

Mission

We exist to build caring, compassionate, interdependent and just communities in Southwest Scarborough

We achieve this by:

- Providing appropriate services to meet social, emotional, educational, cultural, physical and spiritual needs in these communities
- Linking the communities to internal and external resources to help meet the needs of the whole person
- Sharing skills within the community in order to identify and develop resources, enabling the community to make and implement informed choices about its needs
- Advocating for social justice in community life

Vision

We envision our agency to be a place where:

- Everyone belongs
- Everybody is somebody
- Everyone is challenged to be part of the Solution
- We grow and help one another grow
- Consultation and communication are norms, not exceptions
- Together we build and share in a better tomorrow

OFFICE AND PROGRAMME SITES

Main office:

74 Firvalley Court

Children & Youth Services
Community Development
Congregate Dining
Friday Folk
Local Immigration Partnership
Meals on Wheels
Resource Development
Support Services

Community Sites:

3330 Byng Towers

Supportive Housing, Home Help

10 Glen Everest

Community Wellness & Health Integrated Partnership Programme
Chris Intervention

40 Teesdale Place

Newcomers & Drop In Programme

100 Consillium Place

Conflict Resolution Services

63 Mack Ave. & 3330 Danforth Ave.

Health and Senior Services

Warden Public School, Cliffside Public School, Oakridge Public School

After School Program

1 Firvalley Court

Early Childhood Services

3485 Birchmount St. Clair

Early Childhood Services



Annual Report 2014-2015





Khalid Ahmed
Chair



Ginelle Skerritt
Executive Director

Warden Woods continues to be a vibrant and healthy organization serving Southwest Scarborough. Regarding the ongoing **property issue**, we started the year with a lot of questions about the legal process. Discovery was held in May and both sides went before a judge in the Fall, but the result was inconclusive and the judge advised us to negotiate a settlement. We have since been in negotiations with MCEC Board members at their initial invitation since October of 2014. We expected to be in court for the trial last February, but that date has been moved a number of times to allow the negotiations to continue. Both parties have been creative and negotiations have been amicable.

At the beginning of the 2014/15 fiscal year, we learned of the desire of our employees to be represented by the **Canadian Union of Public Employees** and have been engaged in discussions about our first collective agreement. Approximately 40 of our 62 employees are in the bargaining unit, and we expect to have an agreement within the next fiscal year.

Last year, we reported that we had embarked on a **reorganization process within the Health and Seniors Services Department**. Based on information we learned from an independent risk assessment, there was a need to address the impact on our operations of having 51% of

employees reported through one manager. Deeper investigation found that it was causing an unnecessary strain on our capacities and we needed to restructure. Through a process of management and staff consultation we expanded the number of managers, and split the large department into 2, hiring Alvin Ramnanan and Parveen Amlani to the management team, and Susan Batayeh to the Admin Support team. We are very thankful for all the staff who took on interim roles, especially Rosamma George, Manager of Community Development, who added management of the HSS department to her duties for over 8 months and Paul Mlcovsky for his support and guidance on the financial side.

Other highlights:

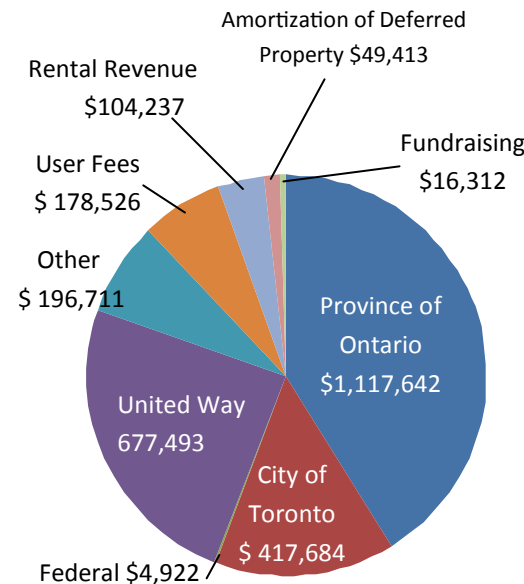
- In February, we launched a new report focused on the impact of our services and programmes: the **Community Impact Report**, to rave reviews. A very special thank you to Ioan Vincze, Yatti Tjipto and Michael Nyakundi for their work in making the report a success.
- The Board has put a lot of work into establishing a formal process for **Organizational Evaluation** – this is an ongoing project we expect to be finalized this tool within the next year.

Looking ahead to 2015/16, we anticipate a lean but manageable financial year. Operationally, we look forward to realizing the benefits of the recent reorganization and to continuing our positive relationship with staff, volunteers, funders and partners. Plans are underway to relocate a cluster of our services for seniors to a more accessible location, and we are seeking support to expand our services for children and youth.

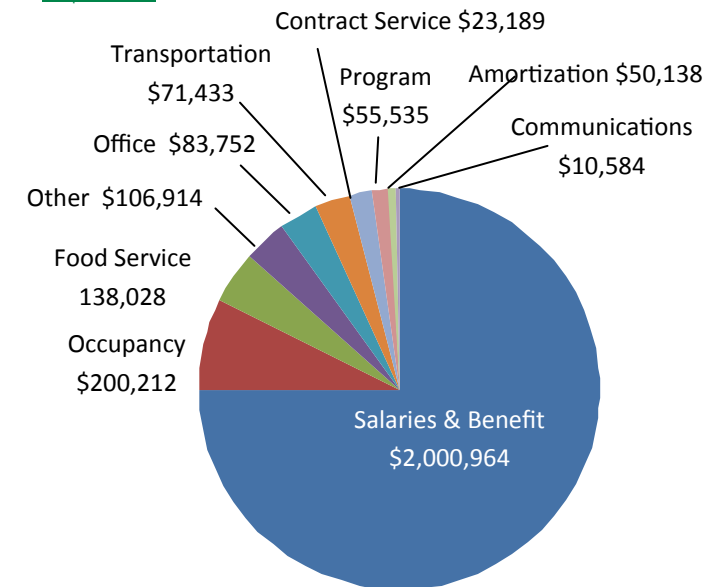


Revenue	
Government grants and fees	
Province of Ontario	\$ 1,117,642
City of Toronto	\$ 417,684
Federal	\$ 4,922
United Way	\$ 677,493
User Fees	\$ 178,529
Other	\$ 196,711
Rental Revenue	\$ 104,237
Amortization of deferred property and equipment contributions	\$ 49,413
Fundraising and Donations	\$ 16,312
	\$ 2,762,940
Expenses	
Salaries and benefits	\$ 2,000,964
Occupancy	\$ 200,212
Food Services	\$ 138,028
Other	\$ 106,914
Office	\$ 83,752
Transportation Services	\$ 71,433
Contract Services	\$ 23,189
Program	\$ 55,535
Amortization of property and equipment	\$ 50,138
Communications	\$ 10,584
	\$ 2,740,759
EXCESS OF REVENUE OVER EXPENSES	\$ 22,181

Revenue



Expenses





Thank You Donors!

Thank you! You have made a difference.

In Kind Donations

Baton Rouge Restaurant
Canadian National Exhibition
Kids Up Front Foundation
Ontario Science Centre
Royal Ontario Museum
Scarborough Mirror
Scarborough Town Centre
Tradition Fine Foods
Yankee Lady Yacht Charters
Second Harvest
Daily Bread Food Bank

\$2500 to \$10,000

Francis Hung-King Wong
YMCA
M. Scott (EM Games)
CAMH

\$1000— \$2499

Benno Barg
CHUM Foundation
Scarborough Twilight Rotary Club

\$500 - \$999

Griffith Laboratories Limited (Canada)
Herb Rempel Investment
Jane Pritchard
Jennifer Mitchell
Jim Harvey
Karen Metcalfe
Scarborough Twilight Rotary Club
Boiler Inspection and Insurance Co.
Emily Hubling

\$100— \$499

Lou Ferguson, Martha and Gerald Good, Mary Groh, Maya Herscovitch, Michael Harding, Michael Sidford, Mike Barbieri, Paul Sloggett, Peggy McCardell, Ryk Weber, Ruth Hess, Ruth Wiens, Shan Jiang, Tony Colangelo, M. Manzoangani, M. Marini, P. McCardell, Price Waterhouse Cooper, C. Raposo, M. Sidford, TSCC 2200, Kevin Connery, Emily Hubling, Jack Forsyth, Michael Sidford, Susan Hallman, Michael Sidford, Benno Barg, Prudence Wilson, Guyanese Pioneer Fund Raising Group, Jennifet Mitchell, Hedy Gotsche, Harold Christian, George & Lucille Lidell, Ginelle Skerritt, Sean Real Estate Brothers, Tony Colangelo, Margaret Weibe, John Eckertt, Dorothy Cooper

Under \$99

Gloria Hall, Aislinn Clancy, Ruth Hess, Dave & Muriel Bechtel, Blair Hadfield E, Brenda Jantzi, Patric Garrett, Elvin McNally, Ryk Weber, Valerie Roth, Paul Sloggett, Elizabeth Philips, Lloyd McGill, Irene Bragan, Barbara Gunraj, Maude McKellar, Lorraine Booth, David Rudy, Vernen Brubacher, Jamie Groh, Maria Klesitz, Anne Viney, Espie Edralin, Ginelle Skerritt, Kevin Connery, Yu-Liang Feng, Rose Foster, Robert Gray, Mary Groh, Jennifer McBean, Ed Ford, Renata Kupresak

**A warm thank you to our generous
Community Partners (\$10,000 and above) including:**

City of Toronto
Government of Canada
Government of Ontario
Royal Bank of Canada Foundation
Tippet Foundation
Trillium Foundation
TD Bank
United Way Toronto
Toronto Employment and Social Services
West Scarborough Neighbourhood Community Centre
Catholic Cross Cultural Services (LIP)



Board of Directors

Board Of Directors 2014-20115

- Khalid Ahmed ,Chair
- Aislinn Clancy, Vice Chair
- Amina Farah, Secretary
- Ryan Goldsman, Treasurer
- Rebecca Liu
- Tanmay Panda
- Dona Ranasinghe
- Kevin Wijesingha
- Ginelle Skerrit (Ex-Officio)



Rebecca Liu, Dona Ranasinghe Kevin Wijesingha, Khalid Ahmed, Aislinn Clancy, Ryan Goldsman

Our Management Team

Ginelle Skerritt
Executive Director
Paul Mlckovsky
Director of Finance and Support Services
Rosamma George
Manager of Community Development

Parveen Amlani
Manager of Health and Outreach Support
Alvin Ramnanan
Manager of Health and Recreation Services

Strategic Plan 2012-2017

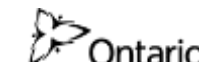
Our Goal is to strengthen community participation and input in the development of programmes and services to meet community needs. To achieve this we will address three components of this goal:

1. **Deepen Community Engagement**
2. **Improve Organizational Viability and Relevance**
3. **Strengthen Advocacy, Collaboration and Strategic Networking**

* A detailed version of the strategic plan is available on our website at www.wardenwoods.com

Thank You Community Partners

**Warden Woods gratefully acknowledges the contributions
of our community partners. Thank you for your dedication and ongoing support!**



Government of Canada

Gouvernement du Canada



United Way Toronto

Tippet Foundation



Warden Woods offers over 50 programmes and services for over 6,000 clients across Southwest Scarborough. The programmes and services of the Centre are evolving to meet the needs of the community, and to ensure their relevance to the changing society. We provide opportunities for community members to build social networks, enhance job readiness, access health facilities, and seniors support to live independently. Our efforts keep the community engaged, co-operating actively and vibrant. Over the past year, we embarked on a number of new initiatives that **enhanced our four service priority areas** that include health and senior wellness, children and youth; crisis prevention; and community education, engagement and support. In addition, we continued to seek resource development opportunities to support our work.

Community Development

Deepen Community engagement:

The year 2014-15 saw a number of events at the centre geared towards engaging the community. The summer of 2014 saw the launch of the Democracy festival featuring workshops for the community titled Elections 101, a City Councilor's debate and an Open House raising awareness on civic engagement. Other events organized to deepen community engagement included the Taste of the Woods, Taste of Teesdale, Women's day celebration, Black history month and the Community festive dinner. All of these events saw more than 200 community members in participation. The financial literacy pro-

gramme wrapped up in January 2015 and the programme saw 160 community members trained during the year. As a consortium partner of Toronto East Quadrant Local Immigration Partnership, WWCC has been front and center on events like the Bridges: Collaboration Summit, Safety Week, organized the Live Well Health Forum and we also led the research team through the University of Toronto in developing the Service Coordination Impact Framework for Toronto service providers. In partnership with Breakfast Club Canada, the center also started the Breakfast club programme engaging on a daily basis about 25 children and 5 adults. Parenting workshops for the parents of children in the age group 0-6years continued and sessions in Mandarin was also held to reach out to that population in the community. A peer nutrition workshop was also held in Mandarin. Thanks to the continued funding from RBC and United Way, our After school programmes continued in 3 schools and the youth were engaged in basketball, leadership building workshops and in preparing for employment. The hot lunch programme for the homeless saw an increase in the diversity of clients attending the programme. We launched the youth peer mediation project and have been able to train youth from different agencies with the support from the City of Toronto's Community Safety Investment grant.



Afterschool Programme



Scotiabank Donations



Warden Woods Volunteers



Civic Education



Financial Literacy Training



Youth Peer Mentorship



Early Childhood Programme



Youth Summer Camp



Warden Woods Open House



Seniors Congregate Dining



Community Outreach



Department of Public Memory



Kids recreation table



The Annual Taste of The Woods



Warden Woods Volunteers



we provided 20,276 units of service to individuals.

Home Help Programme:

This programme is for seniors and frail elderly persons who may need assistance with home cleaning and maintenance. We provide services such as yard work, snow removal, grocery shopping, and telephone reassurance.

This programme is in keeping with Ontario’s Health Strategy to Seniors living well, and aging at home. During the fiscal year, 2014-2015, we provided 3,165 units of services to individuals.

The department focused on the organization’s priorities, offering, a number of Outreach, and Workshops events for clients, served by all programmes; including:

- Hoarding and Bed Bugs, rights and responsibilities as a renter
- Life Skills and basic Budgeting skills
- We reached out isolated residents at 10 Glen Everest to offer Thanks giving and Christmas dinner, and a summer BBQ

Partnerships with Toronto Public Health, Alzheimer Society, allowed us to provide useful sessions on oral health, heart health, Brain Health

We continue to advocate for seniors to remain in their homes. Some of partners include: CCAC, TCHC, Community Legal and Health Clinics.



Congregate Dining Programme



Health & Wellness Expo



Friendship Club Lunch



Improve Organizational Viability and Relevance:

We were able to re-organize and combine both the Volunteer Services and Reception positions and create two new roles, the full-time Community Relations Administrator and a part-time Community Relations assistant. The amalgamation has led us to take a community development approach thereby increasing community awareness of agency programmes and volunteer opportunities and value-added experience in promoting the volunteer programme through agency newsletters, external events, networking activities. We organized the Volunteer Recognition event. We also had Wrigley’s Canada come out and volunteer as a part of the Corporate Volunteering Day. As a part of donor stewardship we continue to stay in touch with our donors providing them updates of events happening at the centre and inviting them to different events.

Strengthen Advocacy: Collaboration and Strategic Networking

We continued working with our existing partners and strengthening our relationship with them. We continued working with Guitars Not Guns, Dynamix, AFCY and Tropicana Services in running our programmes for children and Youth. Second Harvest and Daily Bread Bank continued to support us at the Homeless Drop-

in centre. We were able to provide Conflict Resolution training to different partners like Aisling Discoveries, A-way couriers, David and Mary Thompson Collegiate and Jack Miner Secondary school. We offered 16 trainings during the year and had a total of 270 participants. We continue to be a part of the Neighbourhood Action Partnership table and was able to take on the Lead in running the community Based Governance training.

Seniors Health & Recreation Service

Our Health and Recreation programmes are offered with the ultimate goal of creating fun, safe and healthy opportunities for community members to meet new people and share in new experiences. We have over 35 hours of weekly programming in the Department and we strive to continuously mirror the needs of our clients by consulting with the community. An essential part of strengthening relationships is our commitment to creating tools that allow us to share information within agencies in our community about our work, and partnering with local agencies that will strengthen services offered to South-West Scarborough.

Adult Day Programme:

In 2015, WWCC partnered with Birchmount Residence, a locally operated shelter for homeless men that caters to seniors in our area.



Adult Day Programme BBQ



Scotiabank Marathon



Lead Youth Basketball Programme



Volunteer Appreciation Dinner



Warden Woods Staff



Black History Month Event



WWCC is pleased to align our programming to an agency sharing in our efforts to increase community wellness that supports the aging population by having them participate in professionally designed programming. The decision to create off site programming allowed for WWCC to grow our program but also created a new audience of clients that have visited our regular programming. In 2014-15, ADP had its highest client total in 5 years.

Elderly Persons Centre:

Incorporating a variety of themes, our programming encourages the aging population to improve upon their health and connection to the community by staying active and increasing their social network. Members are invited to interact with others in a safe environment to increase positive well-being and emotional health. WWCC has incorporated programming into its satellite site locations in support of agency collaboration and Byng Towers will continuously host events in hopes of engaging a whole new audience. WWCC had nearly 4,000 client visits in 2014-15 and that number will only grow as we establish and deepen programming throughout the community.

Meals on Wheels:

WWCC has partnered with Epicure Catering, a locally run catering company, for our MOW ser-

vice that allows for a wider variety of meal selection. The feedback and reviews about the new distributor have been great and the creativity of the meal planning is well received. Delivering 13,000+ meals in 2014-15, MOW delivered its 2nd highest number of meals in the past 5 years. The volunteers at WWCC are the strength behind the success of this program and will allow WWCC to grow as we support the Fresh Fruit and Emergency Kits as part of this program.

HIV/IDU:

Partnering with Toronto Public Health, the Needle Exchange program supports the distribution of clean substance materials intended to reduce HIV & HCV transmission in South West Scarborough. Staff, peers and volunteers are continuously involved in training allowing them to share new learning opportunities, counselling and safe needle disposal.

Transportation:

Completing the first year as part of the Toronto RIDE partnership, the Transportation team provides services for Seniors 55+ years of age and clients with disabilities. Now extending beyond our catchment area, Warden Woods is part of a city-wide network that provides door-to-door transportation service for wellness appointments. WWCC provided more than 6000 rides in 2014-15. WWCC now has the agency logo and



contact information on the vehicles furthering spread the word of what we do here.

Seniors Health and Outreach Support

The Health Outreach department is rooted in the community outreach model and hence we go into the community to offer our services. We go where the clients are, and visit them to address their health care needs. The last fiscal year, the departmental focus, has been to continually work around addressing health issues in a more holistic way and address the determinants of health of the community by offering a variety of activities and events, aimed at improving the lives of the clients we serve.

The Health and Outreach department comprises of the following programmes: Crisis Intervention, Homelessness Prevention, Caregiver Support, Home Help and Supportive Housing.

Crisis Intervention Assistance:

This programme assists clients living on low incomes, many of whom are frail, dealing with chronic health conditions, challenged by addictions and mental health, isolation and /or language barriers. During the fiscal year, 2014-2015, we provided 3,457 services to clients who were in crisis.

Homelessness Prevention Programme:

The focus is to prevent homelessness among our already challenged clients by negotiating with the landlords, tenants, tribunals, and other third parties to prevent evictions. Our clients have multiple challenges and hence need multi-prong approaches. During the fiscal year, 2014-2015, we provided 2,612 services to individuals.

Caregiver Support Programme:

This programme supports caregivers by offering resources so that caregivers are well-informed about choices they need to make for their loved ones, appropriate long-term care, and we support the caregivers as they make decisions via one on one or group approach.

The important component of the programme is that caregivers engage in self-care and seek help when necessary. During the fiscal year, 2014-2015, we provided 4,234 services to individuals.

Supportive Housing at Byng Towers:

We offer Personal Support Worker (PSW) services to seniors residing at Byng Towers, at 3330 Danforth Road. Our trained PSWs provide compassionate care, along with daily visits; we offer medication reminders, security checks, light housekeeping, and 24 -Direct Alert support. This year, we teamed up with our Adult Day programme to offer an Adult Day programme on site, one day per month, including a light meal. Through our Coop studies programme, we offered a weekly movie day for residents and they enjoyed popcorn and treats along with socializing with their friends! During the fiscal year, 2014-2015,



Benno Barg Memorial



Guitars-not-Guns



Volunteer Bus Trip



Senior Recreation



Warden Woods Business Club



Early Childhood Graduation