

2023-2024

Community **Impact** Report

CALEDON

MEETING THE CHALLENGES OF TOMORROW

The number of first time users of food and basic needs supports grew by 21% in 2023-2024.



**CALEDON
COMMUNITY
SERVICES**

Board Leadership

I want to express gratitude and my thanks for your services. I am dependent on the bus and for the last two months I have been going to the food bank because I have some financial stress right now. I am most appreciative for these services and the staff at both treat me with dignity and respect that is most welcome when you are beaten up and down on your luck.

Caledon Senior, Transportation and Exchange Client



Back Row L-R: Francisco De Vacas, Wanda Buote, Board Chair, Laura Boughen, Ian Armstrong, Christina Early, Vice-Chair, Denise Sammut, Connie Stevens, Secretary,

Front Row L-R: Anne Marie Hayes, Treasurer, Geraldine Aguiar, CEO, Sylvia Jones, M.P.P., Angela Panacci, Gurbinder Chopra, Matthew Certosimo

Not pictured: Catherine Jackson, Michelle Jones, Howard Phee

Land Acknowledgment

Caledon Community Services (CCS) acknowledges that the land we serve is situated on lands that are home to many Indigenous Peoples from across Turtle Island (North America). CCS seeks to understand the true story of this land and the rich history of its Indigenous Peoples.

We recognize this land is part of the Treaty Lands and Territory of the Mississaugas of the Credit First Nation and part of the Traditional Territory of the Huron-Wendat, Haudenosaunee Peoples, and the Anishnabek of the Williams Treaties. We acknowledge their presence before us and the deep traditional knowledge and perspectives of the Indigenous Peoples with whom we share this land today.



Message from Board Chair and CEO

It has been our pleasure to serve the Caledon community as the Chair of the Board of Directors and the new CEO of Caledon Community Services (CCS). We are proud to be a part of this organization that strives to improve quality of life by supporting people in reaching their fullest potential. Our Impact Report for 2023-2024 is an opportunity to highlight several key initiatives, celebrate accomplishments and share the positive impact CCS creates in Caledon.

A leadership change with a new CEO appointed in June 2023 and the development of our 2024-2027 Strategic Plan are significant events that signal a new chapter for CCS. The threatened dissolution of the Region of Peel, although cancelled, continues to have a significant impact, making the ripple effect impossible to ignore. Facing identified challenges has sparked conversations that will have a lasting impact because they highlight the significant contribution of the not-for-profit sector. One thing is clear, our work matters more now than ever before.

In building our strategic plan, 180 individuals were consulted, contributing to the strength and relevance of our pillars, and we're grateful for their willingness to engage and share insight into community needs in this time of growth and change.

CCS remains committed to our refreshed **Vision** of a healthy and engaged community and to our modernized **Mission** of advancing community well-being by working creatively and responding to community needs.

Over the next three years our **Strategic Plan** is anchored on three pillars. We know with certainty that **operational and service excellence** must be the bedrock of our work. Double digit increases in community needs have impacted most of the areas we serve and this increase in demand is expected to continue to grow. A commitment to enhancing client services and accessibility to those services depends on innovation. **Partnerships, growth and sustainability** are critical compass points on the journey ahead. Annually, CCS must fundraise approximately \$1M to keep pace with the growing demands for services in our community. The projected growth in Caledon means we are on the cusp of significant changes. **Advocacy and equitable opportunities** mean that we will champion issues that impact the work we do. These are our commitments to the community and those we serve.

Good things happen when we work together with you. To our friends, loyal supporters, funders, partners, clients and amazing volunteers and staff - we celebrate and recognize your significant contribution and passion for supporting Caledon and our neighbours in need. In big ways and in small, life is so much better in Caledon because of you and your unique contributions.

Thank you for trusting CCS and for believing in our Vision, Mission, Values and the work we do. We look forward to serving you and embracing the opportunities and challenges that come with an ever-changing landscape in the year ahead.

Wanda Buote, Board Chair **Geraldine Aguiar, CCS CEO**

Wanda Buote

Geraldine Aguiar



Financial Summary

CHARITABLE BUSINESS NUMBER 12956 9182 RR0001

Summarized Statement of Financial Position

Audited as at March 31, 2024

ASSETS	2023-24	2022-23
Current Assets		
Cash	\$2,730,730	\$2,445,399
Short Term Assets	\$412,453	\$87,176
Accounts Receivable	\$216,292	\$293,138
Other Current Assets	\$116,131	\$90,472
	\$3,475,606	\$2,916,185
Capital Assets	\$779,082	\$911,218
Long Term Investments	\$4,597,712	\$4,306,751
TOTAL ASSETS	\$8,852,400	\$8,134,154

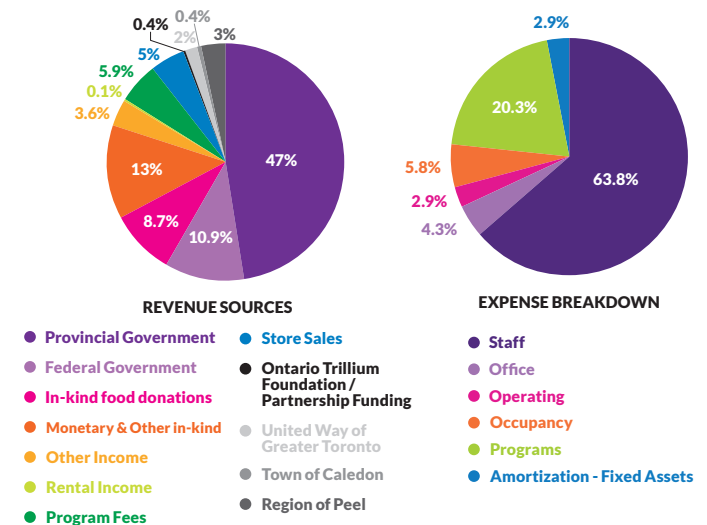
LIABILITIES	2023-24	2022-23
Accounts Payable & Current Liabilities	\$2,498,404	\$2,426,601
Deferred Contributions	\$174,357	\$323,917
Current Liabilities	\$2,672,761	\$2,750,518
Deferred Lease Inducement	\$9,601	\$22,442
Deferred Capital Contributions	\$551,854	\$581,250
Long Term Liabilities	\$561,455	\$603,692
	\$3,234,216	\$3,354,210
Net Assets		
Unrestricted	\$5,565,538	\$4,727,298
Internally restricted	\$52,646	\$52,646
	\$5,618,184	\$4,779,944
TOTAL LIABILITIES & NET ASSETS	\$8,852,400	\$8,134,154

Summarized Statement of Operations

Audited as at March 31, 2024

REVENUE	2023-24	2022-23
Federal Government	\$1,101,446	\$1,134,173
Immigration, Refugees and Citizenship Canada	\$498,009	\$441,192
Employment and Social Development Canada	\$603,437	\$692,981
Provincial Government	\$4,818,464	\$4,715,504
Ontario Health	\$4,030,472	\$4,026,307
Employment Ontario	\$626,505	\$531,404
Ministry of Transportation	\$161,487	\$157,793
Region of Peel	\$335,203	\$432,617
Town of Caledon	\$41,315	\$42,522
United Way of Greater Toronto	\$169,513	\$172,756
Ontario Trillium Foundation / Partnership Funding	\$37,167	\$36,324
Store Sales	\$490,729	\$591,301
Program Fees	\$572,579	\$440,716
Rental Income	\$6,003	\$13,425
Other Income	\$368,988	(\$11,265)
Fundraising		
Monetary & Other in-kind	\$1,316,198	\$1,273,601
In-kind food donations	\$889,350	\$497,496
TOTAL REVENUE	\$10,146,955	\$9,339,170

EXPENSES	2023-24	2022-23
Staff	\$5,938,446	\$5,602,710
Office	\$397,956	\$694,917
Operating	\$268,361	\$234,468
Occupancy	\$543,677	\$575,898
Programs	\$1,889,665	\$1,305,736
Amortization - Fixed Assets	\$270,610	\$401,099
TOTAL EXPENSES	\$9,308,715	\$8,814,828
NET CONTRIBUTION	\$838,240	\$524,342



Creating a Brighter Future for Caledon!

You are providing a lifeline

1,305 Caledon neighbours supported including **438 children** with healthy snacks, access to recreation and back to school resources

4,445 food pantry visits

229,078 lbs of food and essential household items to help neighbours in need

310 newcomers supported with settlement assistance and English language classes



I don't know where my family would be without this. You have helped me a lot in a time of need.

Anna, Single Mom of two, Exchange Client

Before starting this program, I was so lost and scared, thinking I would never be good enough to get a job. Now I have so much more confidence.

Saillila, Life for Youth Participant

You are offering equitable opportunities

1,292 neighbours helped in their employment journeys

103 local businesses assisted with recruitment

38 youth received training and job placements through Life for Youth

193 jobs secured



You are building a healthy and connected community

2 NEW vehicles added to the fleet to increase number of safe, accessible and affordable rides.

586 visits to specialist clinic **27,290** rides provided **31%** more than in 2022-2023!

208 seniors enjoyed Health and Wellness and Seniors Helping Seniors sessions

Fantastic program. We are lost without it. We are family!

Seniors Health and Wellness Participant

A great service so close to home!

Specialist Clinic Client

I appreciate the rides because otherwise I wouldn't be able to get out.

Transportation Client

2023-2024

Thank You

for making great things happen for Caledon!

Community Champions



Airlie Foundation



Orma and James Maw



The Marion Armstrong Charitable Foundation



Virginia Yule and David Roth

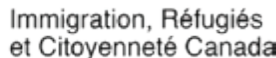
Kindness Heroes



Voyager Freightway Inc



Core Funders



Our Stories



OCTOBER 2019



Baking Cookies for Change

Charlotte Chummar, a typical 8-year-old living in Caledon – goes to school, makes plans with her friends, and enjoys a comfortable home surrounded by her loving family. She never had to give much thought to things she needs, like winter boots, warm mittens, or school supplies, and she's never had to do without. Then one afternoon, when Charlotte's Dad was opening the mail, a picture of a boy about her age caught her eye - it was a picture of Marco on a letter from Caledon Community Services (CCS).

The letter talked about Kidz in Caledon, outlining the very real hardships some children in Caledon face. Charlotte was startled to realize not every kid was like her. It made Charlotte sad to think that someone in her class might be hungry or unable to participate in things because of their circumstances at home. As she discussed this reality further with her Mom and Dad, she learned more about poverty and homelessness. She decided that she had to do something.

Charlotte wanted to help kids like Marco. She was determined. Her decision? She would raise money by baking cookies. Out came the cookie sheets, the recipe and the baking ingredients, and she and her mom

got to work. Charlotte planned to sell them for \$.25 for each cookie at her family's upcoming Halloween gathering. She took responsibility for all of the details, planning and signage-making and inevitably inspired her family along the way. When her cousin Natasha arrived for the party, little did she know she'd quickly get into the spirit of selling cookies too. A quarter a cookie added up quickly, and the enthusiasm multiplied donations. With Mom and Dad rounding out the final total, Charlotte's fundraiser raised \$250 to directly help children in need by purchasing school supplies, healthy meals and snacks. Charlotte felt empowered and realized that even as a kid herself, she could make a difference.

Charlotte's parents watched proudly. Philanthropy was important to them and the idea that local families were struggling came as a surprise. They reflected on how life in the suburbs can get so busy - work, bills, food, sleep and repeat. Children like Charlotte give us a moment to pause and remind us of things we tend to overlook. It's important to be grateful for what you have and to raise children to show kindness and compassion to others.

Charlotte's family love living in Caledon

and thanks to her initiative, they now feel better connected to the community than ever before. That same year the entire family registered for and took part in a family day at the Exchange. They felt inspired by their daughter's fundraiser and continue to lead by example, making charity a regular topic of discussion in their home. The entire family is thankful for the work CCS is doing to spread the word and mobilize the community. Charlotte's cookie fundraiser is a reminder that every little bit helps.



If you're reading this,
you are part of
our story!



Scan to read more →

Strategic Plan



Our Vision

A Healthy and Engaged Community.



Our Mission

Advance community well-being by working creatively and responding to community needs.



Our Values



Our Pillars

Operational & Service EXCELLENCE

CCS will be a center of operational and service excellence for our people, our practices and our partners.

Partnerships, Growth & SUSTAINABILITY

CCS will be a leader in innovative partnerships to optimize service delivery to meet the evolving needs of our diverse and growing community. We will influence and impact the future with a stable funding base.

Advocacy & Equitable OPPORTUNITIES

CCS will demonstrate leadership in supporting DEIA (Diversity, Equity, Inclusion and Accessibility) internally and through our client services, discontinuing the perpetuation of harm, eliminating barriers and advocating to achieve equitable opportunities for volunteers, employees and clients.

Focusing on PEOPLE - SERVICES - CONNECTIONS, meeting the challenges of tomorrow.