

CSC Treasurer's Report as of March 31, 2021 - Treasurer's report presented by Isabel Neubert

Our 2020-21 Budget was \$310,710.

Following the Audit of our 2019-2020 Financials, our Profit and Loss figures were as reported at our Meeting last year.

Year to Date April 2020– March 2021 Profit and Loss

Total Income	\$ 310,203
Total Expenses	<u>\$ 310,203</u>
Net Income	\$0

The above figures are our pre-audit figures as of the end of the fiscal year. Christian and Company will perform our Audit again this year.

The Decrease in Revenue was due to the continued closure of Rotary Place and the Satellite Locations due to the Covid-19 pandemic, as well as not receiving 100% of the total amount of Special Grant funding as requested, we received approximately 75%.

We continued to receive the SALC (Seniors Active Living Centres) Operating grant as well as the Community Service Operating Grant. We are hoping to receive these grants for the years to come.

Other Revenue came from monthly dinners, weekly lunches, special lunches, and fundraising. We were able to apply for and receive the Canada Emergency Wage Subsidy.

The expenses reflect a transfer of \$7,185 from our Emergency Reserve Fund. This fund is required, as the name implies, to cover any emergencies such as unexpected equipment failures which were not provided for in the budget. Of the \$7,185 transfer, \$5000 was for the purchase of the Grant Advance software that will be used for the Fundraising Campaign for the Expansion of Rotary Place. This was previously approved by the Board.

Following are the Fundraising figures for April 2020 – March, 2021

	Year to Date
Total Income	\$ 23,320
Total Expenses	<u>\$ 956</u>
Net Income	\$ 22,364

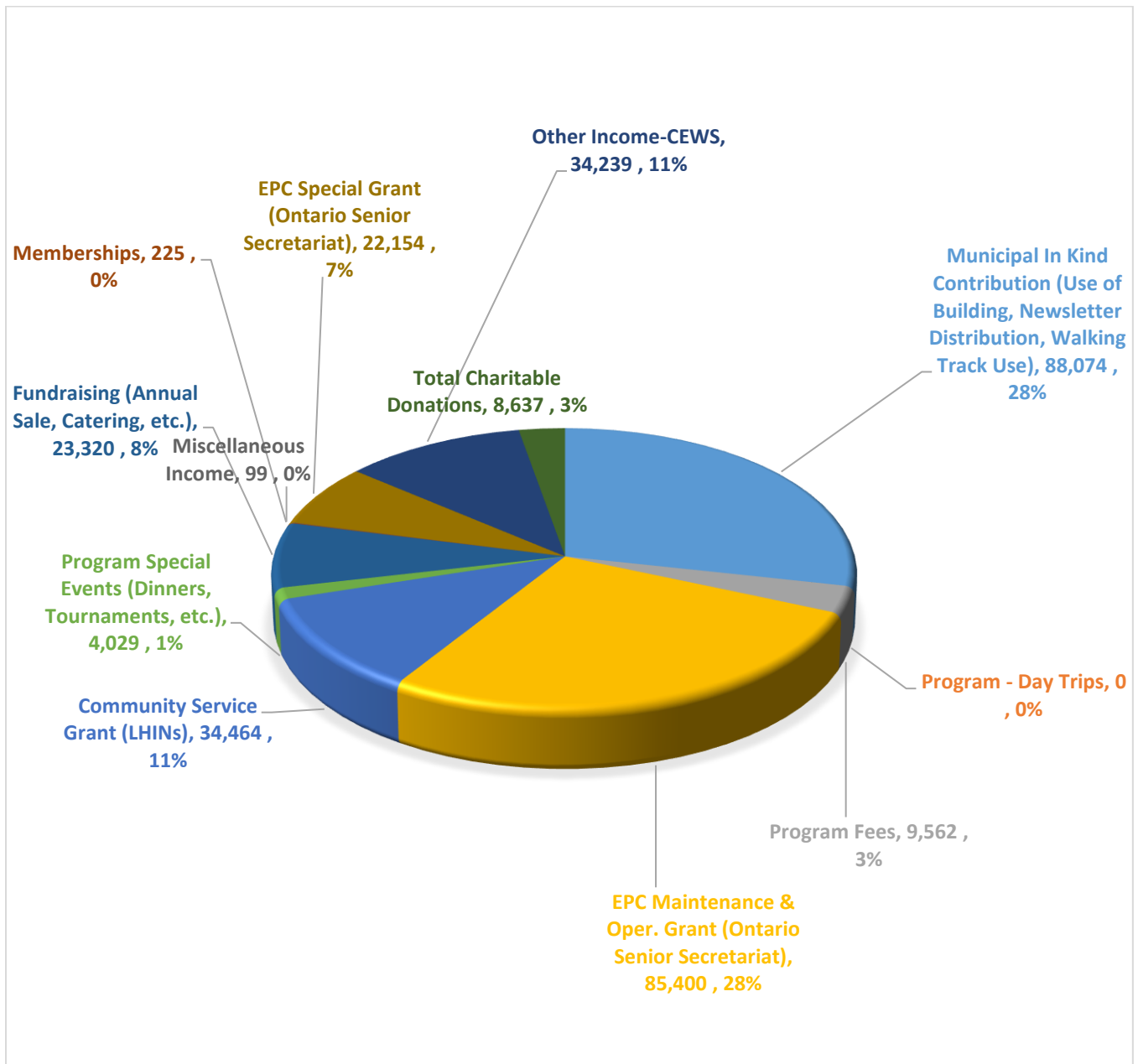
Fundraising Events included:

- September Garage Sale, Silent Auction, Book Sale and No Bake Bake Sale
- Celebration Baskets
- Special Christmas Lunches
- Catering events such as Birthdays, Anniversaries, Funerals and miscellaneous other events could not take place due to Covid-19 restrictions.

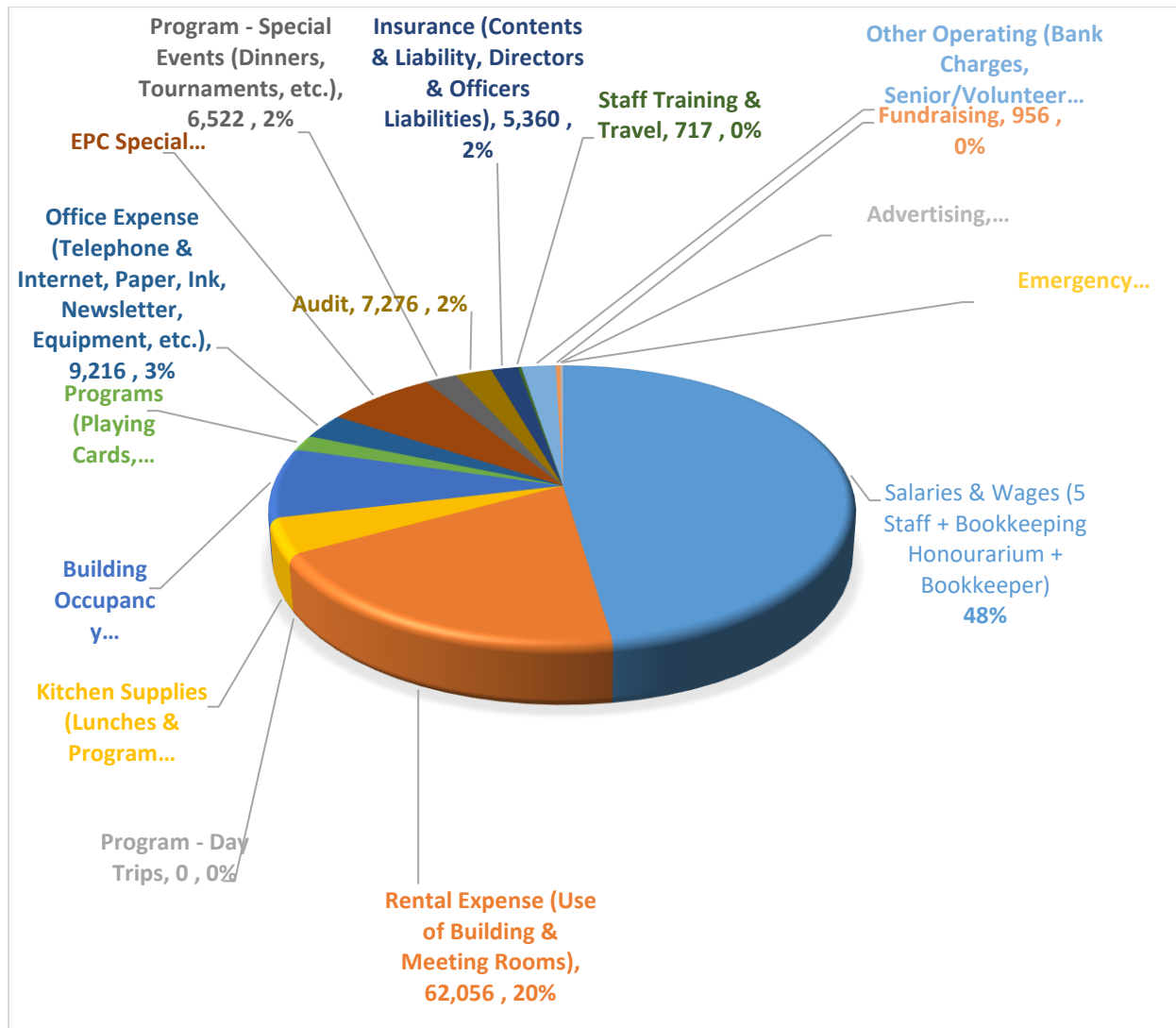
Our Expense to Income ratio is well under the CRA recommended ratio of 30%. We are at 4% for the Fiscal Year.

I would like to review where our money comes from and where we spend it.

WHERE DOES OUR MONEY COME FROM



HOW WE SPEND OUR MONEY



Our proposed Budget for the 2021-22 fiscal year is \$316,432 and was approved by the Board of Directors. This budget includes \$119,864 we receive in operating grants for the Caledon Seniors Centre at Rotary Place and the Satellite Programs, as well as SALC Special Grant requests of \$15,000 for the Centre and \$15,000 for Satellite and \$95,000 in-kind Municipal contribution which means we have to raise \$71,568 to cover the rest of our expenses.

Are there any questions?

I would like to make a motion to accept this report.

CENTRE ENVIRONMENT 2020-2021 - Submitted by Gord Croft, Director of Centre Environment

Most by-monthly inspections were not done due to Covid restrictions at the centre.

One inspection was completed for March / April, no issues were found.

Kitchen area- I descaled the dishwasher and cleaned the stove filters. We vacuumed the 2 door fridge and the under counter fridge and freezer. Thanks to John Minor for assisting in this cleaning.

Due to Covid restrictions and the Centre closed to members, no issues to report.

Motion to accept this report.

MEMBERSHIP Stats for 2021 - Presented by Judy Henderson
 Membership as of March 31, 2021.

	YEAR	# OF MEMBERS CSC	# OF MEMBERS Satellite	Total # OF MEMBERS
Members returning application form for 2021		132	3	135
Previously paid members who have not returned their application forms				
	2020	488	5	493
	2019	163	44	207
TOTAL POTENTIAL MEMBERS		783	52	835

Total Paid Membership for the Calendar year January - December 2020 was 606.

Average Monthly Attendance for the period April 1, 2020 through March 31, 2021

The following figures only count each Member once in the month. These figures do not show the number of times each member participates in Centre activities. The pandemic has reduced our participation numbers drastically, but they are improving. Following are the figures for the past 12 months as well as the past 3 months.

Past 12 Months

Members Under 65	Members 65+	Guests	Satellite (Includes Guests)	Total
11	140	130		281

Past 3 Months

Members Under 65	Members 65+	Guests	Satellite (Includes Guests)	Total
19	194	167		380

Motion to accept this report.

CATERING & FOOD SERVICES

Presented by Margaret Patterson

New freezers were bought.

The lunches and dinners were handled by the office.

Motion to accept this report.

TRAVEL - Presented by Beverley Nurden, Centre Manager

Trips from April 2020 – March 2021

All trips that were scheduled to happen during the spring/summer and fall of 2020 were cancelled due the pandemic.

Motion to accept this report.

Human Resources - Presented by Nora Martin, Chair

Staffing: The board has hired Anna Altobelli-Murray to start on April 12th, 2021 in the capacity of Fundraising Coordinator, on a one year contract. Anna will work with and will be focused on all aspects of our fundraising initiatives. She will work with the board and all external resources on the planning, development and implementation of the fundraising initiatives.

Motion to accept this report.

Health & Safety, Risk Management - Presented by Nora Martin, Chair

The Caledon Seniors' Centre continue to follow all the COVID-19 Guidelines set out by the Ontario Government and the Region of Peel.

January 27, 2021 - webinar attended by Beverley Nurden and Nora Martin

OLDER ADULT CENTRES AND SENIORS ACTIVE LIVING CENTRES (SALCS) COVID-19 RESOURCE HANDBOOK

January 2021

Prepared By:

Public Services Health & Safety Association © Public Services Health and Safety Association in
62 page document

We will review this latest document to ensure our protocols are up to date for re-opening.

AGCO Alcohol and Gaming Commission of Ontario

Toolkit for Liquor Sales Licensed Premises | Alcohol and Gaming Commission of Ontario

[You and the Liquor Laws: A guide for Liquor Sales Licensed Premises](#)

No.:LSL1179278

Expiry Date: Jan. 14, 2023

Alcohol and Gaming Commission of Ontario Liquor Sales Licence

Issued under the Liquor Licence Act

CALEDON SENIORS' CENTRE

Issued to Issue Date Jan. 15, 2021

CALEDON SENIORS' CENTRE

7 ROTARIAN WAY

BOLTON, ON L7E1Y2

Doing Business As - Caledon Seniors' Centre

Licensed Area(s) Capacity

Main Floor: East Section - Egan 130 Room Indoor

Main Floor: West Section - Bob Smith 114 Room

[Indoor](#)

This licence must be posted in a conspicuous place in the licensed premises.

This licence is not transferable without approval of the Registrar.

1248E (2017/05) © Queen's Printer for Ontario, 2017 Page 1 of 1

We are reviewing all the rules and regulations pertaining to the CSC serving alcohol for all occasions.

Motion to accept this report.

PUBLICITY & PROMOTION - Presented by Cheryl Sampson

Special events (25th Anniversary & Garage Sale) were submitted to the Caledon Enterprise and the Caledon Citizen to appear under the headings of “Calendar Events” or “Community Events”. It was also posted on the Town of Caledon Community Calendar on-line and to Snapd Caledon on-line.

Emails of the upcoming events were also sent to Matthew Strader (Enterprise), Vicki Meisner, Brian Lockhart (Citizen), Annette Groves, Tony Rosa, Sylvia Jones, Allan Thompson and Kyle Seeback.

We continue to post speaker series, home access programs, take-out lunch and take-out monthly dinner events flyers for the Centre on Instagram, Facebook and Twitter. I would also email the flyers to Patti Foley at Just Sayin’ Caledon and she would re-post them to their website, Facebook and Twitter Feed.

Flyers of upcoming events and programs were posted to our website.

Upcoming events and information was also put on the sign by the parking lot.

Advertising for the Centre’s 25 Anniversary Celebration & Basket fundraising was also put in the Caledon Enterprise.

Motion to accept this report.

SATELLITE – Presented by Leah Taylor

This year has been a year of adapting to changes as they come. We have been in and out of lock down many times in the Region of Peel and this has affected attendance as at times we were running live programs as well as Home Access Programs through the Senior Centre Without Walls Program.

Our membership has slowly adapted to Zoom programs. We have trained a lot of people to use their technology to visit friends and family and attend programs. Zoom programs later in the year have an increased attendance. This year has been incredibly stressful, and this has contributed to the fluctuating attendance as people try to adjust to the changing times. This has caused a lot of fluctuations in program attendance.

Program	Duplicated	Unduplicated	Over 60 Guest	Under 60 guests	TOTAL
Exercise Staying Strong	400	33	38	0	471
Live Exercise Staying Strong	64	26	2	0	92
Exercise with Soraya	207	44	44	4	299
Live Exercise with Soraya	12	12	0	0	24
Exercise, Chair	366	71	18	0	455
Live Exercise, Chair	31	9	1	0	41
Phone Bingo at 2p.m.	139	19	3	1	162
Phone Mediation	199	21	10	0	230
Puzzle Packages	301	77	90	17	485
Speaker Series	113	69	105	5	292
Technology Tutorial	142	95	33	0	270
Trivia with Caledon East	43	21	1	0	65
Word Games with Caledon Village	131	25	0	0	156
Zoom Punjabi Bingo	245	16	21	3	285
TOTAL	2393	538	366	30	3327

Motion to accept this report.

EXPANSION COMMITTEE - Presented by Nora Martin, Chair

Since our AGM Dec. 16, 2020, expansion committee members Beverley Nurden, Derek Paterson, Jane Chapman and Nora Martin reviewed proposed design changes and discussed them with Derek Mumford (Town, Project Leader) our liaison with Percon Construction.

We faced many challenges but critical ones are:

- 1) Reduce 9000 SF footprint
- 2) Under-budget, 2019 budget \$4.4M actual ~\$7M. Town Council approved an additional \$1.5M January 2021 but still short funds.

Solutions (compromises):

- a) Reduce the addition footprint to 7825 SF by eliminating all basement storage, outside storage and move ladies washroom (were build-outs into the courtyard).
- b) Create Phase 2, post-pone renovating Bob Smith room (e.g. laundry, therapy and server rooms), ask for Town funds in budget end '21.
- c) Reduce corridor from 12' to 8' to build storage room E side 3MPR (multipurpose rooms).
- d) Not build new reception area.

Phase 1 will include building the addition and renovating the existing kitchen to offices.

Audio Visual budget includes basic infrastructure - conduits therefore CSC must fundraise for the audio visual, special lighting (estimate \$140,000) system, eventually a portable stage, curtaining etc.

Kitchen budget \$145-149,000 equipment list to be reviewed in detail. Questions on the design an outstanding issue. We believe there are additional needs to include in our fundraising list.

Storage requested cost to build the outside storage room eliminated in reducing the foot-print & budget cuts. Need to fundraise.

Garage - planned to tear down, now must consider re-building because storage needed.

Any needs that do not qualify for government grants will be included in our fundraising list.

We requested to function in Rotary Place as long as possible. We believe construction will begin with the Expansion Phase 1. We asked to keep the current office (that becomes part of the corridor) and the kitchen renovations to the last possible moment. Shut down the old kitchen as they 'turn on the gas' to the new one. We recognize constructing the addition while trying to carry on programs will be challenging and with extreme noise, but what choice do we have other than shutting down for another year!

Motion to accept this report.

CENTRE MANAGER S REPORT - Presented by Beverley Nurden, Centre Manager

- We ceased offering programs at Rotary Place and all Satellite locations Friday March 13, 2020. During the first 3 months of this fiscal year April/May/June staff worked from home and as the Manager I worked from Rotary Place a couple of days a week to have access to files etc.
Starting July 6th, the 4 staff resumed working at Rotary Place and have been here weekdays ever since then.
- During the months we were closed the Town of Caledon did some painting and cleaning at Rotary Place which we really appreciate. During this time also we made the Centre a safer environment for usage once we could open with posted information, screening for serving customers, decals and flow of traffic signage.
- Programs were offered at Rotary Place with limited activities and numbers when permitted starting August 24th to November 28th, we ceased on site programs since then.
- In October we started our Brown Bag Lunches curbside pick-up and monthly dinners the last Friday of the month, again curbside pick-up and/or delivery, which the membership has supported well.
- We continue to keep in contact Bolton Mills Retirement Community they share virtual programming events with us, we send this information out on e-mail blasts for our members to enjoy if you choose to.
- The new retirement facility 'Sorrento' sponsorship has been difficult during the pandemic; however, they did help out at our Fundraising Garage Sale last September 26th, 2020 and continue to be supportive to the Caledon Seniors Centre.
- The Board of Directors have worked diligently on running the business side of the CSC, ensuring our funding is secure, policies and procedures are in place to provide a safe and law-abiding facility during a pandemic and beyond. The Program Committee just resumed meeting again in March 2021 and are excited to start planning some events albeit outside over the coming months and some fun fundraising events. Expansion Chair and select committee members have been working behind the scenes to get the best facility within the budget allotted to meet the needs of our members. Human Resources, Risk Management, Health & Safety, worked on policies and procedures, Nominating Committee and Long Range and Strategic Planning and Fundraising worked quietly behind the scenes. Whether it is overseeing the business side of running our club, or trying to come up with exciting new programs and fundraising ideas, making sure we have a safe and healthy facility/work environment, planning for the future growth of our club and preparing for the aging population it all takes time and effort and these volunteers have certainly contributed to what we have today and where we see ourselves in the next five to ten years and beyond. Thank you everyone.
- Our President Jane Chapman has now completed her fourth term as President and is still willing to lead us through the next year and the expansion. There are a lot of exciting things in the works but as a club it is going to be a lot of hard work and dedication and Jane is committed to the cause, and thank goodness we have her as our leader and on our team.
- We celebrate with our Volunteers annually at a Volunteer Appreciation Luncheon unfortunately due to the pandemic and not being able to gather we have been unable to

celebrate all your hard work as volunteers. However, stay tuned we must adapt to our circumstances. For those who did volunteer this past year thanks, whether it was phoning, helping in the kitchen with our curb side meal programs or committee work

- Cheryl Sampson and Leah Taylor have really had to be creative with programming this past year. They have done a stellar job and are to be commended. Our reward as staff is the camaraderie, face to face interaction and the fun times spent together so we have missed you as much as you have probably missed coming to the Centre. Let's hope in the coming months things will improve.
- From the Kitchen of the CSC we started offering Brown Bag Lunches since August and starting in November reintroducing the Monthly Dinners, these have been and are successful. Over the Christmas Holidays we served 183 Roast Beef Dinners which the Rotary Club of Bolton sponsored the raw food cost, so the event was a good fundraiser for us. We have also increased our takeout frozen meal menu which is also proving to be popular. All these events are curbside pickup or delivery. Thanks to Lisa, Karen, and a handful of volunteers for making this program successful.
- Due to the pandemic there has been no catering jobs.
- Charitable Donations: total, \$8,637.45 which goes into general operating, \$30,095 went into the expansion fund.
- Please take time to visit our Website it always has current information thanks to Cheryl Sampson, www.caledonseniors.ca or www.caledonseniors.com and /or follow us on Facebook, Twitter, and Instagram.
- Newsletter distribution was sporadic during this past year. We managed to produce a newsletter in October and one again in February. The Town is limiting us now to a four-page spread. It will be difficult to get all what is happening in four pages, but we will have to work within those parameters. Moving forward we should be back on track to a bi-monthly publication.
- We continue to receive grants. These help with our expenses and are assured they will continue with the expectation we offer virtual and phone-based programming and support to seniors.
- Satellite programs on site are on hold until Town buildings open.
- January 15th, 2021, we received notice from the Alcohol and Gaming Association of Ontario, (AGCO) that our Liquor Sales Licence had been approved.
- We have hired Banja Solutions to redesign our website and make it more interactive and e-commerce friendly.
- Finally, together with a team effort we have continued to support seniors and our membership, whether it was virtually, by phone, running an errand, delivering a meal or there for just a friendly chat. We assisted over 100 seniors to get an appointment for a Covid vaccine which for some navigating the Region of Peel Covid 19 vaccine site was challenging, however it did improve as time went by. With the population gradually being vaccinated we sincerely hope that we probably will be able to offer in person programming in the coming year with some stringent guidelines. For sure it has been a challenging year but there is light I think at the end of the tunnel. Thank you.

Motion to accept report.

STRATEGIC PLANNING/FUNDRAISING REPORT - Presented by John Rogers, Chair

Strategic Planning: The CSC strategic planning initiative became focused on the task of raising capital for the Town of Caledon approved expansion of the existing CSC facility. (Details are available on request.) The development of this three year fundraising initiative has become our Strategic Plan.

Tools: Grant Management: CSC has contracted “Grant Advance”, a Canadian “Financial aid finding service” to assist in identifying grant opportunity organizations across Canada that provide Foundation Grants to “not for profit” charitable organizations. Their toolset includes sample letters/proposals to enable CSC to optimize their effectiveness in this outreach program.

The CSC has contracted “People First Fundraising” to complete the applications for a number of identified government grants.

The CSC has contracted “DonorPerfect”, for the use of their donation management platform. The functionality of the platform includes contact management, multi touch marketing, donation management, payment processing and more.

The CSC has also contracted “GiveCloud” a fundraising tool that connect directly with “DonorPerfect” and the CSC website.

The CSC has contracted “Banja Solutions” to redesign the CSC website using templates and the functionality of the “GiveCloud” platform.

Advertising/Marketing: A marketing communication plan will be developed by the end of April, 2021 by the Fundraising Coordinator and in conjunction with members of the Board. This will encompass website, social media and print media.

Note: The CSC has set up a GoFundMe account that will not be launched immediately, so as to not conflict with our initial fundraising activities but will be part of future fundraising initiatives.

Motion to accept report.

PRESIDENT'S REPORT - Presented by Jane Chapman

Good morning ladies & gentlemen. You've heard all the reports from Subcommittees & Office Staff. I would like to welcome Anna Murray as our Fundraising Coordinator to the team. I look forward to working with you.

It's been another busy year behind the scenes but we are prevailing and hoping to soon come out of this pandemic with positive progress in the coming year.

I would like to thank everyone, staff and volunteers for their commitment this past year for lunches, monthly dinners, new committees, fund raising efforts etc. It's much appreciated, making our club a success. Having our members support and participation is essential and we recognize your efforts.

I've had very positive terms as your President, getting to know more people and enjoying such wonderful fellowship with everyone. Again I would like to reiterate to all of you the cost of running our club. With the help of in kind from the Town of Caledon and special grants, we are obligated to raise funds to offset these costs.

So please don't forget to sign in every time you come to the centre when we reopen. This is all reported for our grants we receive to help us operate.

We have exciting things happening and I hope to be a part of the progress being made. Communication is a strong point for us all and I am open to everyone for suggestions, comments or just a chat if needed.

We still have a bit more business to attend to so I will close my report at this point.

Motion to accept this report.