



Warden Woods

Community Centre

Where Community Meets Opportunity



Annual Report

2021

Our Mission

To build caring, compassionate, equitable, inclusive, and interdependent communities in Scarborough.

For over 50 years,
Warden Woods Community Centre
has helped cultivate social and economic
empowerment across the growing
communities we serve.

Message from the Executive Director and Chair of the Board

Our annual report is one way the Board and staff of Warden Woods Community Centre (WWCC) share our progress over the past year. It is a way to communicate how the organization is changing and growing while remaining committed to our values and 50-year history of serving this community.

Due to the COVID-19 pandemic, all of our program delivery changed to meet the safety protocols put in place by Toronto Public Health and the Ontario government. Some of our programs and services were suspended to protect everyone's health. A few of our sites, including the WWCC respite and daycare, remained open for essential services, but with modifications to their space and changes to how staff interacted with clients. And many of our programs and services were delivered by phone or video conferencing to help establish connections with our clients and combat the isolation caused by the recurring stay-at-home orders put in place by the Ontario government.

The Board and leadership team would like to commend our WWCC teams and volunteers who creatively shifted their efforts to ensure minimal disruption in service to clients. Issues such as food insecurity and lack of affordable housing were exacerbated during the pandemic. We are thankful to local businesses and our community partners who joined our efforts to meet the needs of our most vulnerable populations.

WWCC is committed to the health and wellbeing of our clients. We are a member of the East Toronto Health Partners—health and social service organizations in east Toronto working together to improve local healthcare for 300,000 residents. Since the early days of the pandemic, we have been operating a covid testing site out of Warden Woods Community Centre. We worked with Michael Garron Hospital to host a vaccine pop-up in April 2021, and we continue to offer vaccines in the community.

Throughout the many changes during fiscal 2021, we maintained our funding and strengthened our relationships with funders through open communication and transparency. Finally, last year was a period of self-assessment, restructuring and rebuilding for the Board and the organization as a whole. We still have some work to do, but we feel we are on our way to better governance and to better serve you, our community stakeholders.



Joe Barbieri
Chair of the Board



Hailee Morrison
Executive Director

Community Development and Food Insecurity

Services and programming that support our community and help build strong social networks

COVID-19 has dramatically increased the number of people who are facing acute food insecurity. To cope with this, much of the Community Development Team's focus last year shifted to programming and services that help our community members access food and other basic needs.

The Community Development Team created a meal voucher program that enabled our clients in Scarborough Southwest who were experiencing homelessness to access meals at restaurants in the neighbourhood when local drop-in takeaway meals were not available. This program supported local businesses by providing upfront funding and guaranteed meal orders and helped grow relationships between local restaurants and drop-in centres. We are grateful to the Pow Wow Café for supplying 250 meal vouchers; Caribbean restaurant Food With a Difference for food vouchers for clients and meals at our drop-in; and the Toronto Drop-In Network (TDIN)—a coalition of over 50 drop-in centres throughout the City—for donating 792 meal vouchers to WWCC.

As a result of our partnerships with United Way, Second Harvest and Maple Leaf Sports and Entertainment, WWCC became a hub for receiving prepared frozen meals and distributing them to local agencies that serve families in our community. This opportunity allowed us to build and strengthen relationships with the 14 agencies that came weekly to pick up their meals at Warden Woods and helped support families when they were in need. Over ten weeks, we provided 2,800 healthy meals to our clients.

Emergency COVID funding from Community Food Centres Canada allowed us to buy 2,500 Loblaws/Shoppers Drug Mart gift cards—providing staff across the organization with the opportunity to reach out and check in on some of their most vulnerable clients. The cards helped families buy groceries, toiletries and other personal items.



While we had to discontinue dine-in services, the Hot Lunch Drop-in continued as a takeout program without interruption despite new challenges caused by COVID safety protocols. Our meal distribution numbers increased, and we were able to meet the need of our community with meals donated from partner agencies.

We served 4,114 hot, nutritious meals last year!

Meals on Wheels for seniors and adults living with a disability continued to run five days per week with the support of our 24 dedicated volunteers. To keep everyone safe, we switched to contactless deliveries, conducted client and volunteer screening protocols, and provided the necessary PPE (personal protective equipment) to volunteers to wear during their shift. We received increased support from the Ontario Community Support Association, increasing our capacity to subsidize deliveries of meals, groceries, medicines, and other necessities through Meals on Wheels and other community support organizations.

Due to pandemic protocols, much of our regular programming was discontinued, moved to a virtual format or modified. The sewing program was postponed for the entire year. However, participants from past classes made over 1,000 masks distributed from the Scarborough Southwest MPP's office and 500 masks provided to WWCC community partners. Our Conflict Resolution Services moved online. We conducted mediations remotely over the Zoom platform; hosted workshops for a seniors' group addressing elder abuse (how to recognize it/what to do about it); and provided anger management counselling and resources to clients over the phone and Zoom. The Local Immigration Partnership in the Toronto East Quadrant (spearheaded by WWCC and other agencies to support capacity building of newcomer service providers) hosted the annual BRIDGES Collaboration Forum online. And our tax clinic, which provides free income tax services for low-income clients, modified document pickup and drop-off protocols and allowed our volunteers to work from home. Warden Woods staff across the organization assisted with screening and checking tax documents before submission, and Transportation Services helped with the pickup and delivery of papers from various WWCC locations.

Last year, the tax clinic completed 240 tax returns amounting in \$89,474 in tax refunds, \$89,175 in GST refunds, \$176,685 in Ontario Trillium Benefits, and \$404,443 in Canada child benefits



Meals on Wheels volunteers delivered 13,277 hot and frozen meals to 183 vulnerable clients in fiscal 2021



Children, Youth and Families

Support and programming that equips children, youth and families with the tools they need to succeed

The Woodland Nursery School was closed to children and most of our staff for the first three months of the pandemic. Following guidelines for health and safety protocols provided by the Ministry of Education, City of Toronto and Toronto Public Health, we reopened at the end of June 2020 and have remained open ever since. New policies and procedures included a COVID screening station at the entrance of the school, PPE for staff and intensive cleaning twice a day. Children were divided into cohorts to facilitate social distancing, and parents and caregivers were not permitted to enter the school when dropping off or picking up their children.

To maintain regular communication with parents, we sent children home with a report detailing their daily routine, activities, meals, and sleeping.

Many of our daycare families are low-income and the frequent provincial lockdowns exacerbated their financial challenges. WWCC provided each family with gift cards for groceries, PPE supplies, multicultural meals, and gifts during the holiday season. We collaborated with other WWCC departments to share community food resources with our families.

Overall, the impact of COVID-19 on our childcare centre was significant. Making sure staff and families were aware of and following the new protocols was challenging; communicating with children while wearing a mask was difficult; and the team had to learn new skills to create individual program activities for kids to maintain social distancing.

Unfortunately, our EarlyON parent/child drop-in programs were not permitted to resume in person. Our team was trained to use Zoom and Microsoft Teams so we could provide our regular programming online. We kept children engaged with daily activities and storytime. Working with Frontier College, we provided a virtual reading program for children ages four to six to improve literacy and develop reading and writing skills in their early years.

21 children were enrolled in the Woodland Nursery School in fiscal 2021



To keep parents informed and engaged, we sent regular communications and hosted workshops that provided them with resources to occupy their children at home. Staff checked in on families regularly to assess their emerging needs, and we collaborated with our WWCC peers to refer families to various food security and health and safety resources.

Running the drop-in program virtually was especially helpful to families during lockdown when they had limited access to outdoor activities.



**17 children ages 6 - 12 participated
in the Zine Making Workshop**

the art of image-making with creative writing to tell personal stories and healthily express their thoughts. Themes were assigned to each workshop, but children were able to draw based on their feelings in the moment, whether it was related to the theme or not. The purpose of the workshop was for children to be able to express themselves freely.

The afterschool program serving youth ages 6 – 12 also moved to a virtual format and focused on motivational activities, developing creative writing skills, staying physically active, and STEM (science, technology, engineering and math) activities. With the support of the University of Toronto, we started a homework club to support youth struggling with virtual learning.

To make up for the lack of in-person recreational activities, students had the opportunity to participate in virtual field trips to the Toronto Zoo and Ripley's Aquarium. We also partnered with VIBE Arts to offer an eight-week online Zine Making Workshop. Youth were able to combine

Staff put together an online resource guide for parents to improve their understanding of child development and parenting. We called and emailed families to ensure they received the emotional, cognitive and wellbeing support they needed. In addition to food security resources and referrals to community support organizations, WWCC provided youth with Chromebooks and WiFi to support virtual learning, as well as backpacks and school supplies when schools began offering in-person learning again.

Seniors Health and Wellness

Support and recreational activities that provide seniors with the tools and resources they need to stay healthy

Older adults experienced a variety of adverse effects from the pandemic. These included more severe complications related to COVID; concerns about disruptions to their daily routines and access to care; difficulty adapting to new online technologies as the world went virtual; and concerns that isolation would exacerbate existing mental health conditions.

COVID-19 mitigation efforts and restrictions in senior care facilities have taken a severe toll. While our assisted living and home help continued to provide on-site, compassionate care and essential services, many of our supports were suspended due to provincial regulations limiting face-to-face time with our clients.

As the pandemic persisted over the fiscal 2021 year, our team focused on two primary outcomes:

1. Reducing the risk of contracting COVID-19 for our elderly and vulnerable populations by limiting the reasons they needed to spend time in public
2. Creating opportunities that helped our clients stay connected and reduced the feeling of isolation

Our COVID-19 All-in-One Support Line, delivered internally by teams across the organization, provided quick access and referrals to services addressing food security, mental health, financial aid, loneliness, and isolation.



To reduce possible exposure to COVID-19, we delivered delicious, healthy meals daily to seniors' homes. We distributed care packages that included personal hygiene products, food gift cards, emergency food hampers, and items that help maintain healthy brain functioning, such as Sudoku and word search puzzles. As part of our safety protocols, our team conducted COVID-19 screening calls before each delivery.

We delivered 10,183 hot meals to seniors' homes

Many seniors do not have access to the Internet, so our friendly wellness calls became an opportunity to check in about their health and wellbeing and provide important information about COVID-19 resources.

As contact with friends, family and caregivers became limited, our concern about the wellbeing of our elderly clients, both at home and in residential care facilities, grew. We set up a Seniors Telephone Program that included four 30- to 60-minute exercise/recreational sessions per week to provide a safe and remote way to stay connected with this population and enhance their daily living.

When vaccines became available to seniors, we booked appointments and, with the support of WWCC transportation services, we accompanied our clients to and from vaccine clinics.

With more and more people staying home, the need for individual transportation services decreased, so our transportation program expanded to include support for all WWCC programs that needed delivery services, including providing PPE to our various program locations.

Despite the challenges associated with filling out documentation remotely, our Caregiver Support Coordinator supported our community members filing for financial support, including Old Age Security, Canadian Pension Plan, Ontario Disabilities Support Program, and Ontario Works.

As part of our regular programming, the Seniors Health and Wellness Team provides crisis intervention services to assist elderly clients living on a low income, many of whom are frail, suffer from chronic health conditions, face mental health issues, are living in isolation, and have language barriers. We helped our seniors get the mental health, physical and wellbeing support they needed. Seniors also received assistance with dentures, clothing, food, and assistive devices, such as walkers, bath chairs and direct alert devices to ensure safety.



Our team made 1,874 friendly phone calls to WWCC senior clients

Housing and Support Services

Providing vulnerable individuals with essential services and supports

The COVID-19 pandemic changed how our Housing and Support Services Team delivered support to the vulnerable population we serve.

With the support of external partners, including East Toronto Health Partners, Michael Garron Hospital, Toronto Central LHIN, Toronto Public Health and Toronto Hostels Training Centre, staff were trained to ensure the continued safety and wellbeing of our drop-in clients and residents at the Warden Woods Community 24-Hour Respite site. We learned to use PPE and manage infection prevention and control. We were given health promotion resources to enable our clients to increase control over and improve their health. And we were given the training to help build vaccine confidence in our community and deliver clear and credible information about vaccine efficacy and safety.

To ensure continuity of service for clients while maintaining safety measures, we quickly integrated the COVID-19 Hierarchy of Controls designed to break the chain of transmission. We reduced the number of cots at our respite site from 49 to 27. To make up for the lack of accommodations, we transformed a 2,700 square foot unit into a habitable setting that could house 15 additional clients and maintain the required two metres between cots and staff stations. Physical barriers were installed where appropriate, and we transitioned from congregate dining to individually packaged meals delivered by food vendors. Critical messaging was placed around the site, reminding staff and residents of the new safety policies and procedures, and we hosted information sessions and workshops for our clients. Front-line staff performed active COVID screening, testing and illness monitoring. WWCC provided the appropriate PPE* to staff, clients and contractors. And we implemented strict and frequent cleaning and sanitization measures.

We are grateful to our partners who donated personal protective equipment to WWCC, including medical-grade masks, face shields, gowns, room glass dividers, and protective gloves.

Last year, we helped 18 individuals secure permanent, affordable housing



The isolation measures that took effect to help combat COVID-19 contributed to increased mental health issues for our residents and the clients we serve. Our team at WWCC provided ongoing support to these individuals by assessing their needs. Through our collaboration with multi-service agencies and providers, we connected our clients with various counselling services.

WWCC formed a new partnership with Malvern Family Resource Centre and Dorset Neighbourhood Centre to expand our housing and support services referral base.

Clients are referred to WWCC's respite through a network of shelters and respites supported by Shelter Support and Housing Services (SSHA).



Accessing critical services was difficult during the pandemic. Outreach and system navigation became a pivotal part of our programming last year to support individuals who had multiple barriers, including homelessness, mental health challenges and addiction issues. Our team provided basic counselling, mediation and morale/self-esteem-building activities. We worked with the Salvation Army Homestead Program in Scarborough for more intense case management.

We served 24,210 meals to residents at our respite site and 214 takeout meals for drop-in clients in fiscal 2021

The pandemic has been harsher on people living in congregate settings, experiencing homelessness or at risk of losing their homes. The importance of safe, affordable, stable housing is more critical than ever before.

Warden Woods Church and Community Centre

Statement of Financial Position

March 31	2021	2020
Assets		
Current		
Cash	\$ 1,920,289	\$ 2,254,508
Short-term investments	16,140	15,927
Accounts receivable	155,561	64,003
Prepaid expenses	29,226	26,845
	<u>2,121,216</u>	<u>2,361,283</u>
Capital assets	<u>29,940</u>	<u>110,562</u>
	<u>\$ 2,151,156</u>	<u>\$ 2,471,845</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 473,033	\$ 462,448
Deferred contributions	915,144	1,231,331
	<u>1,388,177</u>	<u>1,693,779</u>
Deferred capital contributions	<u>7,413</u>	<u>30,177</u>
	<u>1,395,590</u>	<u>1,723,956</u>
Net assets		
Internally restricted	442,992	442,992
Unrestricted	312,574	304,897
	<u>755,566</u>	<u>747,889</u>
	<u>\$ 2,151,156</u>	<u>\$ 2,471,845</u>

The 2021 financial statements are audited by BDO Canada LLP

Warden Woods Church and Community Centre

Statement of Operations

For the year ended March 31	2021	2020
Revenue		
Municipal grants	\$ 2,586,344	\$ 2,458,569
Provincial grants	1,303,707	1,247,220
United Way funding	934,919	680,931
Agency funding	286,464	108,529
Bequests and donations	163,957	12,043
User fee revenue	108,355	271,946
Other revenue	40,756	142,397
Federal grants	36,376	16,812
Rental income	34,300	65,006
Amortization of deferred capital contributions	32,031	71,887
	5,527,209	5,075,340
Expenditures		
Wages and benefits	3,521,020	3,491,029
Program, food, and Transportation	875,080	588,911
Building Occupancy	426,409	374,628
Purchase services	276,492	187,708
Office expenses	158,131	172,051
Other expenses	172,511	141,830
Amortization	89,889	96,260
	5,519,532	5,052,417
Excess of revenue over expenditures	\$ 7,677	\$ 22,923

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THANK YOU TO OUR DONORS AND FUNDERS

FUNDERS:

City of Toronto - Children's Services
City of Toronto - Community Services Partnership
City of Toronto - Homelessness Initiative Fund
City of Toronto - SSHA for the Respite
City of Toronto - Toronto Employment
and Social Services
Community Food Centres Canada
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West Scarborough Neighbourhood Centre

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Catholic Cross-Cultural Services
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Second Harvest
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Sprint Seniors Service - Transportation Ride
Toronto Drop-In Network (TDIN)
Toronto Neighbourhood Centre
Vibe Arts
YMCA

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