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# Annual Report

## CALEDON SENIORS CENTRE

### 2024/25

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# Report of the President

Dear Members, Volunteers, Staff, and Friends,

It is with great pride and gratitude that I present this year's President's Report, reflecting on "**A Year of Growth and Change**" at the Caledon Seniors Centre.

This year has been truly transformative. As we reopened fully and expanded our offerings, we witnessed **a resurgence of energy, new faces, and new ideas** within our Centre. From day-to-day operations to special initiatives, every corner of our Centre has seen growth and positive change.

Some highlights from this year include:

- **New Programs and Services:** We added 12 new programs and 6 services to better serve the diverse interests of our seniors.
- **Membership and Participation Growth:** More seniors are engaging with our programs, and we have proudly welcomed over 800 new members into our Centre.
- **Facility Upgrades:** Thanks to grants and generous donations, we finalized our library, social area, built a garden shed, purchased more patio furniture to better serve everyone.

None of this would have been possible without the **incredible efforts of our staff and volunteers**. Their hard work, creativity, and compassion continue to be the heartbeat of this Centre.

While growth brings excitement, change brings challenges. We learned, adapted, and moved forward together — always with our members' well-being at the centre of every decision.

As we look to the future, I am excited about the opportunities ahead to **expand our impact, build new programs, and continue fostering a vibrant community** where all seniors feel welcome, valued, and connected.

Thank you for being part of this journey.

Sincerely,  
**Nora Martin**  
President  
Caledon Seniors Centre

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# Report of the Chair, Board of Directors

**Dear Members, Volunteers, and Friends,**

As Chair of the Board of the Caledon Seniors Centre, it is my privilege to present this year's report under the theme "**A Year of Growth and Change.**"

This past year, the Board of Directors focused on ensuring that the Centre remained a **strong, sustainable, and forward-looking organization**. As the world around us continues to evolve, it was crucial that we adapted our priorities, strengthened our governance, and renewed our vision for the future.

Key achievements this year include:

- Starting a strategic review to identify **new priorities and opportunities** for growth.
- **Supporting the development and implementation of new programs** to support the growth in memberships
- Focusing **on key partnerships** – especially with the Town of Caledon
- Strengthening our financial **fundraising**, ensuring that we can meet both our current needs and future goals.

Our Board worked diligently to provide leadership and support to our President, staff, and volunteers, ensuring the Centre remained not only active but thriving. I am deeply grateful to my fellow Board members for their commitment, insight, and collaborative spirit throughout this year of transition and opportunity. Special thanks to our Centre's Manager, Beverley Nurden for her continuous leadership, time and energy.

Looking ahead, the Board remains committed to ensuring that the Caledon Seniors Centre continues to grow, becoming a sustainable organization that meets the changing needs of the older adults in Caledon.

Thank you for trusting us with this important role.

**Sincerely,**  
**Joe McReynolds**  
**Chair, Board of Directors**

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# Report of the Treasurer

**Dear Members, Volunteers, and Friends,**

I'm pleased to share a brief financial update for the past year.

Our Centre operates on a very diverse revenue base so ensuring the funds are available and our obligations are met is a complex process.

Over the year, we brought **revenue of \$962, 559** through grants, membership fees, fundraising events, program fees, and donations. Our total **expenses came to \$ 926,261**, covering staff wages, programs, maintenance, and day-to-day operations.

After everything, we ended the year with a **closing balance of \$36,298**, which keeps us in a stable financial position.

Some quick highlights:

- We secured grants for **\$ 225,382** to support the operations of the Centre.
- Our fundraising efforts were very successful, bringing in **\$98,491**.
- The Town of Caledon continued their generous financial and maintenance support.
- We managed our spending carefully, even with rising costs in several areas.

An independent review/**audit was completed by BDO Canada**, and no major issues were found.

Looking ahead, we expect to continue to balance our finances and work towards a more sustainable financial foundation to continue to meet the needs of our members. We'll keep working hard to manage your Centre's finances responsibly.

Thank you all for your support and trust.

Respectfully,

**Isabel Neubert**

Treasurer, Caledon Seniors Centre

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# Report of the Centre's Manager

**Board Members, Members, Volunteers, Staff, and Community Partners,**

**It is an honour to present the Manager's Report for 2024–2025 at the Caledon Seniors Centre—A Year of Growth and Change.** As we come together to reflect on the past year, I am proud of the resilience, progress, and strong sense of community that continue to shape and strengthen our organization.

## 1. Highlights of the Year

- **Program Expansion:** This year, we introduced many new programs, including Men's Club, Pool, Darts, Meditation, Beginner Pickleball, Line Dancing, 4 New Therapy Room Wellness Programs to name a few designed to promote health, engagement, and lifelong learning for our members.
- **Membership Growth:** Our membership has grown to over 2,000 individuals—an encouraging reflection of the Centre's vital role in the Caledon community. While we don't see everyone daily, it's important to remember that our Centre offers a "buffet" of choices: some members come only for walking programs, others for day trips, the Men's Club, or one of our six Satellite locations. Members engage in ways that suit their interests and schedules, and that flexibility is one of our greatest strengths.
- **Volunteer Contributions:** This year, more than 125+ dedicated volunteers contributed an incredible 15,700 hours of service. At minimum wage, that represents over \$270,000 in donated time—an extraordinary gift to our Centre. Volunteers support every aspect of our operations, from meal preparation to event planning, governance and their impact is felt daily. Our greatest volunteer contribution is in food delivery, where homemade meals are provided with genuine care and compassion—truly made with love.
- **Facility Improvements:** Thanks to generous grants, community donations, and continued support from the Town of Caledon, we've made several meaningful improvements to the Caledon Seniors Centre. These enhancements have allowed us to better serve our growing membership and create a more welcoming, accessible, and functional environment. From upgraded equipment to expanded program spaces, each improvement reflects our commitment to excellence. We will continue to actively pursue funding opportunities that support the Centre's ongoing growth and development.

## 2. Financial Overview

Our financial position remains stable, thanks to prudent management, continued government support, successful fundraising initiatives, and the generosity of our members and broader community. A detailed financial report will be shared separately by our Treasurer. While we faced challenges—including rising operational costs, staffing pressures, and ongoing

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recovery from the pandemic—our community’s steadfast support enabled us to adapt, innovate, and remain focused on delivering high-quality programs and services.

### **3. Appreciation**

None of our accomplishments this year would have been possible without the unwavering dedication of our incredible staff, volunteers, Board of Directors, committee members, and loyal members. Your commitment, passion, and resilience are truly the heart of the Caledon Seniors Centre.

Special thanks to:

- Our President, Nora, and our Chair, Joe, for their outstanding leadership, guidance, and the expertise they bring to the table.
- The entire leadership team—your willingness to dedicate time and energy to steering a growing, innovative organization is deeply appreciated.
- Our hardworking staff, who not only fulfill their roles with excellence but often go above and beyond by volunteering their time.
- And of course, to our amazing volunteers—the backbone of our daily operations—who make the Centre feel like a home away from home, where seniors are welcomed, engaged, and surrounded by a caring community.

### **4. Looking Forward**

Our focus for the coming year will be on:

- Enhancing member engagement and increasing diversity in programs and participation
- Continuing to prioritize health, safety, and accessibility across all locations
- Expanding and innovating how we deliver programs—both at the Centre and through our six satellite sites in Caledon East, Valleywood, Southfields, Alton, Inglewood, and Caledon Village
- Strengthening volunteer recruitment, training, and recognition
- Investing in staff development to ensure a high standard of service
- Celebrating our vibrant senior community through special events and meaningful initiatives

Together, we will continue to build a thriving and welcoming Centre—one that empowers seniors to lead active, fulfilling lives and feel deeply connected to their community.

For the past 29 years, it has been an honour to be part of this remarkable journey. Thank you for your continued support and trust. I look forward to working with all of you to make the year ahead one of our best yet.

**Respectfully Submitted**  
**Beverley Nurden, Manager**

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## **BOARD OF DIRECTORS (2024/25)**

**Nora Martin, President**

**Joe McReynolds, Chair and Vice President**

**Isabel Neubert, Treasurer**

**Judy Henderson, Secretary**

**Jane Chapman, Past President**

**Rita Cantelon, Director**

**Karen Francis, Director**

**Bill Moyer, Director**

**Scott Owen, Director**

**Derek Paterson, Director**

**Carol Seglins, Director**

**Linda Simone, Director**

**Hui Yang (*resigned during year*)**

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# Committee Reports

## A. Governance

**Committee Members – Scott Owen (Chair), Rita Cantelon, Nora Martin, Derek Paterson, Joe McReynolds, Beverley Nurden**

### 2024–25 Highlights

During the past year, the Governance Committee focused on strengthening the foundations for the Caledon Seniors Centre’s future growth and sustainability. Key achievements included:

- **Conducted an environmental scan** through a Board Member questionnaire, gathering insights into strengths, improvement areas, opportunities, and threats facing the Centre.
- **Identified strategic priorities** based on survey findings and analysis of previous strategic planning efforts from 2003, 2017, and 2020.
- **Drafted a Strategic Plan Framework** outlining a renewed Vision, Mission, Core Values, and five key strategic priorities: Member Engagement, People Development, Stakeholder Relationships, Internal Systems Strengthening, and Financial Sustainability.
- **Supported a collaborative planning process** with the Board and Centre Management to guide the creation of a full Strategic Plan and upcoming Implementation Plan.

These efforts ensure that the Centre continues to thrive while staying aligned with the evolving needs of its members, volunteers, staff, and the broader community.

### Objectives for 2025–26

Looking ahead, the Governance Committee’s objectives for the coming year include:

- **Finalize the Strategic Plan** and present it for Board approval.
- **Support development of the Implementation Plan**, setting phased activities aligned with Centre capacity and strategic priorities.
- **Enhance Board education and engagement**, particularly around governance practices, financial oversight, and strategic planning roles.
- **Establish regular governance reviews** to ensure ongoing accountability, adaptability, and alignment with the Centre’s vision and mission.
- **Conduct a member questionnaire** to gather insights directly from members regarding strengths, challenges, opportunities, and threats, building on the Board-focused environmental scan and supporting ongoing engagement.

The Governance Committee remains committed to promoting transparency, accountability, and effective leadership as the Centre moves forward into its next phase of growth and service.

**Scott Owen, Chair**



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## B. Community Relations

**Committee Members – Nora Martin, Joe McReynolds (Co-Chairs), Derek Paterson, Isabel Neubert, Beverley Nurden**

We are pleased to share a brief overview of our Community Relations activities over the past year.

At the Caledon Seniors Centre, **building strong connections with our community** continues to be a top priority. This year, we deepened our partnerships with the **Town of Caledon** and other community organizations. These relationships have allowed us to enhance our programs, secure sponsorships, and extend our reach to even more seniors throughout our area.

Our relationship with the **Town of Caledon remains integral to the operations of the Centre**. We share a common mandate with the Town — to serve and support the needs of older adults in our communities. The Town provides the physical space and maintenance that are vital to the delivery of our programs, and we have worked hard throughout the year to ensure that this important partnership remains strong.

Some key highlights this year include:

- President Nora Martin and Chair Joe McReynolds continue to serve as members of the **Age-Friendly Advisory Committee**, advising the Mayor and Council on matters affecting older adults.
- Beginning in the fall, the Board and Staff **initiated monthly meetings with the Commissioner of Community Services**. These meetings focus on maintaining a productive working relationship and shaping the future collaboration between the Centre and the Town.

Beyond our work with the Town, we have continued to support the planning and delivery of information and services to other organizations dedicated to older adults in our community. Strengthening these connections helps us collectively serve seniors more effectively.

Looking ahead, we are excited to further expand our partnerships, particularly in the areas of health and wellness, to meet the evolving needs of seniors across Caledon.

Together, through collaboration and community spirit, we will continue to make a real difference.

**Nora Martin and Joe McReynolds, Co-Chairs**

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## C. Fundraising

**Committee Members – Joe McReynolds (Chair), Bill Moyer, Carol Seglins, Beverley Nurden, Stacie Roberts, John VanWagner, Nora Martin.**

The Fundraising Committee is pleased to report significant progress toward our financial goals for this year's Annual Meeting. **Our 2023 -24 target for fundraising was set at \$ 98.000**, with funds intended to support the operations of the Centre.

Thanks to the dedication of committee members and the responsiveness of our community, we have secured **\$98,491**, which represents 100% of our overall goal.

We want to thank the Program Committee for their collaboration on many of the events held throughout the year. **Our annual trunk sale, golf tournament and Christmas Craft and Bake Sale**, were major fund-raising successes. So were the **many lunches and dinners along with sales of various products**. A great team effort by volunteers and staff.

During the current year, we have introduced **50/50 draws, sought corporate sponsorship and began to plan to gather fees from marketing services** to our members. We would really be remiss if we did not acknowledge the work of Beverley as the Centre Manager in organizing and reporting on many grants.

In the coming year, we will add new activities to our effort. We want members to be aware of **The Grand Parade which will be held on September 20<sup>th</sup>**. The Grand Parade is a peer-to- peer event where teams raise funds through a walkathon.

We would like to extend our sincere thanks to **Stacie Roberts**, our fundraiser, and to the committee members, volunteers, and board members who have contributed their time, energy, and networks to this year's fundraising efforts. Your support is critical to our success.

**Joe McReynolds, Chair**

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## D. Programs

**Committee Members – Judy Henderson (Chair), Jane Chapman (Vice Chair), Mary Paolucci, , Karen Francis, Lisa Berejiklian, Tina Parnaby, Nora Martin, Sandi Rogers, Cheryl Sampson, Beverley Nurden, Stacie Roberts.**

What a fantastic year it's been! We held nine program meetings and rolled out some exciting new activities. Right now, we're proud to offer 26 different programs Monday through Friday, including:

- Three virtual activities (Trickster Euchre, Oh Hell, and virtual exercise classes)
- Ten in-house exercise and Zoom classes
- Ten satellite programs

Some Fun New Additions: Pool and Darts, Pickleball, Movie Afternoons, Ink Drawing with Oil Rouging

We've also kept up all our favorites like Special Lunches, Lunch and Learn sessions, the Strawberry Social, Men's Brunch, In-House Games, Shrove Tuesday Pancake Lunch, Active Living Fair, Tax Clinic, and our always-popular Saturday Night Socials.

### **Special Events**

We packed the calendar with great events — and they made a real difference:

- 9 Monthly Dinners, bringing in \$12,884.73
- 7 Tournaments, raising \$4,983.52, including:
  - 2 Bid Euchre Tournaments and Luncheons
  - 1 Bridge/Oh Hell Tournament and Luncheon
  - 3 Euchre Tournaments and Luncheons
  - 1 Bingo & Brunch Tournament
- Our festive Christmas Dinner and Dance raised \$2,257.47
- Our cozy Christmas Luncheon raised \$3,415.00

### **Fundraising Fun**

This year's fundraisers brought a lot of energy and generosity:

- Bottle Drives
- Jams & Jellies Sales
- Krispy Kreme Donuts
- McGregor Meats Fundraisers
- Handmade Towels and Neck Scarves
- Frozen Dinners and Soups

### **Special event highlights:**

- Mother's Day Tea raised \$718.51
- Trunk Sale raised \$2,723.46
- Bolton Fall Fair Bingo raised \$449.00
- 5 Paint Nights raised \$2,110.11

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- Our biggest success — the Christmas Craft and Bake Sale — brought in an amazing \$14,881.84 with vendors, a silent auction, BBQ, and tea room.

### **Food Services and Catering**

The kitchen was buzzing with activity! We:

- Catered two funerals and one 90th birthday party, raising \$1,401.19
- Made sandwiches for the Palgrave Rotary's Wines of the World event
- Handled food for CSC's Annual Golf Tournament
- Whipped up 324 jars of preserves

**Trips:** We offered 6 trips with Great Canadian Holidays, all of which were well attended and enjoyed.

A huge thank you to all our volunteers — your hard work and spirit make everything we do possible!

Respectfully Submitted

Karen Frances

Catering and Food Services

Judy Henderson

Chair, Program Committee & Catering & Food Services

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## E. Operations

**Committee Members – Nora Martin (Chair), Linda Simone, Derek Paterson, Isabel Neubert, Joe McReynolds, Beverley Nurden.**

As mentioned previously, this was a year of change for the Caledon Seniors Centre. We operated with a President and a Chair, and we formed several active Committees with Chairpersons including an Operations Committee. The purpose of this committee is to guide and support the operations of the services of the Centre. Many of the responsibilities under this committee were previously reported to you under our HR and Health and Safety/Risk Management Committee.

In 24-25, we decided to include additional tasks under the operations of the Caledon Seniors Centre.

**Financial Management** - to review the finances of the Centre before reporting to the Board. Items under discussion were the Current Status, Forecasts, Budgets and Grant Management.

**Resource Management** - Human (staffing, volunteers), technical, and building including satellites

**Administration** - Operational Policies, manuals and membership

**Risks Management/ Health & Safety** - Compliance

**Property Management**

It is with great pleasure that I announce that we have **finalized our negotiations for the lease between the Caledon Seniors Centre and the Town of Caledon**. Many of you know that this project has taken years to complete but soon we will be in a position to move on to new endeavors. Our next major task is developing a Memorandum Of Understanding, an MOU with the Town. Our aim is to have the majority of town staff understand the importance of and the contributions the CSC makes to our older adult community. This is one way our uniqueness will be recognized!

The members of this committee include the President, Chair, Treasurer, 2 Directors and the Centre Manager. We planned to meet following our monthly Board meetings or whenever issues arise that require immediate attention.

Sincerely,  
**Nora Martin**  
Chair

## Appendix:

### Financial Summary pages of Audit Report

<b>Caledon Seniors Centre Statement of Financial Position</b>		
<b>March 31</b>	<b>2024</b>	<b>2023</b>
<b>Assets</b>		
<b>Current</b>		
Cash	\$ 277,520	\$ 394,245
Short-term investments (Note 2)	7,019	7,014
Accounts receivable (Note 3)	24,122	9,371
Prepaid expenses	-	9,753
	<u>308,661</u>	<u>420,383</u>
Long-term investment (Note 4)	5,510	5,510
	<u>\$ 314,171</u>	<u>\$ 425,893</u>
<b>Liabilities and Net Assets</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 26,703	\$ 33,457
Employee deductions payable	7,564	12,129
Deferred revenue (Note 6)	60,347	150,348
	<u>94,614</u>	<u>195,934</u>
<b>Net Assets</b>		
Unrestricted operating fund (Note 5)	-	(627)
Internally restricted for emergency reserve fund (Note 5)	86,909	97,938
Externally restricted for building expansion fund (Note 5)	132,648	132,648
	<u>219,557</u>	<u>229,959</u>
	<u>\$ 314,171</u>	<u>\$ 425,893</u>

## Caledon Seniors Centre Statement of Operations

For the year ended March 31

2024

2023

### Revenue

Donations	\$ 33,327	\$ 8,613
Fundraising	119,463	128,524
Grants (Note 6)	382,443	243,290
In-Kind Contributions	259,892	195,479
Program fees and memberships	136,166	83,075

	931,291	658,981
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### Expenses

Advertising and promotion	2,231	445
Fundraising	25,668	39,677
Insurance	7,608	5,330
Interest and bank charges	95	126
Office	40,995	38,882
Professional fees	15,072	9,849
Program	344,915	121,586
Rental	253,199	191,549
Repairs and maintenance	7,442	8,245
Salaries and wages	220,074	191,275
Special grant expenses	17,408	31,930
Travel and training	3,957	2,324
Utilities	3,029	4,224

	941,693	645,442
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**Excess (deficiency) of revenues over expenses**

	\$ (10,402)	\$ 13,539
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