **MEMBERS:**

**CHAIR: CINDY MARK, RACHEL BERNHOLTZ, GEORGE CSEPLO, CAROL KRAMES, LESTER KRAMES, LISA MORRIS, CHRISTINE NUSCA, CLARETA SCHOENBERG, ALEXIS WENZOWSKI**

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# WAYS TO HELP THE WORK OF HAMILTON JEWISH FAMILY SERVICES

There are many ways you can help our agency. These include:

- Support Hamilton Jewish Federation’s annual campaign. HJF is our primary funder, and works in partnership with us on several of our programs. Each year, their campaign not only supports HJFS, but also benefits Jewish day schools, recreation, other human service agencies, and more. Campaign information can be found at:

<https://jewishhamilton.org/who-we-are/the-annual-campaign>

- Volunteer for HJFS. We are always looking for people to get involved with our initiatives. All volunteers should connect with Mildred ([mildredr@hamiltonjfs.ca](mailto:mildredr@hamiltonjfs.ca)) for a copy of our Volunteer Form. Please note that all volunteers must have a Vulnerable Sector check
- Donate to HJFS. Donations can be made at our website, [www.hamiltonjfs.ca](http://www.hamiltonjfs.ca). They can also be made by phone, 905-627-9922 x 23, or e-mail, [christinen@hamiltonjfs.ca](mailto:christinen@hamiltonjfs.ca)
- Participate in our open-calls for mitzvahs. This might include hosting your own pop-up food drive, sewing face masks, knitting scarves, donating socks, or bringing in hand drawn cards





## CONTACT HJFS

905-627-9922

[INFO@HAMILTONJFS.CA](mailto:INFO@HAMILTONJFS.CA)

[WWW.HAMILTONJFS.CA](http://WWW.HAMILTONJFS.CA)