

Mission

We exist to build caring, compassionate, equitable, inclusive and interdependent communities in South-west 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

74 Firvalley Court – Main Office

Community Development	Resource Development	Youth Services
Finance	IT and Operations	Main Reception

605 Kennedy Avenue, 3330 Danforth Avenue (Byng Towers) & 705 Progress Ave.

Homelessness Prevention	Caregiver Support	Seniors Recreation
Crisis Intervention	HIV/IDU Outreach	Transportation
24-Hour Respite Service		

Community Sites

40 Teesdale Place Drop-In and Fresh Produce market	3485 St. Clair Avenue E. Early childhood Services	10 Glen Everest Road Crisis Intervention	1 Firvalley Court Woodland Nursery School
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Our Management Team

Rosamma George
Interim Executive Director

and
Manager of
Community Development

Parveen Amlani
Manager of Health Outreach
and Support

Errol Persaud
Manager of Finance

Linda Koehler
Manager of Health Recreation
Services

and
Manager of IT and Operations



ANNUAL REPORT 2019/2020



United Way
Member Agency



Government
of Canada

Gouvernement
du Canada



Ontario



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Together Tomorrow!

We started the year on a path of transformation, ready and determined to build on what we started in the previous year. Warden Woods Community Centre (WWCC) is celebrating its 50th anniversary this year. A lot has changed since 1970 when Warden Woods Community Centre came into existence with just a few people at 74 Firvalley Court. WWCC has since grown into an organization of more than 100 employees spread across eight satellite locations, delivering more than twenty programs for all age groups in the communities of Southwest Scarborough.

We look to the past with pride and continue to adhere to the values, guided by our mission and vision, that have informed our work since the agency's inception—that we exist to build "caring, compassionate, equitable, inclusive and interdependent communities in Southwest Scarborough".

We also look to continuously improve as an organization and influence the best possible outcomes for our clients. Most importantly, we listened to what our client communities were telling us about the challenges they face and made decisions, in line with our strategic plan, to lead more creatively, both internally and externally, with innovative programs and partnerships to better meet clients' needs — and exceed their expectations.

We had a successful first year of operating our Full day, daycare centre at 1 Firvalley Court. The centre grew with happy little faces and parents welcomed and appreciated this new service. It eased the burden of working parents and provided a safe space for their little ones.

The 24-hour Respite Centre at Progress Avenue, the first in Scarborough, continues to serve the people in the city that need our care. The centre continues to serve the homeless at its full capacity through our trained and reliable staff.

In the fall of 2019, data sources identified a high number of crisis situations related to problematic substance use amongst residents of the Oakridge/Warden Woods area of the city. In response, the East Toronto Health Partners started the Oakridge Health and Harm Reduction Hub in the Warden Woods Community Centre in January 2020. Agencies delivered low-barrier health and harm reduction supports to clients such as: access to harm reduction supplies, telemedicine, case management, peer support, and groups via the in-kind contributions from partner organizations. The overall goal of this pilot was to promote the utilization of services through outreach, while reducing the need for emergency services related to overdoses.

As we entered our 50th anniversary, the world was plunged into a pandemic, generations have not seen. Our historical and collective strength has allowed us to meet this challenge with creativity and hard work as we continue to focus on the needs of the most vulnerable in the city.

We are humbled by the opportunity to serve Warden Woods. As always, strong results are not possible without the exemplary work of staff, volunteers, donors, board members, partners, and funders. We thank them all for their sense of community, spirited collaboration, and dedicated efforts in support of Warden Woods Community Centre's mission.



- The Oakridge Health and Harm Reduction Hub -

Established in February 2020 as a collaboration with the Toronto East Health Network to reduce hallway healthcare, improve care in the community, and mitigate the impact of seasonal surge volumes, completed by implementing a substance use and health hub.

- ✓ Partnership between Michael Garron Hospital, Woodgreen Community Services, Veterans Health Administration, South Riverdale Community Health Centre, Cota, and the East Toronto Health Team.
- ✓ 366 client encounters between February - April.
- ✓ 3710 supplies distributed.



Financials

Revenue	
Government grants and fees	
- Province of Ontario	\$ 2, 458, 569
- City of Toronto	\$ 1, 247, 220
- Federal Grants	\$ 16, 812
United Way	\$ 680, 931
User Fees	\$ 271, 946
Rental	\$ 65, 006
Amortization of deferred capital assets contributions	\$ 71, 887
Other Revenue	\$ 262, 969
	\$ 5, 075, 340
Expenses	
Salaries and related benefits	\$ 3, 491, 029
Occupancy	\$ 374, 628
Food Services	\$ 472, 443
Office	\$ 172, 051
Professional Fees	\$ 100, 082
Program	\$ 47, 881
Transportation Services	\$ 68, 587
Amortization of capital assets	\$ 96, 260
Contract Services	\$ 87, 626
Other Expenses	\$ 113, 760
Recovery of bad debt	\$ 28, 070
	\$ 5, 052, 417
EXCESS OF REVENUE OVER EXPENSES	\$ 22, 923



Community Donors

Under \$99

Nevenka Knezic
 Marilyn Allen
 Mujibul Huque
 Norma Edwards
 Gloria J. Ramsay-Hall
 Dorothy Cairns
 Veveen Gregory
 Anonymous
 Ed Ford
 Donna K. Chen
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 Ray Brenneman

\$100 - \$499

Joseph Barbieri
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 Dr. Ruth G. Wiens
 Patricia Perkel
 Gerald Good
 Irene Bragan
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 Donald McKenzie
 Paul O'Connor Funeral Home
 Agincourt Baptist Church

\$1000 - \$2999

Ruth Hess

\$500- \$999

Alphonsus & Associates
 Doug Pritchard
 F.J. Harvey
 The Boiler Inspection and
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\$10,000 and above

City of Toronto
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 program
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A warm thank you to our generous community donors



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Annual Report for 2019-2020

Together Tomorrow! We are ready to embark on a new year with a vision of hope and vigour to serve and build this community. It is our 'home' and we can do this together. Yes, We Can! As we grow in our 50th year, we are looking into innovative ways to offer programmes to the clients and create new opportunities. The new normal requires change in all of us and Warden Woods is ready to carry out its mission

to serve this community together tomorrow. We look forward to the coming year, and to welcoming, with respect and understanding, those coming through our doors, and to deepening our relationships with the communities we are so proud to serve.

Mehnaaz Bholat
George
 Board Chair

Rosamma
 Interim



Programs

- Community Development -

Supporting and celebrating the broader South-West Scarborough community through workshops, events, and long-term programs.

- ✓ 200 residents attended a range of workshops & 435 residents participated in different community events.
- ✓ 70 residents attended 2 job and careers fairs.
- ✓ Civic Engagement event attended by all 6 Federal candidates for SW Scarborough and 90 residents.



Keith McCrady takes questions at the civic engagement session ahead of the Federal Election.

- Children & Youth -

Specific programs for children (6-12 years) and youth (13-24) that focus on a range of support and needs, e.g. developing skills and community engagement through sports, arts, after-school programs, and more.

- ✓ 47 registered children After School Programs at J G Workman & Taylor Creek Public School.
- ✓ 33 attended summer camp with program from VIBE arts and "In The Mix" African drumming, mindfulness, and dancing.
- ✓ 12 week Guitars Not Guns program offered to 8 children.
- ✓ 40 youth attended the LEAD basketball program.
- ✓ 10 girls joined the Bring the Tea program.



Families enjoy the EarlyON programs.

- Early Childhood Services -

A series of free ongoing programs and events for families with children aged 0-6 years old that centre around skill development, cultural exchange, family nutrition, and more.

- ✓ 47 families registered for EarlyON program.
- ✓ 15 families registered for Nutrition program.
- ✓ 15 families attended 8-week parenting program 'Nobody's Perfect'.
- ✓ 44 families attended festive party with games, entertainment and free gifts for children provided by Chum FM.

A warm thank you to our dedicated volunteers

- Community Relations -

Engaging community members to support the Centre's mission, and promoting the organization in the wider community.

- ✓ 34 students completed their placements.
- ✓ 125 active volunteers in the Organization.
- ✓ 7 corporate volunteers from BMO volunteered for 4 Hours.
- ✓ Students placed from Centennial College, George Brown College, Oxford College of Arts, Business and Technology, CDI College.



BMO staff joined us on July 26, 2019 for their Days of Giving and tidied the green space at 74 Firvalley Court.

"Volunteerism is the voice of the people put into action. These actions shape and mold the present into a future of which we can all be proud." – Helen Dyer





Delivering festive parcels to residents.

- Assisted Living at Byng Towers -

Providing personal support and homemaking services, promoting wellness, independent living, and improving the quality of life for seniors living at 3330 Danforth Ave (Byng Towers).

- ✓ 75 clients offered support services and 24-hour emergency response by Personal Support Workers.
- ✓ 70+ seniors and adults with physical disabilities supported through the homemaking program.
- ✓ 2800 meals served in partnership with 5n2 Soup Kitchen.
- ✓ 20 appointments per week made with the visiting family physician.

- Respite Services -

24-Hour Respite Service and quarterly workshops serving homeless persons in Toronto East, and later joining a network of homelessness service providers as a bedded program.

- ✓ 49 bed capacity.
- ✓ 31 attendees per session (p/s) for Recreation & Physical Wellness.
- ✓ 43 p/s for Self-development.
- ✓ 52 p/s for Employment Support.
- ✓ 65 p/s for Mental Wellness.

- Caregiver Support -

Supporting people and families who care for an aging loved one. Easing caregiver burden through counselling, case management, resources, and a series of programs.

- ✓ 94 individual clients supported.
- ✓ 16 clients attended the sleep issues workshop.
- ✓ 12 clients complete Living Life to the Full program series.
- ✓ 8-15 attended workshops on Parkinson's, Hearing Loss & Aging, and Brain Games.



Sleep Issues Workshop with GoodNightSleepSite



- Woodland Nursery School Daycare -

Licensed child care centre for children aged 18 months - 4 years. Children develop their social skills in the toddler and pre-school rooms, and enhance their reading and writing skills in preparation for Kindergarten.

- ✓ 4.71/ 5 Toddler room quality rating.
- ✓ 3.73/ 5 Preschool room quality rating.
- ✓ Preschool room reached maximum capacity (16) with waitlist.
- ✓ Capacity for Toddler room is 10.

- Local Immigration Partnership (LIP) -

Providing indirect service-provision for newcomers by implementing the Toronto East Quadrant LIP settlement strategy, and ultimately improving health outcomes for newcomers in Scarborough.

- ✓ 50 service providers attended the Brain Health Forum in June 2019.
- ✓ 29 Scarborough service provider organizations and communities represented by 38 staff and residents on the Health Action Group.
- ✓ 156 service providers attended TEQ LIP BRIDGES Forum 2020 at Centennial College.



BRIDGES Forum Panel on Inter-municipal collaboration for refugee claimants.

"It was very well organized. The speakers were all excellent and informative."

- Brain Health Forum attendee

- Food Security at 40 Teesdale Place -

Teesdale Drop-in offers meals and support services for the homeless and those at risk of losing their homes.

- ✓ 2,497 meals served to the homeless.
- ✓ 1020 food baskets given to 75 clients.
- ✓ Partnerships with Second Harvest and Daily Bread Food supported all programs.



- Seniors Recreation -

A range of specific, long-running, and regular programming designed to engage senior and vulnerable adults in their wider community.

- ✓ 1238 clients joined the Friday Folk program.
- ✓ 939 members attended the Friendship Club, including 4 new members.
- ✓ 360 clients joined the IRIE program.
- ✓ 120 clients joined the EPC outings.
- ✓ 50 clients attended the Tamil Seniors program.



Members of the Adult Day Program make pizza.

“She recently showed me a photo of one of the outings and pointed out someone, saying, “Oh this is my friend.” It was nice to hear that, especially since so many of her friends have passed on.” - ADP attendee’s relative

- Harm Reduction -

This Scarborough-wide program is designed to decrease the spread of HIV with a particular focus on the intravenous drug using community.

- ✓ Partnership with The Works, Toronto Public Health, staff, and peer consultants.
- ✓ Reached more than 3000 clients through the provision of harm reduction supplies, referrals, education, and non-judgmental support.

- Homelessness & Eviction Prevention -

Prevent homelessness by negotiating with the landlords, tenants, tribunals, and other third parties to prevent evictions, and provide wrap-around supports including financial and mental health.

- ✓ Housed 13 clients.
- ✓ Prevented 3 evictions.
- ✓ Partnered with Scarborough Furniture Bank.
- ✓ Works collaboratively with Office of the Commissioner of Housing Equity.
- ✓ Member of Scarborough Housing Stabilization Planning Network.

- Congregate Dining -

Encourages our diverse population to improve their health and connection to their community by joining together for activities and a shared meal.

- ✓ 3 programs served 156 clients and served 11305 meals.
- ✓ 15 volunteers prepared meals for the Friday Folk and Friendship Club programs.



- Meals on Wheels -

Volunteers deliver nutritiously balanced, reasonably priced meals directly to seniors and people who have disabilities, Monday to Friday.

- ✓ 54 volunteers.
- ✓ 2920 volunteer hours completed.
- ✓ 7356 meals delivered to 135 clients.



A volunteer packs meals ready for delivery.

- Crisis Intervention at Glen Everest -

Assists clients living on low incomes, many of whom are frail, dealing with chronic health conditions, challenged by addictions and mental health issues, dealing with isolation and /or language barriers.

- ✓ 2,240 meals served in partnership with 5n2 Soup Kitchen.
- ✓ 448 client appointments made with the visiting family physician.

-Transportation Services-

Provides assisted door-to-door transportation services in the Toronto-area to seniors 55+ and adults with disabilities not eligible for Wheel-Trans.

- ✓ 13,427 rides completed.
- ✓ 61 clients served.

- Conflict Resolution Services -

Assisting clients to navigate criminal or civil disputes through mediation, and supporting the broader community to develop everyday conflict resolution skills.

- ✓ 23 volunteer mediators with CRS
- ✓ 40 completed mediations (90% success)
- ✓ 20 cases referred by St. Stephen’s House (80% success)
- ✓ 2 Toronto District School Board workshops
- ✓ 20 staff and new mediators trained

- Tax Clinic -

Partnering with the Canada Revenue Agency's (CRA) Community Volunteer Income Tax Program to assist residents in Southwest Scarborough with the preparation of returns. Clients have their tax returns prepared by appointment, for free.

- ✓ 353 clients supported to file tax returns
- ✓ Tax clinics held at 5 locations
- ✓ \$888, 308.69 in refunds for clients
- ✓ 4 volunteers assisted with filing taxes
- ✓ 275 volunteer hours