



A-Way Express

THE WHOLE PACKAGE

ANNUAL REPORT 2014

27 years of Success - Refreshed and Moving Forward

“We provide reliable service while helping employees at the same time.”

AVI HERMANT, COURIER



Welcome from the Board

Dear friends,

Looking over the past year, we are proud of what has been accomplished. This report can only begin to capture the progress that has been made – both in our business and our programs to support employees.

A special thanks is due to the dedicated staff group at A-Way and especially Meredith Cochrane for her capable and energizing leadership. Thanks also to our Board of Directors who have actively monitored progress and contributed ideas and support to the organization. Edith Sinclair and Richard Wu have each contributed many hours of professional level advice to make sure our finance and human resources systems are up to date.

This year the community lost Diana Capponi, a pioneer and advocate for survivor employment and a long time friend of A-Way. Rest in Peace Diana, we hold you in our thoughts going forward.

Best wishes,

Jackie Rankine and Lee Jenkins

Co-Chairs, A-Way Express Board of Directors



BOARD OF DIRECTORS

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Jackie Rankine

CO-CHAIR

Lee Jenkins

TREASURER

Richard Wu

EX OFFICIO

Meredith Cochrane

John Barnes

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Edith Sinclair

Jiji Voronka

Jim Ward

Building for a Stronger Tomorrow



We have been working behind the scenes this past year to build on A-Way's foundations of success as an employer. In an increasingly competitive and automated environment, A-Way has initiated a process of change in our business approach while staying true to our core values. This is reflected in our new brand which expresses a professional, efficient and environmental service that holds people - both our customers and our employees - at the centre of everything we do.

Improvements to our courier service over the past year have required the commitment of the entire staff and we thank them for supporting and participating in the changes that have taken place. Just a few of the highlights include - the addition of a Business Director and a full-time Operations Manager; regular customer service training sessions required for all couriers and office staff; and the development of software to better track revenue growth and develop targeted marketing strategies.

This is only the beginning of the work to come. In 2015 we will introduce new dispatch and courier technologies that will transform our ability to serve customers effectively. We will extend our branding to our courier uniforms and equipment, as well as to all of our communications. We will redevelop our website, incorporating online ordering and automated pricing. Finally, in recognition of the changing needs of our existing and potential customer base, we will incorporate the delivery of packages for the e-commerce industry.

Throughout this period of change we continue to support staff with growing programs in the areas of food, social events, health & wellness, and career development.

We are committed to continually working to be upheld as professional, environmentally conscientious, cost competitive, and efficient while at the same time being a supportive employer that values and meets the needs of its staff and supports them in building their future. These ambitions and values will continue to inform our work. We believe that we are, for our customers and our employees, 'The Whole Package'. Looking forward to an exciting 2015.

Meredith Cochrane

A handwritten signature in black ink, appearing to read 'Meredith Cochrane'.

Executive Director

Bright Futures at A-Way and Beyond

With funding from the City of Toronto's Homelessness Partnering Strategy, A-Way has started a program that helps existing staff develop their employability skills and supports them with their search for job opportunities outside A-Way.

A-Way now has an Employment Support Specialist who has established a mentoring program and paid placements. Through this, eight A-Way staff gained experience through placements and two meaningful mentor relationships were established. One participant went on to be hired for two short term contracts by the host organization. He remarked that his placement at Houselink, *"...allowed me to revisit a workplace environment I left many years ago, gain a new set of contacts, and enriched my employment experience"*.

Twenty-four staff have participated in customized workshops offered through Woodgreen Employment Services. Independent facilitators taught various job search techniques such as resume writing and interview skills. Over 20 staff members have also taken advantage of the ongoing employment counselling that A-Way now offers. In April, a career symposium was organized to promote alternate forms of work and to connect A-Way staff to opportunities within other community programs.

Houselink staff member, Patricia Malcolm, shares a smile with placement participant and A-Way staff member, Jennifer Rosser.

Essential to our success is collaboration with existing initiatives across the city. New community partnerships were developed with the STAR Learning Program (St. Michael's Hospital), FoodShare and Homes First, and two new business contacts with Value Village and Valu-Mart. These contacts have committed to providing work experience placements. Representatives from George Brown College have also provided information sessions on the Augmented Education Program.

The first year of this program has had a positive effect on the work culture at A-Way as well as on the staff, with confidence and skill levels on a constant increase. We look forward to taking this program - and its staff participants - even further.

Kathleen Garces
Employment Support Specialist



Nutrition & Wellness at A-Way

A-Way prides itself on being more than just an employer. With the support of Accent on Ability, Second Harvest, Windfall Clothing, Green Shield and individual donors, our staff create and run programs that provide food and clothing as well as a chance to interact with one another.

The Breakfast Club has expanded from one to two mornings per week and is very appreciated by the staff. Jim Toudy, Hazel Gardner, Armand Siksna, and Doug Quinn are doing a fantastic job planning menus and preparing the food. The Second Harvest food delivery truck now arrives weekly rather than monthly. The food delivered is taken home, supplementing groceries when staff need it most. TGIF has a whole new meaning at A-Way. Spaghetti night! Late Friday afternoon

Jim Toudy serves up plates of delicious pasta so that couriers returning from a day on the road have a hot meal to welcome them.

We continue to receive donations from Windfall to supplement staff's own clothing and we purchase winter equipment for all couriers to keep them safe and comfortable on the road.


Our Social Committee regularly provides opportunities for staff to congregate and tap into their sporty side, artistic side, or just get together and chat. Recent events have included a trip to the McMichael Gallery, a beach picnic and card making. Card making has produced some beautiful results. The fruits of the staff's labour is on display and for sale at A-Way's reception. We look forward to seeing what staff come up with next!



Graeme Cushing, Office Manager at the arrival of a weekly delivery compliments of Second Harvest.



Hazel Gardner, hard at work preparing breakfast for staff.



“I’m thankful for this opportunity. The B-Club allows me to help people help themselves, by providing healthy food.”

JIM TOUDY, BREAKFAST CLUB COORDINATOR

Financials

I am pleased to report that our hard work produced solid results for the fiscal year ended March 31, 2014. Revenue was in line with historical trends and expenses fell within our budget. We maintain a healthy surplus and reserve. Going forward, we have plans to invest our surplus funds to reinvent and innovate our core business.

RICHARD WU
Treasurer

APPLAUSE COMMUNITY
DEVELOPMENT CORPORATION

STATEMENT OF FINANCIAL POSITION
as at March 31, 2014

	2014	2013
	\$	\$
ASSETS		
CURRENT		
Cash	162,617	97,236
Accounts receivable	34,495	47,845
HST receivable	7,376	41,832
Prepaid expenses	7,204	5,855
	<u>211,692</u>	<u>192,768</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	48,856	61,776
Payroll government remittances payable	11,999	7,737
Deferred revenue	49,800	50,532
	<u>110,655</u>	<u>120,045</u>
FUND BALANCES		
Ministry of Health and Long-Term Care		
Operating Fund	3,233	-
Commercial Fund	63,347	50,548
Flyer Fund	388	290
Other Funders	34,069	21,885
	<u>101,037</u>	<u>72,723</u>
	<u>211,692</u>	<u>192,768</u>

APPLAUSE COMMUNITY
DEVELOPMENT CORPORATION

**COMBINED STATEMENT OF
OPERATIONS AND FUND BALANCES**

for the year ended March 31, 2014

	2014	2013
	\$	\$
REVENUES		
Ministry of Health and Long-Term Care program funding	746,962	789,585
Operating and other funding		
Courier operations	135,910	121,870
Other funders	74,130	81,974
Flyer distributions	2,056	5,264
	<u>212,096</u>	<u>209,108</u>
TOTAL REVENUES	<u>959,058</u>	<u>998,693</u>
TOTAL EXPENSES	<u>929,837</u>	<u>1,009,420</u>
Excess (deficiency) of revenues over expenses for the year	29,221	(10,727)
MOH grant repaid	(907)	-
Fund balances, beginning of the year	72,723	83,450
Fund balances, end of year	<u>101,037</u>	<u>72,723</u>

APPLAUSE COMMUNITY
DEVELOPMENT CORPORATION

**COMBINED STATEMENT OF
OPERATIONS AND FUND BALANCES**

for the year ended March 31, 2014

	2014	2013
	\$	\$
EXPENSES		
Salaries and benefits	648,314	673,973
Metro passes	48,485	44,866
City of Toronto HPS	42,298	-
Rent	38,569	39,853
Repairs and maintenance	20,311	20,423
Equipment lease and service contracts	19,532	35,665
Professional fees	17,912	8,475
Office and general	17,536	18,844
Meetings, travel and public relations	13,495	11,781
Trillium - kitchen renovations and strategic planning	12,649	58,700
Special events	12,314	24,314
Advertising and promotion	10,437	1,748
Utilities	5,189	4,345
CSI lead expenses	5,117	26,069
Breakfast Club	4,538	3,562
Postage	3,777	4,110
Printing	3,446	3,987
Telephone	2,842	2,882
Insurance	2,623	2,617
Interest and bank charges	2,101	1,390
Outside services	1,958	5,013
Bookkeeping	1,657	1,753
Computer equipment	557	1,004
Bad debts	361	11
Salary (Trillium)	-	2,552
Productivity and safety (Greenshield)	-	162
Marketing (McCutcheon)	-	750
Marketing (Co-Operators)	-	771
Bad debts (recovered) - HST	(6,181)	9,800
	<u>929,837</u>	<u>1,009,420</u>

Thank You

A-Way Express could not do the work that we do without generous contributions of funds, time, goods and services from our funders, supporters and volunteers. We extend sincere gratitude to all of them.



Thank you also to our anonymous individual donors. Your contributions are appreciated by all of us.

Thank you to our valuable volunteers, Rick Gascoyne and Cam Beyers. Your assistance has been so important to A-Way's success. Rick has volunteered with A-Way for ten years, helping us to keep our computers running. Cam has spent hundreds of hours in the A-Way office this year guiding us in strengthening and improving our financial systems and reporting.



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A-WAY EXPRESS DELIVERY SERVICE

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