

2024-2025

Community **Impact** Report

CALEDON

TOGETHER WE CAN
MAKE SURE **NO ONE**
IS LEFT BEHIND

CCS' Food Bank
visits reach historic
record high in
2024-25



CALEDON
COMMUNITY
SERVICES

We're building a better Caledon together with you.

Helping improve the quality of life for residents of every age.

NO ONE LEFT BEHIND *Sarah's* Story*



DID YOU KNOW?

The number of Caledon neighbours relying on CCS food bank and community support **grew by 73%** (almost doubled!) from pre-pandemic.

As a single local mom, Sarah* knows the stress of stretching every dollar. "Without [Caledon Community Services (CCS)] Exchange, I'd run out of groceries before I had money to buy more," she shares.

Last September, that fear became painfully real. The new school year was just days away and her son's backpack had a broken zipper. Her daughter needed a lunchbox and a water bottle. The list kept growing - and so did Sarah's anxiety. How could she possibly choose between groceries and school essentials?

But thanks to you, Sarah didn't have to make that impossible choice. Her children walked into school confident and ready - with full backpacks and full lunchboxes.

That day, Sarah felt something she hadn't in a long time, hope. Because when a community stands together with compassion, anything is possible.

*We respect the privacy of those seeking a fresh start. While Sarah's story is true, her name has been changed and a stock image is used to protect her identity. Thank you for understanding.

Thank you for providing a lifeline! Thanks to your generosity:

1,291

neighbours accessed food and essentials through **5,345 food bank visits**

287,102

lbs of food and essentials were shared with neighbours

1,780

caseworker touchpoints provided vital guidance and care

53,456

lbs of food were rescued from landfill

455

children received healthy snacks, recreation access and school supplies

311

Mobile Pantry deliveries reached neighbours unable to visit CCS' food bank

Together
we can change
the story



Qingwan first heard about LIFE for Youth from her mother, a longtime CCS supporter. "She told me about the program and I thought it sounded like the perfect bridge between school and a career," she shared.

After graduating in Visual and Creative Arts from Sheridan College, Qingwan felt lost. "I had the skills, but I didn't know where to use them. I needed clarity...I needed direction." LIFE for Youth provided both.

Through hands-on workshops, mentorship and paid placements providing real-world experience,

she honed practical skills and regained confidence. "The best part was the community. I felt like I belonged."

Her placement at a signage shop led to a full-time role as a graphic designer. Now, inspired by her love for animals and the environment, Qingwan dreams of studying biology.

Qingwan shares, "I finally feel like I'm on the right path," and encourages other youth to "be open, stay positive - this program could change your life, just like it did mine."

FROM UNCERTAINTY TO POSSIBILITY *Qingwan's Story*



Thank you for building brighter futures!

26

youth supported with training and job placements

More Stories

of what you
made possible



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 Chair of the Board of Directors and Chief Executive Officer (CEO) of Caledon Community Services (CCS) through the 2024-2025 fiscal year. Our first thought is one of gratitude to the many stakeholders and partners in the community who have come alongside us in big and small ways. Together with you, we've navigated significant challenges and sought opportunities to continue to meet the growing and changing needs of our community.

At CCS, change is not simply something we respond to, it is a force we harness with purpose and vision. As we moved forward in Year One of our new 2024-2027 Strategic Plan, we remained steadfast in our mission: to ensure that every individual and family in Caledon has access to the support they need to thrive. This past year has been one of growth, resilience and action.

The integration of 18 King Street programs and services into the 4 Industrial Road location and the establishment of 55 Healey Road as our new head office mark a bold step forward. We doubled down on our commitment to enhancing service delivery by launching multiple satellite service delivery locations, streamlining operations and positioning CCS to better meet the growing and complex needs of our community.

We're especially excited about the launch of our Mobile Food Pantry initiative, a tangible example of our commitment to increasing access to essential services. This initiative is expanding access to vital food resources for individuals and families across Caledon and is already making a significant impact in reaching underserved communities. This highlights our innovative approach to addressing food insecurity and reaching vulnerable populations where they are.

We recognize that the affordability crisis, housing instability, food insecurity and employment barriers continue to present challenges. A recent study by the Metamorphosis Network revealed a staggering \$868 million annual shortfall in provincial funding for community services in Peel, a reality that underscores the urgent need for sustained investment in programs that serve our most vulnerable. Together, these spotlight challenges that the charitable and social services sector are facing and underscore the importance of the actions that CCS is taking with our community to support the most vulnerable in Caledon.

Despite economic uncertainty and shifting demographics, our vision remains clear: a Healthy and Engaged Community. Our Mission remains: Advance community well-being by working creatively and responding to community needs. We want Caledon to be a place where every person can build a better future. The progress we have made and the impact we continue to create would not be possible without the dedication of our staff, volunteers, funders, donors and community partners. Your unwavering support fuels our ability to drive meaningful change and for that, we extend our deepest gratitude. Together, we are not just responding to the needs of today, we are shaping the future. Thank you for your continued commitment to Caledon Community Services.

Sincerely,



Christina Early,
Chair, Board of Directors



Geraldine Aguiar,
Chief Executive Officer



Financial Summary

CHARITABLE BUSINESS NUMBER 12956 9182 RR0001

Summarized Statement of Financial Position

Audited as at March 31, 2025

ASSETS	2024-25	2023-24
Current Assets		
Cash	\$2,731,120	\$2,730,730
Short Term Investments	\$86,382	\$412,453
Accounts Receivable	\$365,745	\$216,292
Other Current Assets	\$104,877	\$116,131
	\$3,288,124	\$3,475,606
Capital Assets	\$474,476	\$779,082
Long Term Investments	\$5,333,027	\$4,597,712
TOTAL ASSETS	\$9,095,627	\$8,852,400

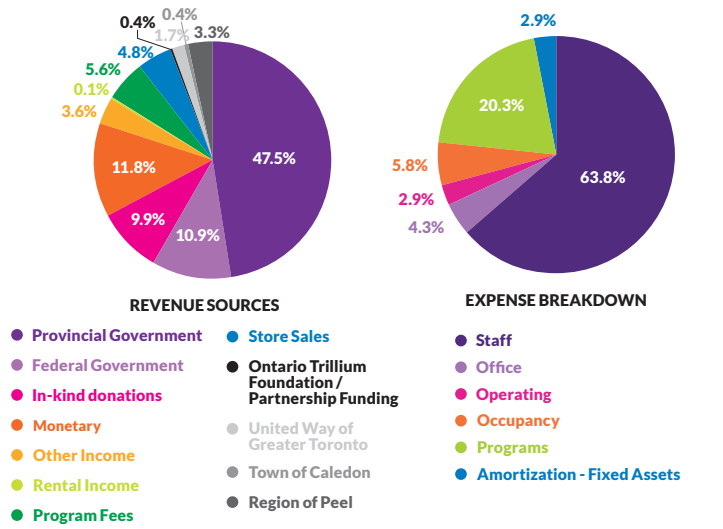
LIABILITIES	2024-25	2023-24
Accounts Payable & Current Liabilities	\$2,792,331	\$2,498,404
Deferred Contributions	\$60,046	\$174,357
Current Liabilities	\$2,852,377	\$2,672,761
Deferred Lease Inducement	-	\$9,601
Deferred Capital Contributions	\$357,181	\$551,854
Long Term Liabilities	\$357,181	\$561,455
	\$3,209,558	\$3,234,216
Net Assets		
Unrestricted	\$5,833,423	\$5,565,538
Internally restricted	\$52,646	\$52,646
	\$5,886,069	\$5,618,184
TOTAL LIABILITIES & NET ASSETS	\$9,095,627	\$8,852,400

Summarized Statement of Operations

Audited as at March 31, 2025

REVENUE	2024-25	2023-24
Federal Government	\$933,790	\$1,101,446
Immigration, Refugees and Citizenship Canada	\$668,726	\$498,009
Employment and Social Development Canada	\$265,064	\$603,437
Provincial Government	\$5,052,108	\$4,818,464
Ontario Health	\$4,381,413	\$4,030,472
Employment Ontario	\$597,554	\$626,505
Ministry of Transportation & Other	\$73,141	\$161,487
Region of Peel	\$275,814	\$335,203
Town of Caledon	\$19,327	\$41,315
United Way of Greater Toronto	\$163,997	\$169,513
Ontario Trillium Foundation / Partnership Funding	\$38,475	\$37,167
Store Sales	\$464,436	\$490,729
Program Fees	\$657,003	\$572,579
Rental Income	\$6,714	\$6,003
Other Income	\$467,926	\$368,988
Fundraising		
Monetary	\$1,353,429	\$1,192,676
In-kind donations	\$1,090,554	\$1,012,872
TOTAL REVENUE	\$10,523,573	\$10,146,955

EXPENSES	2024-25	2023-24
Staff	\$6,673,854	\$5,938,446
Office	\$444,491	\$397,956
Operating	\$255,902	\$268,361
Occupancy	\$455,608	\$543,677
Programs	\$2,110,188	\$1,889,665
Amortization - Fixed Assets	\$315,645	\$270,610
TOTAL EXPENSES	\$10,255,688	\$9,308,715
NET CONTRIBUTION	\$267,885	\$838,240



"They call me stubborn," Lydia laughs, eyes twinkling. "But I just like doing things on my own."

At 94, Lydia is still living life on her terms. A proud Caledon resident, she now calls a local senior residence home. Thanks to Caledon Community Services' Transportation, she hasn't missed a beat.

Since 2015, the CCS bus has been her lifeline - taking her to medical appointments, community events and her beloved shopping trips.

"I can shop when I want, browse, choose my own produce and not bother my sons," she says. "This way, I still feel like me."

The CCS bus keeps Lydia independent and connected. She greets CCS drivers by name and her weekly trips bring joy, dignity and community.

For Lydia, every ride isn't just about getting from point A to B - it's about the people who make her feel at home. And thanks to CCS, she's not slowing down anytime soon.

ROOTED IN CALEDON

Lydia's Story



Thank you for building a healthy and engaged community!

28,577 rides provided helping Caledon stay active and connected

20,225 direct hours of care for seniors

226 seniors enjoyed Health and Wellness and Seniors Helping Seniors sessions

824 specialist clinic visits | 40% increase over 2023-2024!

More Stories

of what you made possible



FROM FEAR TO HOPE

Anna's Story



When Anna fled Ukraine in 2022 with her five-year-old son, her world shattered. Her husband had to stay behind. She arrived in Canada carrying not much more than grief, fear and the daunting task of rebuilding.

"I was alone. It felt like walking on thin ice. But I couldn't give up - for my son."

Struggling to find permanent accommodation, they found themselves sleeping on mattresses not able to settle, unsure if they'd make rent or would have to move again. Every day was survival. Finding work without Canadian experience felt impossible. Then, Anna found Caledon Community Services (CCS).

With guidance from Tina, CCS' Employment Specialist, she rebuilt her résumé, earned certifications and practiced interviews. Anna discovered hope because, "For Tina, it was never a 'check the box'. She really listened" recalls Anna.

Soon, Anna landed an office job, then a full-time accounts payable role with CCS' support.

"I feel stable. Confident. CCS was there every step of the way. To me, CCS means support, family and friendship. It's not fake. It's real."

Thank you for providing opportunities!

1,221 neighbours helped in their employment journeys

168 jobs secured

143 local businesses supported with recruitment

421 newcomers welcomed with settlement services

311 neighbours helped with English language classes

Check out supports available to you



Strategic Plan at a Glance 2024-2027

Our Vision

A Healthy and Engaged Community.

Our Mission

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

Our Values

Leadership, Integrity, Responsiveness, Inclusiveness, Innovation, Partnership

Our Pillars

Operational & Service EXCELLENCE

Partnerships, Growth & SUSTAINABILITY

Advocacy & Equitable OPPORTUNITIES

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

2024-2025 Honorary Life Members

“My values are so aligned with CCS and I love that by volunteering I'm able to help neighbours right here at home in Caledon get a hand-up when they need it most!

Stephen Julian

“From the first time I heard of CCS I knew it was an organization I wanted to get involved with because it helped families and the love of family is everything!

Tracy Smale



“I've come full circle - from needing help to giving it. CCS lets me pay it forward, with purpose and heart.

Melodie Belusa

2014-2024 Honorary Life Members

Susan Cameron, Dave Lostchuck*, Stan Shabason, Beth Speers, Anne Walton*, Nancy Honey, Virginia Yule, Carine Strong, Jeffrie Owen*, Father Larry Leger, Betty Burgoyne, Bill Rea*, Beth Early Rea, Carmel Hilli, Kevin Travers, Bill Parnaby, Bob Fines, Piero Carbone, Johanna Chevalier, Anne and Allan Thompson, James and Anne Dick and Ian Armstrong.

*In Memoriam

WHY PINDER SHOWS UP A Volunteer Story



For Pinder Dhillon, giving isn't just an act - it's a way of life. After years of serving through Seva Food Bank and United Sikhs, he felt the pull to give back closer to home. With his daughter introducing him to Caledon's vibrant community, his heart found a new purpose.

Today, you'll find him at CCS' Exchange, lending a hand, forging friendships and guiding donors through the direct impact of their generosity. "Some even become volunteers themselves," he shares, beaming with pride.

But for Pinder, the true magic of volunteering lies in the conversations. Each story - whether from a donor or a neighbour in need - reminds him why this work matters. "These moments reveal the reality of what people face and how much more we need to do." And so, he continues, driven by compassion, fueled by community and always ready to listen.

Thank you for your compassion!

851 one-time and active volunteers

8,974 volunteer service hours of helping hands

Be a Part
of our story-
volunteer!



Board Leadership

L-R: Howard Phee, Gurvinder Chopra, Francisco De Vacas, Catherine Jackson, Anne Marie Hayes, Christina Early, Laura Boughen, Michelle Jones, Connie Stevens, Matthew Certosimo, Geraldine Aguiar, Wanda Buote, Andrew Pearce



THANK YOU for making great things happen for Caledon!



COMMUNITY CHAMPIONS



The Bedolfe Foundation

Airlie Foundation



JAMES DICK
CONSTRUCTION LIMITED



Virginia Yule
and David Roth



Luisa Santos-Mocon
and Jim Mocon

Melodie and
Fred Belusa



The Marion
Armstrong Charitable
Foundation



KINDNESS HEROES



Saggu
Family

The Helping Hands
(Tina Trama-Mayol, Rosemary
Shoemaker and Michele Stoko)

Voyager
Freightway Inc

#TogetherWeCan



ACKNOWLEDGING FUNDERS & PARTNERS



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HEALTH

JOBS

LIFE

ccs4u.org 1-833-552-2748 | 905-584-2300