



**university  
settlement**  
annual report  
2011

# Board

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***OF DIRECTORS 2010-2011***

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**University Settlement**  
Founded in 1910

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# president & exec

In 2011, University Settlement entered into its second century of delivering services to its community. One would think that at our age we would have done it all, but every year brings with it new challenges, new celebrations, and new highlights; 2011 was no exception. No doubt the biggest challenge of 2011 was having to face funding cuts, which resulted in reduced staffing and program losses. The potential for loss of financial support is an ongoing battle and concern in an organization that is dependent on public funds, especially during a time when the economy is struggling to pull itself together. Fortunately, through persistent hard work from staff, volunteers and our countless supporters, the struggles were counterbalanced with numerous great efforts. Here is a sampling of some of our accomplishments in 2011:

We were just getting over the high of our 100<sup>th</sup> anniversary celebrations when the partying started back up again, beginning with our annual Chinese Lunar New Year event in February, followed closely by Black History Month and then Women's History Month in March. As experienced organizers of 100<sup>th</sup> anniversary celebrations, University Settlement partnered with Culturelink and Lillian Smith Library in 2011 and held an event at the library to celebrate the 100<sup>th</sup> anniversary of International Women's Day. We also hosted our 3<sup>rd</sup> annual Persian New Year Norouz Celebration in March at the North York Community Memorial Hall with approximately 150 participants enjoying the festivities. 2011 marked the 90th anniversary of our Music and Arts department and we celebrated this milestone with a Festival of Music and Culture in April at the Glenn Gould Studio. The event was a success with over 200 people in attendance and a fantastic and extremely multicultural array of performances. In June we celebrated our 2<sup>nd</sup> annual Swim 1910 event; in August we hosted the Grange Festival in the park; and in September we hosted a mid-Autumn festival as well as our annual Volunteer Appreciation dinner which highlighted the significant contributions that volunteers make at all levels of the organization. In December, University Settlement had the pleasure of hosting its first WE CARE event sponsored by Herman Miller and Workplace Resource Toronto. WE CARE brought together a team of 70 volunteers from design firms in the city to help children make special gifts for their family members. This was the 16<sup>th</sup> annual WE CARE event and only the second time the event has been held outside of the United States.

Besides celebrating, University Settlement was also busy assessing the success of our 2007 - 2010 Strategic Plan through which we were able to identify priority populations to serve, clarify our role in the community, review current programs, and ensure that we were meeting community needs. We then conducted focus groups with staff, volunteers, board members and clients, completed surveys, reviewed environmental scans and held meetings to help us in identifying directions for our 2011 – 2015 Strategic Plan. In a time of great economic challenges, it was not

# report Executive Director's

surprising that resource development was identified as a goal for overall sustainability and as a means of helping us fund our programs and services.

Also in 2011, our nominating committee conducted a review of the agency by-laws and suggested minor changes that were adapted in a new bylaw, Bylaw #11. University Settlement, along with OCAD, St. George the Martyr Church, AGO and the Grange Community Association hosted a clean-up in Grange Park during the Mayor's annual Park Clean-up Day and, on the same day, the Agency arranged for volunteers from RBC and IFDS to help clean up our facility. Our fifth annual Music from Scratch Youth workshop took place with Graham Flett as the resident composer of 2011. The Kiwanis Club treated our Afterschool program to a visit to Casa Loma; our Day care children and teachers were invited to participate in the launch of the AGO's Family Weston Learning Centre; and, eleven University Settlement piano students participated in the Lang Lang 101 pianist's workshop and concert at Roy Thomson Hall. Our Settlement and Social Service Department started a new workshop series called "Cantonese Conversation Class" to provide Mandarin speaking newcomers the opportunity to learn another dialect that may increase their potential to find work with local businesses. In our ongoing commitment to our staff and community, University Settlement also held a series of over 15 training sessions for all staff and volunteers on the Accessibility for Ontarians with Disability Act.

Along with our many accomplishments in 2011, one of the achievements we are most proud of is the presentation of the Government of Ontario's Volunteer Service Award from the Ministry of Citizenship and Immigration to our very own James Roy - long-time client, Board member and past-president - for his 10 years of service to University Settlement. It is through such tireless contributions made by hundreds of hardworking volunteers and dedicated individuals over the span of more than one hundred years that has helped University Settlement provide quality services and programs to our community and has allowed us to continue to get better with age.

Every year we learn and grow - even after 100 years of service, we continue to be energized and we eagerly follow our mission of meeting the needs of the diverse communities we serve.



Ida Bertolini  
Interim Executive Director



Paddi-Anne Crossin  
President



University Settlement is a multi-service agency that was founded in 1910 and has the distinction of being the first community-based social service centre in the City of Toronto. University Settlement's four offices are part of culturally rich and vibrant neighbourhoods in downtown Toronto and North York. As an active member of these diverse communities, University Settlement helps individuals and families to learn and grow by engaging them in social, cultural, recreational and educational opportunities. University Settlement is committed to enhancing the quality of life of the people in the communities we serve through our many programs and services. With a full and part time staff of approximately 225, University Settlement has developed programs to address the needs of more than 30,000 users annually through diverse areas such as settlement services, English language classes, employment counseling, senior services, youth programming, homeless programs, music and arts education, and Day care. In addition, our main site hosts a full recreation centre with a pool, gym and nautilus facilities.

University Settlement has extensive experience and expertise in providing services and programs to meet community needs. Our services are directed at helping individuals and families live full lives and assisting individuals in identifying and meeting personal goals – whether it's to find housing, obtain employment, learn English or get fit and stay healthy. University Settlement offers a wide range of social services to individuals and families in our community with a focus on assisting newcomers to adapt to Canada. In addition, our many annual festivals and celebrations provide opportunities for the community to come together to honour and celebrate the traditions and customs of the diverse communities we serve. Annually, we host a Chinese Lunar New Year celebration, Black and Women's History Month events, Iranian Norouz celebration as well as our summer Grange Festival in the park for children. These events provide opportunities for networking and socializing, and help individuals adapting to Canada share their celebrations while learning about more traditional Canadian customs. Today, the members of University Settlement are as diverse as the City of Toronto itself. That diversity is reflected in our board and staff and in the volunteers who work with us to provide services each and every day.



[www.universitysettle](http://www.universitysettle.org)



# agency profile

Our services are available in a number of languages and our materials and website are available in Chinese, Farsi and English.

Since our inception over a century ago, local needs have shifted and changed and University Settlement has demonstrated the ability to identify emerging trends and develop action steps to respond. This is in part due to our extensive work with partners and in the community. Our long history provides numerous examples of our ability to address local needs – whether it is opening our doors to the homeless in the 1990s, developing a partnership with the police to offer children’s services in 2004 or developing English language cafés to assist newcomers in practicing their spoken English language skills. University Settlement continues to develop, grow and evolve to meet the needs of the people of Toronto and the communities we serve.

ement.ca



### **Chinese Lunar New Year**

On Saturday February 12, we held our annual Chinese Lunar New Year event. A number of activities and information booths for participants complemented a shorter program this year. The event was attended by 400 individuals including staff, board, and elected officials Adam Vaughan and Olivia Chow.

### **Black History Month**

On February 24, we held our annual event that included performances, art activities, a sampling of West Indian and African foods and a basketball match between University Settlement and the St Alban's Boys and Girls Club.

### **Women's History**

On March 8, we held our Women's History event at the Lillian Smith Library in partnership with the library and Culturelink. Great performances, speakers and informational booths contributed to a fantastic event honouring the 100th anniversary of International Women's Day.





# ency highlights

## **Norouz Celebration**

We hosted our 3rd annual Persian New Year “Norouz” celebration on March 22 at North York Community Memorial Hall. Approximately 150 newcomers and community members enjoyed the festive event which included a poetry recital, traditional Persian dance, special musical and dance performances by newcomer youth, personal story sharing, games, prizes and awards.

## **Swim 1910**

On June 12, we hosted our 2nd annual Swim 1910 event at the pool on 23 Grange Road. Participating swimmers raised over \$800 for our programs and services and received prizes (donated by our supporters) for their efforts.

## **Park Clean Up Day**

On April 16, in partnership with OCAD, St George the Martyrs Church, the Art Gallery of Ontario and the Grange Community Association, we participated in a clean up in Grange Park during the Mayor’s annual Park Clean Up day. On the same day, volunteers from RBC and IFDS helped clean up 23 Grange Road including purging furniture, shredding files and recycling miscellaneous items.



**Autorickshaw Trio, Festival of Music and Culture**

## **Festival of Music and Culture**

On April 17, staff and board presented University Settlement’s Festival of Music and Culture at Glenn Gould Studio. The event was a success with over 200 people in attendance, enjoying a diverse array of performances and refreshments during intermission.

# agency highlig

## **Volunteer Service Award**

On June 13, Board member James Roy was awarded the Government of Ontario's Volunteer Service Award from the Ministry of Citizenship and Immigration for his ten years of service to University Settlement.

## **Annual General Meeting**

On June 21, the day care's annual potluck barbeque was held in conjunction with our Annual General Meeting.

## **Music From Scratch**

From July 11-15, our fifth annual Music from Scratch Youth workshop occurred with resident composer Graham Flett. The final concert included compositions by the participants and was held on Friday, July 15.

## **Grange Festival**

On August 5, we hosted our annual Grange Festival in the park. The event, sponsored by IFDS, included over 46 community groups and booths, numerous performances, the Newcomer Idol contest as well as games, food and activities for children and families.

## **Mid-Autumn Festival**

On September 6, we held our annual mid-Autumn festival at a local restaurant for over 100 people. The evening included dinner, karaoke, a draw for prizes and traditional moon cake.

## **Volunteer Appreciation**

On September 28, over 150 staff and volunteers were invited to our annual Volunteer Appreciation event held this year at Dim Sum King. Performances, prizes, gifts and dinner celebrated the significant contribution that volunteers provide throughout the organization.

## **Lang Lang 101 Pianists' Workshop & Concert**

On November 13, piano students from the Music & Arts School participated in the Lang Lang 101 (pianists' concert) in partnership with the Toronto Symphony Orchestra. The children prepared music ahead of time with their teachers and then came together to perform the piece on stage at Roy Thomson Hall.



# ghts

## **We Care**

On December 1, we hosted our first WE CARE event, sponsored by Herman Miller and Workplace Resource Toronto. WE CARE brought together a team of 70 volunteers from design firms in the city to help children make gifts for their family members. In addition, the 160 children that participated watched a movie, were treated to 25 boxes of pizza, received loot bags and visited with Santa.

## **Bhayana Family Foundation Award**

On December 9, staff attended the United Way 2011 Bhayana Family Foundation Award lunch in honour of staff member Norm Hanson, a recipient of the award.





# language

The Language Department provides language training to newcomers to Canada and assists new immigrants and their families in adjusting to Canadian culture and environment through Language Instruction for Newcomers to Canada (LINC), English as a Second Language (ESL) classes and Citizenship Preparation classes.

## Highlights

- This year, as a result of funding cuts and with the start of more full-time kindergartens in downtown schools, the LINC program lowered its childminding capacity from 16 children to 12 and the staffing in the centre from 5 teachers to 3. We continued to take in children from 6 months to 6 years and they were cared for under three age groups: infants, toddlers and preschoolers.
- There was more collaboration between LINC instructors and settlement workers to encourage newcomer students to access settlement services within the agency. At the beginning of every month, during LINC program hours, students were visited by a settlement worker and learned about workshops and special activities that are available to newcomers at both our head office and the Spadina Avenue location.
- Our LINC students continued to use the Community Access program which allowed them to visit a number of places including the Royal Ontario Museum and the Art Gallery of

**“The English I learn in ESL class helps me to be more independent. Now I can shop, go banking and travel around the city by myself. I become a happier person.”**

**“All my three children love attending the childminding centre as there are stories to hear, songs to learn, arts and crafts to do and celebrations to enjoy. For myself, I feel the LINC program helps me to build up my confidence and I become more integrated into Canadian society.”**

Ontario. The artifacts and exhibits displayed at these venues offered valuable learning opportunities for our newcomer students.



**Did you know?**

- Our LINC program received 215 new students in 2011. Combined with our returning students from 2010, the Language Department served a total of 317 students in 2011, for an average of 15 new students per month in a total of 8 LINC classes. (3 full-time and 5 part-time).
- A total of 54 students progressed and completed their levels thereby achieving their goals of gainful employment or higher training.
- In 2011, the Language Department continued to offer 6 ESL classes and 1 Citizenship class in co-operation with the Toronto District School Board, serving 952 ESL students. Most students began their studies with very limited English skills and learned English at a reasonable pace. With improved English skills, they can better manage their daily needs and become more employable in the job market.



# recreation

The Recreation Department at University Settlement offers a wide range of programs and activities for all ages. Everyday the building at our main site is filled with children, seniors, youth and adults playing, running, jumping and having fun. Tai chi, badminton, basketball, volleyball, aqua fit, swim lessons and soccer are all very popular components of our Recreation Department.

## Highlights

- We hosted our second annual Swim 1910 competition in the pool at 23 Grange Road. The event raised over \$800 in support of University Settlement's many programs and services.
- With the help of 52 Division, our youth group held three car washes throughout the year, raising over \$250 combined.
- In 2011, both our male and female change room shower areas got a face lift! All the shower heads and dividers were replaced and a designated accessible shower area was installed in each change room.
- Thanks to the Kiwanis Club of Casa Loma almost 100 children enjoyed a day at Casa Loma. A magic show and hot dogs captivated our children in this historic castle.
- A new Girls Youth Basketball league was started on Saturdays with 41 young women, ranging in age from 11 to 19.
- In November as part of the Growing Up Health Downtown program, 20 families participated in a large trip to the Royal Ontario Museum.



- On December 15th 2011, our Growing Up Healthy Downtown program held its first annual Gingerbread Day, where children in our community came together to celebrate the holidays. 120 children were invited to decorate gingerbread cookies and houses, eat lunch, and enjoy a holiday movie.



### Did you know?

- Our pool and gymnasium were open 39 hours a week for free community access.
- Twenty-five part time lifeguards, swim instructors and afterschool program leaders taught over 125 unique children each term in our afterschool programs. Healthy snacks are a part of the afterschool program and on average, 320 little mouths were fed every week.
- More and more adults and seniors are registering for private swim lessons. In 2011, 20% of private swim lesson enrollments were adults and seniors.
- In the summer of 2011, 125 children participated in summer camp. We thank Second Harvest for providing a healthy nutritional lunch for each child every day.
- Over 20 hours of free youth basketball time is provided each week! The play is both fun and competitive with over 200 youth participating each week.



# music & arts

The Music and Arts School provides affordable, quality programs to children, teens, adults and seniors from the Grange neighbourhood, as well as the wider Greater Toronto Area. The school functions in the belief that the arts should be a right, not a privilege, and that lessons should be available to everyone regardless of age, ethnicity, perceived talent, disability or ability to pay. The school aims to provide an open house of learning in a welcoming, family atmosphere.

## Highlights

- In April, University Settlement celebrated the 90th anniversary of the Music and Arts School with its “Festival of Music and Culture” at Glenn Gould Studio in downtown Toronto. South Asian fusion band “Autorickshaw” was our featured performer. Also included were performances that reflected the history of music at University Settlement. They included the University of Toronto student Klezmer band, Kathak dancer Joanna deSouza, erhu player Yuan Wang, GuZheng players from the Fan Shang-E Zhang Music Association and performances of Music and Arts School students. Refreshments, provided by Dufflet Pastries and D’Angelo Brands, were served during intermission.
- In November, eleven of University Settlement’s young piano students participated in the 101 Pianists Workshop. This event was organized by the Toronto Symphony Orchestra and the Lang Lang Foundation. One hundred piano students from all over the city came together to play as a group on the stage of Roy Thomson Hall. These students had prepared the music ahead of time with their teachers, and on the day of the event, worked with world renowned Chinese pianist Lang Lang to perfect the piece. The piece was performed in front of a live audience. It was a once-in-a-lifetime experience for these students, and they all came away from the event excited and inspired!
- In April, Rogers TV profiled the Music and Arts School. Interviews were done with the school’s Director, two teachers and three students. The students were able to showcase their talents on TV!

“I have grown up in the Music & Arts School. I always look forward to having my piano class with Alex. He is the best teacher and really funny too! If anyone asks me which music school is best, I would say, “University Settlement.” That is how good it is.”

- In January, the Music and Arts School created its own Facebook page. Become our friend on Facebook at University Settlement Music and Arts School and keep up to date on events and happenings!



- In the summer, the Music and Arts School collaborated for a fifth time with CONTACT Contemporary Music to present “Music from Scratch”, a week-long workshop for youth. Thirteen youth aged 15-21 worked alongside the professional musicians from CONTACT and guest facilitator Canadian composer Graham Flett, to create their own musical works. No music background is required for this program.

**Did you know?**

The Music and Arts School has a wide inventory of instruments, some of which are available for rental by our students. We have a total of ten pianos, one grand piano, one baby grand piano and eight upright pianos. These pianos are used on a daily basis for lessons and practice and take a lot of wear and tear! In addition, we have sixteen violins, ranging in size from 1/8 to full size, three cellos, and three violas. We have four guitars and even a sitar! For wind instruments, we have two accordions, three flutes, two saxophones and two clarinets. The School also has a drum kit, and a wide variety of other percussion instruments and drums, including a rain stick.



# day care

University Settlement Day Care provides families with high quality childcare programs, and is located in our community centre, giving us access to two separate playgrounds, a swimming pool, music and dance programs, a gymnasium and an auditorium. As a result, the Day Care is able to offer a full range of services to 54 children from infancy to five years of age in an atmosphere that is both nurturing and stimulating.

## Highlights

- The Day Care was the proud recipient of an award from St. Joseph's College School that recognizes our years of partnership with the school. The Day Care continues to provide co-op students from St. Joseph's with experiential on the job learning opportunities.
- In 2011, the Day Care worked with 19 George Brown ECE placement students, 2 co-op students from St. Joseph's College School and 3 co-op students from Heydon Park Secondary School.
- A number of Day Care children, teachers, parents and volunteers were invited to attend the AGO opening of its Weston Family Learning Centre and had a blast! The group had so much fun that subsequent visits were scheduled.
- Day Care staff attended a re-certification course in First Aid/ CPR. All staff continue to be up to date with their training requirements.
- The Day Care purchased new equipment including two triple strollers and new furniture such as shelving units, sofas, chairs, linen and a variety of new toys.





**Did you know?**

The Day Care served a total of 85 families in 2011 and 8 of our children welcomed the arrival of a new sibling.

“University Settlement day care has been a safe welcoming and nurturing place for our family. Both of our children love the Day care and staff and we appreciate the access to the pool, music, dance and other creative programming. It is a great place in our community.”

“The genius of the day care is that it’s not just a day care, it’s a daytime family. That was clear from the beginning when my daughter started in the infant room and the teachers wanted to know all about what our daughter liked and didn’t like, how she preferred going to sleep - they asked questions just like an aunt or cousin would in order to make sure our daughter got the best care. We’ve watched the wonderful staff at University Settlement provide that same level of personal interest and unconditional support for every child’s development. It’s an incredibly positive environment and our daughter thrived as she grew up through the rooms to become a proud, confident and curious preschooler. It’s a family we’ll miss as she graduates to kindergarten, but will never forget.”

# Settlement & social services

The Settlement and Social Services department provides settlement services for newcomers to Canada, programs and services for seniors, and also programs and activities for the community-at-large. Settlement specific services and programs such as orientation and informational workshops, information and referral, form-filling, one-on-one needs assessment or settlement counseling, tax clinics, and group activities are offered to assist newcomer adults and youth to meet the needs of settling into their new life in Canada. We offer services and programs for seniors with a focus on health and fitness, cultural arts and music, building social networks, education, and access to one-on-one support services such as interpretation. Programs and activities for the community at large are also developed and coordinated to promote community input, engagement, networking, education and awareness. Programs and services are currently offered in the following languages: Cantonese, English, Farsi and Mandarin.

## Settlement Services Highlights

- Our focus for newcomer youth this year was to provide new and fun experiences where they could be introduced to Canadian culture, learn new skills, have the opportunity to build social networks and share experiences. Over the summer months, we coordinated fun activities such as bowling, field trips and going to the movies. We also offered group programs for learning guitar, photography, soccer and badminton, and hosted support groups such as Girls Café (a program that provided girl-specific activities and bonding opportunities for female youth at our North York office). Over the school months, we provided regular weekly homework clubs on site, or as an itinerant program at two downtown high schools.
- We expanded our internship program this year and partnered with Ryerson University, Seneca College, and George Brown College to provide effective placements for intern students.
- We partnered with approximately 20 agencies to provide special joint programs for the benefit of mutual clients including cultural celebrations, professional networking, and workshop series on healthy families, employment, photography and yoga stretch.

**“Canada is a new environment for us and we do not speak English. With countless difficulties and challenges, it seems as if we are at the end of hills and rivers – where is the road? Gaining support from University Settlement is like seeing bright flowers again. University Settlement has built a bridge for us to reach happiness.”**



- Due to popular demand, the Women's Support Group (started in 2010 for newcomer ladies to build social networks and enjoy learning activities such as line dance) increased its meetings to twice weekly.
- Seven volunteers from the United Way Days of Caring program helped out with the Mandarin Seniors group computer classes in October. The volunteers enjoyed helping the seniors learn computer skills and several expressed interest in returning on a regular basis.
- Our 2nd Annual Newcomer Idol competition was held this year with auditions on July 21. Five finalists competed for first, second and third prize trophies on August 5th at the annual University Settlement Grange Festival before a panel of judges and live audience from the community. The first prize winner this year was an Iranian newcomer youth singer and guitarist who recently arrived in Canada. She received free music lessons to a value of \$300 (from private donations) for any music program of her choice at University Settlement's Music & Arts School. The competition was a great success – showcasing a variety of newcomer talent and drawing enthusiasm from contestants and the community alike.

**“During my application for Canadian Citizenship, (your Settlement Worker) provided me with lots of valuable information. I was impressed by her warm reception and great patience. University Settlement is indeed very useful not only to newcomers, but also to everyone who needs help.”**



# Settlement & social services

**"I'm very happy because isolated seniors have a good environment for gathering."**

**"Good environment to meet old friends and new friends."**

## Senior Services Highlights

- The Seniors Personal Information Card was launched this year and is useful for seniors to record emergency contact information as well as personal and medical information. The design and development of the card was the result of much input from seniors, the Seniors Connect planning committee, staff and other members of the community.
- We successfully completed our "Seniors Connect" project which focused on providing opportunities for isolated seniors to connect through social interaction, peer support, learning activities and gaining access to programs and services. Through this project, several new and exciting programs were developed and piloted with great success - including Seniors Games Days and the Seniors Performing Arts Connection.

## Community Development Highlights

- The Vegetarian Chef program met twice a month to prepare and sell healthy lunches at cost to staff and community members. A highlight for the Vegetarian Chefs was an invitation to cater a luncheon for approximately 20 participants attending a presentation by a historian and researcher from Simon Fraser University on her research project "Exploring Everyday Life in Toronto's Chinatown".
- New workshops and information forums for the community at large were offered throughout the year on topics concerning health, nutrition, environment, elections, consumer awareness, elder abuse, and city core review impacts.
- The Knitting Group program hit its highest membership this year with 18 registrants and an average of 15 regular attendees.

**"I learned a lot from the peer nutrition class. In particular, I appreciated the second class about how to make baby food. That was a godsend for me. These are essential life lessons for mothers and new immigrants."**

**Did you know?**

- 2,918 new clients accessed our services in 2011 including seniors and newcomers of all ages.
- 8,767 client visits received one-on-one support services including needs assessment, settlement counseling, information and referral, interpretation, and form-filling.
- 813 group sessions, activities, orientation and workshops were coordinated and delivered for newcomer adults and youth.
- 1,174 group sessions and activities including regular Tai Chi, calligraphy, dance, singing, table tennis, day trips, workshops, birthday celebrations, and other cultural celebrations were coordinated for seniors.
- Attendance in all group programs and activities throughout the year was 42,030 with daily attendance in some seniors programs averaging 38 to 60 per class.
- Over 80 volunteers provided program support throughout the year.



# out of the cold

In 1997, University Settlement started the Out Of The Cold program in response to the community need to provide emergency shelter and food to the homeless in downtown and specifically in Grange Park. The program operates with a harm-reduction philosophy and is unique in its non-judgmental behaviour-based approach with program participants, which allows users to access University Settlement when other shelter options have been closed to them. On program days, meals are served to between 75-105 people while accommodations are provided for up to 75 people per night. The Out Of The Cold program accommodates men and women, and is the only Out Of The Cold Program that provides accommodations to couples. University Settlement's Out of The Cold program runs three nights a week during the winter and two nights a week during the summer – making it the only Out of The Cold program that runs year-round in the City of Toronto.

## Highlights

- Program Staff Norm Hanson was honoured in 2011 with a United Way Bhayana Family Foundation Award for his dedication to the values of University Settlement and unwavering commitment to the Out Of The Cold Program.
- Toronto Maple Leaf's defenseman John-Michael Liles and his family donated their time and joined the Out Of The Cold team to serve Christmas breakfast to our clients.
- The Out Of The Cold program secured a contract with the Daily Bread Food Bank, expanding our capacity to serve fresh, healthy food to our clients.
- In 2011, the Out Of The Cold program secured a contract with The Works, allowing us to provide harm reduction supplies to program clients in order to reduce the health risks faced by those with addiction issues.
- The Out Of The Cold program developed a partnership with Windfall, a non-profit organization, which allowed us to provide new, unworn clothing to program clients.
- Program Cook Dolores Callin was honoured at the 2011 University Settlement Volunteer Awards dinner for her hard work and leadership with program volunteers.

**"It's amazing what University Settlement is able to provide - not just the food and a place to stay, but the whole environment. I really look forward to coming in every week; it's like a family."**



**Did you know?**

- The Out Of The Cold program averages an occupancy rate of approximately 98% each month.
  - The program is open three nights a week from October to May and two nights a week from June to September for a total of 140 operating days in 2011.
  - From September to March, the program is able to provide additional meals to 30 homeless and low-income individuals per night, over and above the 75 shelter residents.
- 
- The Out of The Cold program opened up 10 extra beds per night for 11 extreme cold/heat alerts in 2011.
  - In 2011, the Out of the Cold program served over 12,000 meals for program participants.
  - In 2011, the Out of the Cold department raised over \$3,000 through the generous contributions of private donors.
  - 57 volunteers generously donated their time to support the Out Of The Cold program and its staff to provide high quality service to our clients.



# employment & training

The Employment and Training Department of University Settlement is a resource centre which provides a wide range of employment and training programs. We assist individuals who need help finding employment and reduce their employment barriers in order to rejoin the workforce. The centre also provides individual counseling to address personal issues, skill training, health and employment issues that clients may be facing and need help resolving. We conduct intake assessments for all levels of clients and the majority of referrals are from Toronto Employment and Social Services.

## Highlights

- In 2011, we served more than 753 individuals by providing client screening for appropriate program placement, job search and career skills training, and by making recommendations to Toronto Social Services regarding any assessment outcomes. These clients were referred to our programs from the City of Toronto Social Services, other government offices and service providers and partner agencies.
- Almost 200 individuals obtained employment with the assistance of Employment and Training programs and staff.
- In 2011, the Employment and Training Department hosted 3 small Job Fairs, partnering with 9 employers to provide immediate interview and application opportunities to over 100 jobseekers in our centre.

**"I really feel much more confident about getting a job. I found out why a lot of the things I have been trying (to find employment) haven't worked before. The staff and the training classes are really great."**

- More than 70% of our clients involved in Job Search programs were successfully connected to employment, and many of them were provided with valuable training opportunities in the areas of career exploration, customer service and call centre skills, computer literacy, job search techniques, as well as individual training, support and coaching in professional communications and effective interviewing.



- The Self-Employment Development Online Marketing of Products and Services Program provided training and support to almost 100 clients with solid business ideas and helped launch their businesses in an online format.
- In the summer of 2011, the Employment and Training Department began a new component of Pre-Employment Development training titled 'Skills Management In Life and Employment' (SMILE). This month-long program allowed participants to evaluate their skills and barriers and work with our program trainer on a realistic action plan to take steps[ towards a better life. The department successfully ran two sessions, serving over twenty clients.

### Did you know?

- In 2011, the programs that we offered in the centre included: Pre-employment Development, Employment Placement, Customer Service and Call Centre, Self-Employment, Volunteering, and an Electrical Course.
- Our centre provides clients with regularly updated job postings and training resources, an online job board, a fax machine, 5 phones, a photocopier, 20 computers with internet access to search for jobs, a range of daily newspapers, and free refreshments/snacks.

# volunteers

Aasta Levene	Brandon Ruttan	Frank Ng	Judy Kao
Adela Rusu	Byron Griffiths	Fung Ping Lau	Judy Quan
Akilah Taggar	Calum Gillespie	Gaitrie Chetram	Julie Levene
Al Gladstone	Carmellia Santos	Gary Ka	Karen Liedeman
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Arezo Karkhneh	Deborah Marchitiello	Jag Parhar	Lily Ho
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Omid Sangary			
Paddi-Anne Crossin			
Pai Sze Lum			
Pam Tahir			
Pamela Yee			
Parham Adiban			
Patrica Florea			



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Susan Ng  
Svietlana Topalovic  
Tai Shi Zhou  
Tak Tung  
Tammy Ho  
Tie Peng Cao (Jason)  
Tim Wah Cheung  
Tony Woo Yoo  
Vargen Visvalingam  
Venus Onay  
Vincent Faria  
Wan Lei Wei  
Wayne Jackson  
Weldena Deflorimonte  
Wesley Chin  
Wing Ping Kwok  
Xiangchun Kong  
Xiao Fen Zhang  
Xin Cai Hou  
Xu Zhi Cheng  
Yasmine Jamal  
Yan Chit (Cecil) Tam  
Yan Yan  
Ye Jun Shen  
Yi Guo  
Yin Gang  
Yiu Chun (Tony) Chow  
Yook Yew Cheung  
Yu Chen  
Yu Lan Ding  
Yu Lan Lin  
Yuan Wang  
Yuk King Lo  
Yun Hua Gu  
Yun Xin Lin  
Yvonne Zhang  
Zeinab (Maryam) Faraji  
Zhen Xue  
Zhun Quan Zhou

# funders

## foundations

J.P. Bickell Foundation  
Larry Grossman Foundation for Kids  
Minstrel Foundation for Music and Arts Advancement  
The Benjamin Foundation  
The McLean Foundation  
The Rainbow Foundation  
Tippet Foundation  
Toronto Star Fresh Air Fund

## funders

United Way Toronto

## federal government

Citizenship and Immigration Canada  
Human Resources and Skills Development Canada  
Industry Canada  
Public Health Agency of Canada

## provincial government

Ministry of Citizenship and Immigration  
Ministry of Community and Social Services  
Ministry of Community Safety and Correctional Services  
Ministry of Culture - Ontario Arts Council  
Ministry of Health and Long Term Care

## municipal government

Children's Services  
Parks, Forestry and Recreation  
The Shelter, Support & Housing Administration  
Toronto Arts Council  
Toronto Employment & Social Services

## corporate giving

Aviva Canada Inc.	Mackenzie Financial
Chinese United Dramaic Society	Myo Therapy & Health Institute Inc.
D'Angelo Brands	Ontario Power Generation Inc. - Employee's & Pensioner
Economic Development, Culture and Tourism	R. K. Pharmacy Limited
Globe and Mail	Royal Bank of Canada
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Intact Financial Corporation	The Boston Consulting Group
International Financial Data Services	The Institute of Chartered Accountants of Ontario
Long & McQuade	Toronto Chinese Baptist Church
Longboat Roadrunners	Trimark Cleaning & Restoration Ltd

## in-kind

Ah Fong Food	Lobster Island Seafood Co
Akram's Shoppe	Lucky Moose Food Mart
Autorickshaw	Mannarich Food Inc.
Aveda	Miller Thomson
Bloor Street United Church	My Market Bakery
Buddha's Vegetarian Restaurant	New Road Coaching Inc.
Cakeview Bakery & Café	Ontario District School Board
Charles Meat & Seafood	Osmington Inc.
Chuang's Company Ltd.	Queen Mother Cafe
Coca Cola Ltd. Canada	The Corporation of Roy Thomson Hall and Massey Hall
Dai Jung Distributing	Royal Bar-B-Q
Davids Tea	Seventh Day Adventist Church
Dim Sum King	Share The Music
Earth Cycle Planning	Sky Dragon Chinese Restaurant
Forestview Chinese Restaurant	St. John's Music
Frontier College	Thai Indochine Trading Inc.
Grace New Covenant Pentecostal Church	The McLoughlin School
Harbourfront Canoe & Kayak Centre	The Patrick Family
Hoi Tin Food Products Ltd.	Tim Horton's
HSBC Bank of Canada	Toronto Symphony Orchestra
Hung Wang Foods Inc.	Tung Tung Dan Quen King Ltd.
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Thomas Choi	

# financials

## University Settlement Statement of Revenue and Expenses Year ended December 31, 2011

	Operating Fund	Special Funds	Total 2011	Total 2010
<b>Revenue</b>				
Federal government grants	\$ 1,560,165	\$ -	\$ 1,560,165	\$ 1,652,365
City of Toronto fees	1,167,309	-	1,167,309	1,012,253
Fees for Services	1,062,164	-	1,062,164	995,798
City of Toronto grants	601,644	-	601,644	597,026
United Way contribution	346,026	-	346,026	341,641
Provincial government grants	206,106	-	206,106	218,180
Fundraising and foundation contributions	111,269	10,110	121,379	168,286
Other	93,904	-	93,904	75,645
Rental income	35,133	-	35,133	40,762
Investment income	3,289	23,633	26,922	31,067
Productive Enterprises	12,203	-	12,203	25,674
Amortization of deferred contributions	4,924	-	4,924	7,388
<b>Total</b>	<b>5,204,136</b>	<b>33,743</b>	<b>5,237,879</b>	<b>5,166,085</b>
<b>Expenses</b>				
Salaries	3,620,885	-	3,620,885	3,606,137
Benefits	507,980	-	507,980	463,428
Rent	255,448	-	255,448	249,487
Program costs	225,446	-	225,446	193,246
Office	155,018	-	155,018	149,067
Other purchased services	84,996	-	84,996	102,294
Other	45,396	14,288	59,684	81,824
Food services	73,707	-	73,707	65,074
Insurance	60,583	-	60,583	61,525
Promotion and publicity	42,817	-	42,817	41,142
Audit and legal fees	33,625	-	33,625	28,682
Cleaning Supplies	23,692	-	23,692	23,949
Recruitment and staff training	28,981	-	28,981	21,320
Amortization	4,924	-	4,924	7,388
Transportation	8,997	-	8,997	6,642
<b>Total</b>	<b>5,172,495</b>	<b>14,288</b>	<b>5,186,783</b>	<b>5,101,205</b>
<b>Revenue over Expenses</b>	<b>\$ 31,641</b>	<b>\$ 19,455</b>	<b>\$ 51,096</b>	<b>\$ 64,880</b>



In 2011, the staff, board, clients and volunteers at University Settlement rallied together to raise money for and awareness about United Way Toronto. In a year when University Settlement faced funding cuts resulting in reduced staffing and program losses, those involved in our United Way Campaign recognized the struggles in our economy happening elsewhere. University Settlement considered the needs of others and once again completed a successful fundraising campaign for United Way Toronto.

### Campaign Highlights

Staff coordinated a variety of events including food, garage and bake sales, a music concert, CN Tower Climb and payroll deductions. These events successfully raised the following:

#### Employee Payroll

Deductions: \$6,208

CN Tower Climb: \$5,078

Special Events: \$906

Board Member Contributions: \$1,280

### Amount Raised:

**\$13,472**

*Layout & design:*

tawnybarratt@gmail.com



**United Way  
Toronto**

A United Way member agency

united way campaign



### **Locations**

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4920 Yonge Street, 2nd Floor, Toronto, ON M2N 5N5 | 416-218-8990  
334/336 Dundas St West, Toronto, ON M5T 1G5 | 416-408-4058  
720 Spadina Ave, Suite 310, Toronto, ON M5S 2T9 | 416-977-8325

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