

2023

ANNUAL REPORT

**Serving our community
since 1983**



PELHAMCARES

Food Support Hope





2023 Annual Report President's Message

In 2023 Pelham Cares celebrated our 40th Anniversary. This was a bittersweet moment. On the other hand, we are very proud of the fact we have been helping our less fortunate residents for 40 years. However, at the same time, it is disappointing to realize that 40 years after we started Pelham Cares, the need for our services has never been greater. The rising costs of housing and food, coupled with a challenging work environment all contributed to this increase.

Once again, our incredible staff and volunteers, along with service clubs, schools, churches, businesses and individuals, through numerous events and donations, worked together to meet the growing and changing needs in the community of Pelham.

In 2023 the number of mouths we fed increased by 53%, with a 69% increase in the number of unique individuals. We distributed close to 100,000 pounds of food and completed 400 medical drives. Our amazing team logged 3,000 volunteer hours, a 30% increase over last year.

We continued to improve our facility to help meet this demand. We acquired a walk-in freezer, which helped us take advantage of more frozen food sharing opportunities. We also reconfigured the garage shelving and receiving area and made a number of much-needed repairs to the building. To help meet the increased demand for food, we partnered with the Food Basics "One- More- Bite" program and expanded our food sharing with Feed Niagara.

As part of our 40th anniversary celebrations, we introduced a new logo and tag line "Food Support Hope", which better reflect today's Pelham Cares. We also donated a bench at the MCC to recognize all of our volunteers, both past and present.

In December we held our annual food drive at the MCC. Despite very poor weather and the tough economic conditions, the residents of Pelham rose to the challenge and our donations were up 8% vs last year. A huge THANK YOU to the Town for the use of the MCC and to all the volunteers who put in countless hours to help make the food drive a success.

Finally, this year we began the process of accreditation with the new Food Banks Canada standards of excellence. This program provides a framework for food banks to identify opportunities for innovation and performance improvements in the areas of client service and care, food operations, safe food handling and more. Our goal is to receive accreditation in 2024.

In closing, on behalf of our clients, staff, and the board of directors of Pelham Cares I want to thank our volunteers, community partners and the residents of Pelham for your generosity and support. Together we are making a real difference.

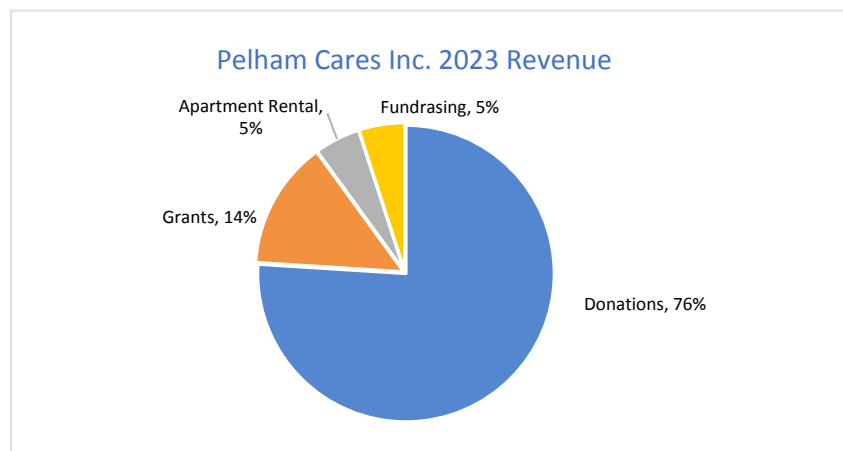
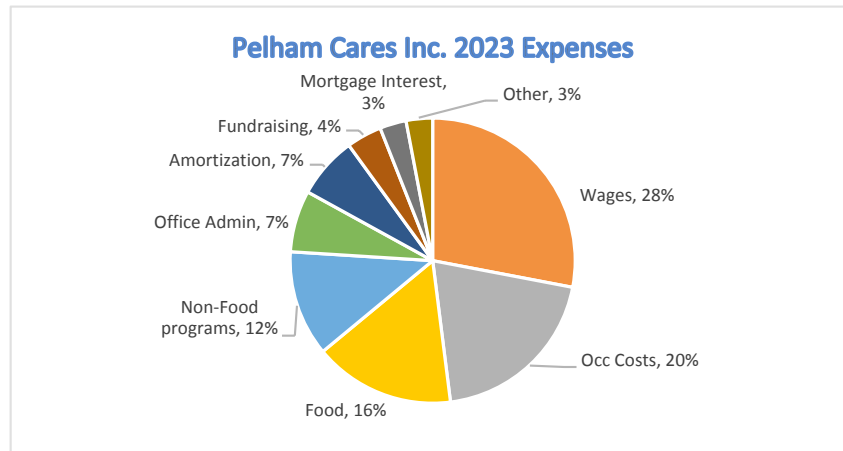
Sincerely,

Greg Lewis

President and Chair, Pelham Cares Board of Directors

FINANCES

Pelham Cares Inc. is registered with the Canada Revenue Agency as a charitable organization. Our financial statements are audited yearly by a firm of Chartered Professional Accountants in accordance with accounting standards for not-for-profit organizations. For access to current and historical publicly available information, please refer to: <https://www.canada.ca/en/services/taxes/charities.html>



Our VISION:

A town where residents achieve optimal wellbeing, independence and community involvement.

Our MISSION:

To help the residents of Pelham help each other.

Our VALUES:

- Compassion
- Respect
- Integrity
- Accountability
- Collaboration

In pursuit of our Vision, undertaking our Mission, and informed by our Values, we will provide, free of charge:

- Transportation to medical appointments within Niagara Region and beyond,
- Food bank, personal hygiene and emergency food assistance,
- Sponsorship of youth sports, recreation and educational activities
- Referrals to other agencies when appropriate, and
- Response to individuals in need.

BOARD OF DIRECTORS

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