

ANNUAL REPORT 2018-2019



Caledon
MEALS ON WHEELS
... serving Caledon, Orangeville and Surrounding Communities

HEALTH • NUTRITION • FRIENDSHIP

LIVE *Your* LIFE!

Message from the Board President and Executive Director

We are pleased once again to share with you our annual report, which highlights the accomplishments Caledon Meals on Wheels, has made over the past year. What is evident throughout is the hard work, dedication, and commitment of our staff, volunteers, Board of Directors, funders, donors, and community partners, all of whom have made a tremendous difference in the lives of people living in Caledon, Orangeville, and surrounding areas.

We are happy to announce that we expanded our Seniors Social Wellness program into the rural area of Mono Mills. Seniors in that community are coming together with their neighbours to make new friends, participate in activities for the body and mind, have opportunities to hear speakers on educational topics and enjoy delicious and nutritious foods and lunches. Our many Friendly Visiting options continue to reach seniors in our community who want to stay connected and active in their community. Whether they have chosen to share a lunch, do some physical activity or chat over coffee or cards, we know this program is building positive and supportive relationships between people.

This year we continued to build our brand and strengthen our community outreach by producing our first ever, full colour Frozen Fare Catalogue that not only displays our Frozen Meal options, but also highlights the other great services that CMOW provides. Special thanks to the team of community volunteers, staff and business owners who helped make this happen! Similarly, we have also begun to refresh

our promotional materials so that we could better demonstrate to our community that CMOW ismore than just meals and more than just Caledon!

As we are working towards re-accreditation in 2020, CMOW has continued to review, refine and improve on our internal organizational structure, policies, procedures, and practices, so that we can continue to operate effectively and efficiently while continually improving the quality of our programs and services.

Finally, CMOW continues to be mindful of the new health and community service sectors and funding environments. To this end, Caledon Meals on Wheels continues to be adaptable and responsive, while being committed to supporting better-integrated care for members of our community. CMOW continues to seek new opportunities for partnerships that will support CMOW's sustainability and growth during these changing times.

While we are continually striving for excellence and improvement, one area that is constant, is our deepest appreciation to our staff, volunteers, Board of Directors, committee members, funders, partners, and donors who help us support people in our community to enjoy a healthy, independent and connected living at any age. We are eternally grateful for all of your ongoing dedication and commitment.

A heartfelt thank you to our clients, their families and our communities, for trusting Caledon Meals on Wheels, it is an honour and a pleasure to serve you.



Carlos Frewin, President



Christine Sevigny, Executive Director

Meals on Wheels

241 people received
21,116 hot and frozen meals

Palgrave Rotary donated and delivered **400** 'snow day' meals

\$12,390 in meal subsidies were provided this year

2472 fully subsidized meals were provided to 13 clients in financial need



Final check before we are on our way



Mayors, Meals & Volunteers!



"Caledon Meals on Wheels cares about people who can't get proper meals for themselves. We always look forward to our tasty dinners."

"The volunteers brighten my day as they cheerfully set out my midday meal. It is a treat not to prepare the food myself."

"I am able to stay at home due to this service. Thank you for taking time out of your busy lives to deliver hot meals to me."

Friendly Visiting and Security Checks

Volunteers provided

12,777 security checks,
884 friendly visits and
103 Tele-Chats to
284 seniors in our community

CMOW's friendly visiting programs included;
**Let's Get Together, Let's Exercise,
Let's Do Lunch, and Tele-Chats**

"My mother feels comforted knowing that the volunteer is coming and she has been treated with the utmost respect."

"I am grateful for the visiting program."

"My volunteer is very qualified and a great trainer and conversationalist. I look forward to her visits."

100%
of people who received friendly visits reported feeling more connected

"The exercise I am receiving at home is especially good for me as it is hard for me to get around."



Walking Buddies



Celebrating our Let's Exercise Program



Great Friends

Seniors Social and Wellness Programs



Enjoying a Christmas celebration thanks to the Bolton Kin



Another successful luncheon!



Fitter, Healthier, Happier



Sewing in Palgrave

500 seniors attended our programs and special events

Seniors Programs were held in **14** different locations in Caledon, Orangeville and surrounding areas

12 Christmas parties were sponsored by the Bolton Kinsman for over **250** seniors

CMOW launches a new weekly Social Wellness Group in Mono Mills

98% of participants felt that their health and wellness improved as a result of the program

“Guest speakers improve my health. Thank you!”

“It affords the opportunity to interact with the other residents and form new friendships”

“Most days I wake up not looking forward to going to exercise. However, I do persevere and go. Well, low and behold by the time exercise is finished and we start our snack and social period, my whole outlook for the day has changed for the positive”.

Volunteers



We are so grateful for all the volunteers at CMOW who make the difference in the lives of so many people in our community.

243 volunteers

2 corporate volunteer partnerships

6428 volunteer hours

96% of respondents felt positively about their volunteer experience



Volunteers Make It Happen!

“Meeting Mrs. A was truly life changing. She was an amazing woman and inspired me in many ways. Thank you for the opportunity to meet her and become her friend.”

“All the volunteers are friendly, courteous and good listeners! Always on time and willing to spend as much time as possible. I look forward to them all. I am always looking out the window on my days with anticipation, as does my dog. Thank you for the service.”

“We are lucky to have volunteers delivering meals for seniors. They are friendly and I always get a hug from each and every one of them.”



Community Support

\$20,393 donated by local Tim Hortons from the sale of SMILE cookies in Caledon

Bolton Tim Hortons (Stafford Group) donated **\$10,000** and inspired another **\$24,562** in donations from our community

Diamond Auto raised over **\$8,125** from their Midnight Madness Car and Bike Show

65 business partners engaged in creating community awareness and raising funds



Even Caledon Firefighters love Tim Horton's Smile cookies



Palgrave Rotary delivers



Caledon Cruisers – friends with fancy cars

CMOWbile Wheels (2019 Nissan Rogue) provided by Performance Auto Group

16 fundraisers were held by our community service clubs, churches, and local businesses

Staff and Board of Directors – April 1, 2018 to March 31, 2019

BOARD OF DIRECTORS



Directors

Carlos Frewin, President
Joe Brisebois, Vice President
Valerie Arnold-Judge, Treasurer
Sandra Sharpe, Secretary

Officers

Rima Dornfeld
Ken Graydon
Pina Marino
Tarun Manchanda (until Nov 22 -2018)
Donna Varghese

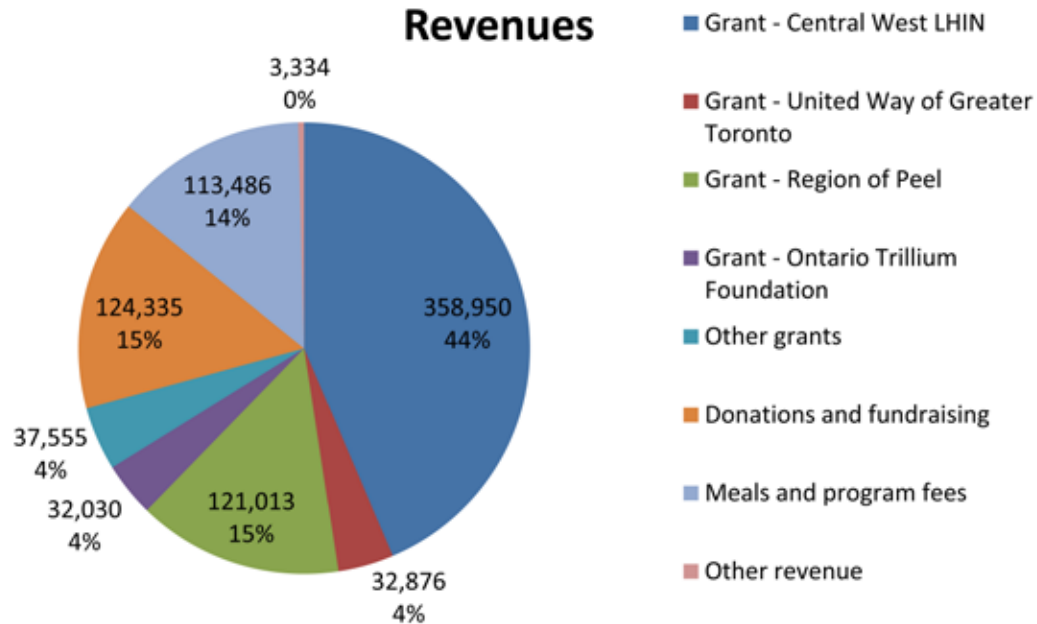


Staff

Sarah Adeniran, Bookkeeping
Shirley Brennan, Seniors Program (until August 2018)
Cathy Dance, Bookkeeping (until February 2019)
Casey dela Cruz, Meals Program & Support
Dora Farkas, Summer Intern
Leeatte Laverty, Summer Intern
Lauren MacDonald, Administration & Quality (until May 2018)
Dorothy Mazeau, Meals Program (until October 2018)
Kathryn Mifsud, Seniors Program
Deirdre Morrison-Mohamed, Resource Development Manager
Judi Mortimer, Frozen Delivery
Sylwia Mrowca-Migiel, Seniors Program
Erin Paisley, Operations Manager
Kim Pridham, Volunteer & Friendly Visiting Program
Dionne Reid, Seniors Program
May Anne Reyes, Seniors Program
Katie Sawyers, Seniors Program
Christine Sevigny, Executive Director
Selina Stelitano, Summer Intern & Seniors Program Relief
Tiana Taglione, Meals Program
Chantal Wells, Volunteer Program
Roblyn Zimmerman, Seniors Program Relief

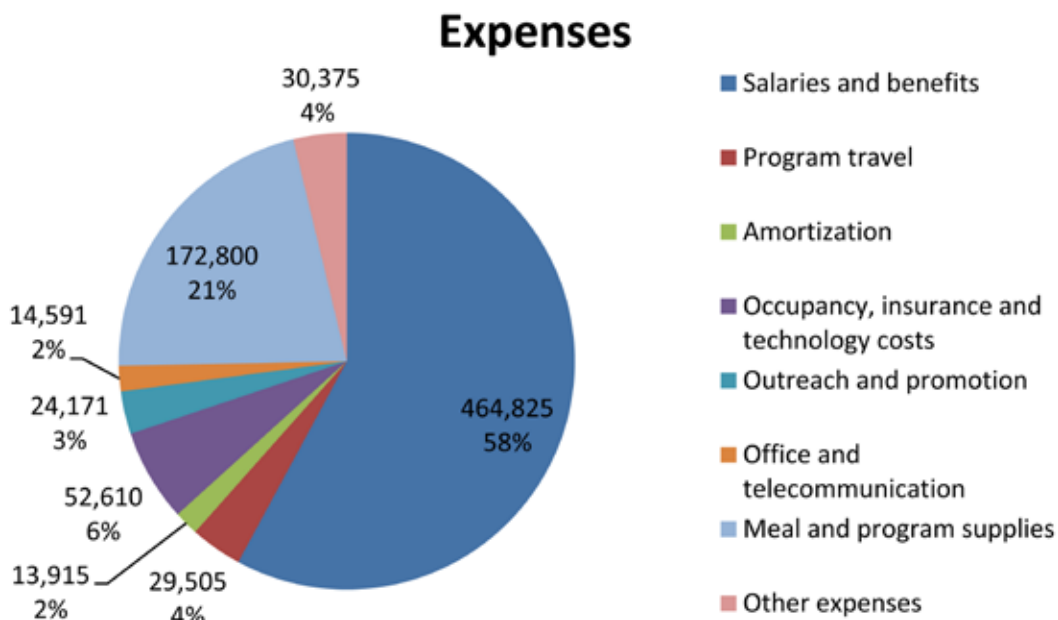
Finances – April 1, 2018 to March 31, 2019

Caledon Meals on Wheels 2018-19 Financial Summary



Funding from the Central West LHIN makes up 44% of the total revenue received by Caledon Meals on Wheels. Funding from grants in total correspond to over 70% of the total revenue received during the year.

Salaries and benefits are the largest expense to the organization, representing 58% of total expenses. As Caledon Meals on Wheels programs have grown, salaries and wages have increased by 16% over the last five years.



THANK YOU!

Thank you to our funders, donors and supporters, for your generous contributions!

Funders and Grants



- CW-LHIN
- Region of Peel
- United Way of Greater Toronto
- Service Canada
- Town of Caledon
- County of Dufferin
- Brampton Caledon Community Foundation

Donors and Supporters

- *Adopt a Grand-Parent*
- Albion Orchards
- Alterna Savings
- *Anytime Fitness*
- Argo Development Corporation
- Bayshore Home Health
- Benevity Community Impact Fund
- Bolton Mills Retirement Community
- Bolton Oldtimers Hockey Association
- Bolton Pathfinders/ Rangers
- Bolton Recreational Sports Club
- Bolton Rotary Club
- Bolton United Church Women
- BP Landscaping & Snow Removal
- *Brampton Flight Centre*
- Business Professional Women- Brampton
- Bremardi Construction Corp.
- *Cadogan Farm Estate*
- Caledon Citizen
- Caledon Council Community Golf Tournament
- Caledon Cruisers
- Caledon East Dentistry
- Caledon Senior Hockey League

- Cardinal Specialty Steel Inc.
- Carol Struthers LLB
- Cavalier Transport
- Cheltenham United Church Women
- Classic Optical
- Community Women's Circle
- Diamond Auto Collision
- Dianne Huclack Professional Corp.
- Downey's Farm
- Downsizing Diva
- Fines Ford Lincoln Sales & Service Ltd.
- Futureshield
- Gary Bluestein Charitable Foundation
- *Caledon Girl Guides/ Brownies*
- H&C Tadros Pharmacy Ltd
- Headwaters Tourism
- Home United Church Women
- Husky Injection Molding Systems Ltd.
- Inglewood United Church
- James Dick Construction Ltd.
- Just Sayin Caledon
- Kingsview Customs Brokers
- Kinsmen Club of Bolton
- *Kostynyk Denture Centre*
- Ledson Investments
- Lewis Walsh Family Foundation
- Lord Dufferin Centre
- Living Assistance Services
- Mac General Contracting
- *Mars*
- Orangeville Honda
- *Performance Auto Group*
- Pharmasave Bolton
- Plumb Perfect
- Premium Ventures Inc
- Rotary Club of Palgrave Foundation
- Royal Bank - Bolton
- Select Hospitality Systems
- Sign Solutions
- Tender Nursing Care
- Tim Hortons - The Stafford Group
- Tim Hortons- Bolton, Caledon Village & Mayfield
- Town of Caledon Dress Down Days
- United Church Women
- Villa Da Vinci Retirement Residence

**Italicized denotes in-kind donations*

THANK YOU!

Thank you to all of our volunteers and community members who generously donated over the past year. Although there are too many names to list here, we are truly grateful for your contributions and support.

Partnerships, Collaborations and Memberships

- Brampton Meals on Wheels
- CWLHIN Sub-Region Collaborative (Bolton-Caledon)
- Dufferin County Community Services
- Lord Dufferin Centre Retirement Residence
- Ontario Community Support Association
- Orangeville Food Bank
- Peel Elder Abuse Prevention Network
- Punjabi Community Health Services
- Region of Peel
- Senior Saviour Solutions
- Town of Caledon Older Adults Networking Group
- Town of Caledon Public Library- Albion Branch
- United Achievers Community Services





PERFORMANCE AUTO GROUP 2019 COMMUNITY ENGAGEMENT SPONSOR


Performance provides our CMOWbile, vehicle maintenance, and training facilities.




2019 Nissan Rogue

 Performance Auto Group

 Bolton Honda

 Bolton Hyundai

 Bolton Nissan

 Motion Mazda



VISION

A community where individuals can enjoy healthy, independent and connected living at any age.

MISSION

We provide a range of programs and services that promote nutrition, wellness, and social interaction.

Our values are what we hold to be true. We abide by these values at CMOW each and every day.

- **CLIENT AND COMMUNITY FOCUSED** - we are compassionate and invested in the best interests of our clients and community
- **ACCESSIBLE** - we meet the needs of our diverse community by preventing and removing barriers to participation
- **COLLABORATIVE** - we partner with organizations, sharing expertise and resources
- **INNOVATIVE** - we are creative, flexible, and responsive to the changing needs of our community
- **QUALITY** - we are committed to excellence in everything that we do
- **ACCOUNTABLE** - we are fiscally responsible and conduct ourselves with integrity in an open, transparent manner
- **SUSTAINABLE** - we have a long-term focus and are invested in the future of our community

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LIVE *Your* LIFE!

*Serving the
community
since 1984!*

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CaledonMOW



@CaledonMOW

Charitable Registration No. 106829948RR0001

