

2020-2021
Community Impact Report

CALEDON

A CARING COMMUNITY

THROUGH CHALLENGING

TIMES

The number of
individuals
served increased
163% from
prior year



Summarized Statement of Financial Position

As at March 31, 2021

	2020-21	2019-20
ASSETS		
Current Assets		
Cash	\$2,818,005	\$1,270,649
Short-Term Investments	\$126,460	0
Accounts Receivable	\$242,940	\$322,783
Prepaid Expenses	\$36,750	\$34,957
	\$3,224,155	\$1,628,389
Capital Assets	\$1,157,944	\$1,237,537
Long Term Investments	\$2,199,882	\$1,991,996
TOTAL ASSETS	\$6,581,981	\$4,857,922

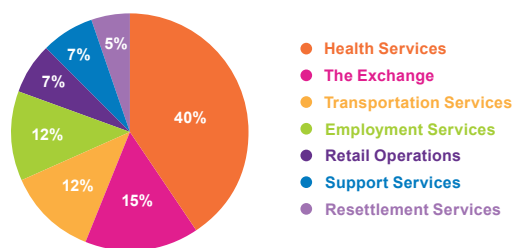
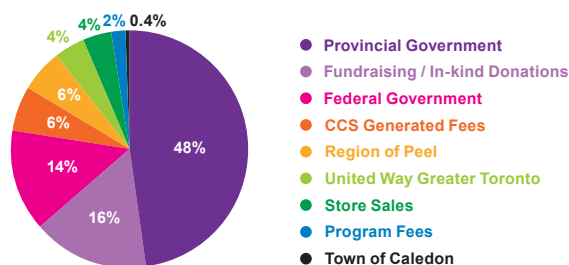
	2020-21	2019-20
LIABILITIES		
Accounts Payable & Accrued Liabilities	\$2,126,800	\$1,280,447
Deferred Contributions	\$357,258	\$317,026
Current Liabilities	\$2,484,058	\$1,597,473
Deferred Lease Inducements	\$48,126	\$60,968
Deferred Capital Contributions	\$575,697	\$604,625
Long Term Liabilities	\$623,823	\$665,593
	\$3,107,881	\$2,263,066
Total Net Assets	\$3,474,100	\$2,594,856
TOTAL LIABILITIES & NET ASSETS	\$6,581,981	\$4,857,922

Summarized Statement of Operations

As at March 31, 2021

	2020-21	2019-20
REVENUE		
Federal Government	\$1,246,859	\$787,290
Provincial Government	\$4,249,947	\$3,832,593
Region of Peel	\$507,068	\$341,305
Town of Caledon	\$31,223	\$108,957
United Way Greater Toronto	\$337,164	\$155,906
Store Sales	\$319,868	\$770,610
Program Fees	\$177,375	\$633,957
CCS Generated Income	\$520,541	\$4,344
Fundraising / In-kind Donations	\$1,389,131	\$1,210,692
TOTAL REVENUE	\$8,779,176	\$7,836,966

	2020-21	2019-20
EXPENSES		
Program Services		
Health Services	\$3,175,090	\$2,749,629
Transportation Services	\$985,315	\$1,417,686
The Exchange	\$1,211,548	\$867,669
Employment Services	\$979,488	\$822,499
Resettlement Services	\$429,324	\$524,298
Retail Operations	\$561,863	\$787,629
Support Services	\$557,304	\$389,157
TOTAL EXPENSES	\$7,899,932	\$7,558,567
TOTAL NET CONTRIBUTION	\$879,244	\$278,399



REVENUE SOURCES

REVENUE ALLOCATION



OPTIMIZE

Our Infrastructure

We will focus our attention on our infrastructure so our staff have the resources they need to serve you better.



STRENGTHEN

Our Funding Opportunities

We will strengthen existing investment relationships to cultivate new revenue generating opportunities to support and expand accessibility to services across the community.



CLARIFY

Our Community's Service Needs

We will utilize our resources to expand CCS outreach within the community. We will explore, listen and respond to the needs of all Caledon residents.



Board Leadership



Ian Armstrong, Chair | Wanda Buote, Vice-Chair
Kevin Travers, Treasurer | Connie Stevens, Secretary
Angela Panacci, Bianca Pellegrino, Christina Early, Gurvinder Chopra,
Laura Boughen, Marcella P. Kowalchuk, Mario Russo, Phil Hodgson

CALEDON COMMUNITY SERVICES

THROUGH THE YEARS



HEALTH | JOBS | LIFE

1971

IN THE BEGINNING

Volunteers start Bolton Contact Centre to provide information and crisis line.



1981

TEAM BUILDING

First staff hired. Five decades later, the agency grows to 80+ staff serving Caledon.



1982 \$

SHOP TALK

Chez Thrift opens in the basement of the Bolton Barber Shop. The store is relaunched (2017) as Evolve Clothing, offering pre-loved clothing, footwear and accessories.



1984

NURTURING COMMUNITY

Develop and support vital community services that continue as: Caledon Meals on Wheels (1984); Caledon Parent-Child Centre (1987); Hospice Caledon / Bethell Hospice (1991).

1989

THE WHEELS ON THE BUS

Transportation comes to Caledon with the launch of Med-Wheels accessible transportation. Fleet expands over time and **annual rides reach 40,000** at its peak.

GOING GREEN

In partnership with the Region of Peel, the ReUstore opens at Community Recycling Centre, Bolton. Rebranded as Evolve Lifestyle (2017) offering home décor for less.



1992

COMFORTS OF HOME

Supportive Housing Program launches keeping seniors independent and in the community they love. Care is available 24/7.

1994

CARE FOR THE CAREGIVERS

Respite Companionship is available for caregivers and their loved ones.

WORKING ON IT

The Opportunity Centre launches to help job seekers locally. In 1998 it becomes Jobs Caledon, expanding support to employers.

\$ 1998

\$ 2002

2013

YOUR HEALTH, LOCALLY

Caledon Specialist Clinic opens providing specialist appointments locally.

COMMUNITY CONNECTIONS

The Exchange opens and CCS' Food Support, Care Coordination and volunteer programs find their new home. *Bringing the community together to learn, play and grow.*



2009

CARE CHECK-IN

The Transitional Care Centre is established as a bridge between hospital and home.

2015

HEALTH MATTERS

Seniors Health & Wellness program launches at the Exchange and expands to various community sites.

2008

SENIOR POWER

Seniors helping seniors stay socially connected: Cyber Seniors, Glam Girls, Knotty Knitters and Muddy Bloomers.

2016

QUALITY CARE

Three-year award CARF Accreditation. First Accredited NFP in Caledon.



2007

LET'S CHAT

Language Instruction for New-comers starts offering English classes. EH Café starts (2008).

2018

2021

YOUTH ARE THE FUTURE

LIFE for Youth program launches supporting jobs for youth.

NEW LOOK

CCS brand relaunch. The three-year effort to rethink our story and new website.



2005

MAKING IT OFFICIAL

Caledon Community Services becomes a registered charity.

HEALTH JOBS LIFE

DIVERSITY IN CALEDON

iDream launches to intentionally advance diversity, equity, and inclusion.



NAME OF THE GAME

1971 Bolton Contact Centre

1984 Caledon Information Centre

1998 Caledon Community Services



FUNDRAISING HIGHLIGHTS

YOUR GENEROSITY CHANGES LIVES

1982

Santa Fund launches bringing joy to children, families and individuals.

1998

First annual Home for the Holidays Gala, re-envisioned (2016), transitioned to virtual (2020).

2002

Kidz to Kamp launches, giving kids a summer to remember. Renamed Kidz in Caledon (2008) expanded supports and included back to school.

2018

First annual Velocity Ride supporting Caledon Seniors extending the reach of Caledon Day celebration in partnership with the Town of Caledon.

2020

CCS introduces national Coldest Night of the Year fundraising walk to Caledon, raising funds in support of the homeless, hungry and hurting.

2017

BREAKING BARRIERS

Transition's employment pilot program successfully assists 16 persons with disabilities prepare for, obtain and maintain meaningful employment. (Funding not renewed)

2020

JOIN THE COMMUNITY

Settlement Services are added and Southfields new location opens in partnership with Punjabi Community Health Services, supporting newcomers in Caledon.



PANDEMIC PIVOT



Transitioning staff to work from home and maintaining essential in-person service.

50 YEARS
1971-2021

The journey continues. Thank you Caledon for all you've done to create a healthy, engaged, compassionate community for all.

LOOKING TOWARD THE FUTURE

#CaledonCares

Caledon Community Services (CCS) proudly celebrates this past year of generous support and 50 years of exceptional community building in Caledon. Your support has been inspirational and has shaped the agency we are today.

We have the privilege and honour of serving our community alongside our staff, partners, and volunteers. Our work over the years has been made possible through support from a true who's who of Caledon businesses, community groups, organizations, individuals, foundations, and families. We know we are so fortunate to stand alongside great friends through five decades of service. Our gratitude for their impact is immense.

Our ability to contribute to Caledon is made possible through the numerous donors who invest their time and resources in supporting important community work. Through loyal supporters, CCS thrives, serves thousands of people annually and continues to have a profoundly positive impact on the lives of our neighbours of every age.

With the abundant generosity over five decades, it is impossible to list all who have supported the needs of community residents. To everyone who supports our vision of, "A healthy, engaged, compassionate community for all," please know that your generosity changes lives. It's the foundation upon which a caring Caledon community and CCS do their best work.

#TogetherWeCan - and together we have! We extend our sincere appreciation for 50 years of community building from service clubs, legacy gifts, recurring donations, families and individuals, vendors, suppliers, partners, faith communities, foundations, event and campaign sponsors, sports teams, schools and community groups. You make great things happen in Caledon.



Honorary Life Members

Susan Cameron, Anne Walton, Dave Lostchuck, Beth Speers, Stan Shabason, Nancy Honey, Virginia Yule, Carine Strong, Fr. Larry Leger, Jeffrie Owen, Betty Burgoyne, Bill Rea, Beth Early-Rea, Carmel Hilli, and Kevin Travers.

We salute those who came before, those who continue to support the community year after year and those who are yet to come.

Changing Lives, Impacting Community

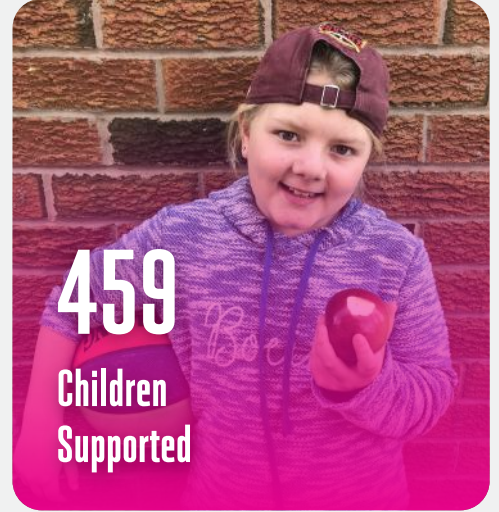
In a year like no other, we continued to ensure our vision: *"A Healthy, Engaged, Compassionate Community for All."*



1,640
Virtual Client Care
Plan Visits



760
Individuals in
Need Served



459
Children
Supported



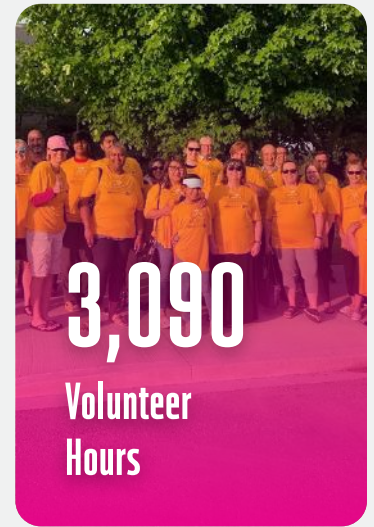
862
Virtual Employment
Client Visits



100%
Of Essential Needs
Rides Were Provided



188,606
Lbs. of Food
Donated



3,090
Volunteer
Hours

Community Champions 2020-2021



J.W. McConnell Foundation JACC Communications Inc. Bedolfe Foundation Airlie Foundation
Marion Armstrong Foundation Brampton and Caledon Community Foundation Cordev Inc. Thomas Carberry Insurance

“ Everyone on this team really cares and I felt like they did everything they could to help me out, even when the program had ended.

Zach, LIFE for Youth Graduate

“ As a newcomer to Canada, CCS is a great place where I learnt language skills, Canadian culture, work experience and so many things. Now I am quite confident dealing with doctors, bankers, officials, and other essential matters.

Client, Newcomer Services

“ Without CCS providing me with rides I would not be able to live in the town that I love.

Dave, Transportation Client

“ I overheard my younger son tell his older brother that CCS put a smile on mommy's face. CCS has relieved a lot of weight during pandemic times.

Single Mother of Three Children, Kidz in Caledon

“ The program has been a life saver for us, we appreciate very much what you do for us. Your visit is like a sunshine on a rainy day, all the food is superb... you are our guardian angel, and we look forward every week to your visit. Thank you very much.

Elizabeth and Arnie, Seniors Health & Wellness Program

“ It is so vital and important for me to volunteer. It is one concrete way for me to reach out and show love to my neighbour.

Lisa, Weekly Volunteer

Names and details may have been changed to protect client privacy.



CCS4U.ORG



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