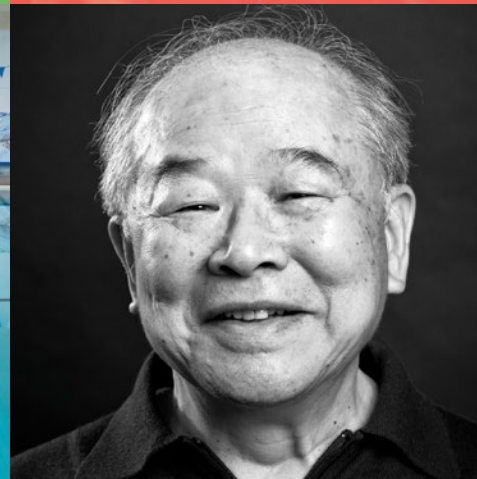




UNIVERSITY SETTLEMENT

annual report



2013



A MESSAGE FROM OUR EXECUTIVE DIRECTOR & BOARD CHAIR

David Predergast
Executive Director

James Roy
Board Chair

The 2012-2013 year saw many changes, with the launch of our new website and a greater focus on our strategic plan meant that we kept busy throughout the year. Our 23 Grange Road location was modernized with the addition of a brand new sign at the front door, while our North York office moved to a new location in late December. We began meeting with other community centres to look at some form of collaboration through a shared IT support project. This had a positive impact on how each location meets local needs and as a result, each site no longer duplicates forms and documents.

With the acquisition of a new IT support provider we were able to save money on a monthly basis and deployed remote desktops through the installation of a virtual private network. We were also busy upgrading software for our staff and migrating our email to Microsoft Exchange. But enough with the not-so-fun stuff; we also accomplished a lot more in 2013.

In 2013 we held our signature events such as the Grange Festival and the Chinese

“Ideas
continue
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the core of
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Settlement.”

Lunar New Year Celebration and held our first ever camping fundraiser. The camping event, branded as *A Night With Us*, aimed at raising funds for our programs and services. There were 15 tents, dozens of volunteers and a community breakfast the following morning. Thanks to our major sponsor, **International Financial Data Services**, we were able to raise over \$10,000. The proceeds of these events directly contributed to the development and growth of our programs and services.

Ideas continue to be at the core of University Settlement. We listened to ideas from our staff, volunteers and community members. In 2013 we not only listened, we responded. In direct response to how our members want us to communicate with them, we launched an Agency Twitter account, @Uni_Settlement, as well as a Facebook group. This social media presence allows our members and the public at large to get the latest news about our programs and services, but more importantly it gives us an opportunity to engage with our community in

a direct and meaningful way.

The ideas did not stop there! Our staff from the Recreation and Children's Programs had an idea that blossomed into a partnership with Intact Insurance to host a free, community, Halloween Party for children in our neighbourhood. Volunteers had ideas too and we heard them loud and clear. We have responded by introducing new ways of recognizing them through social media and annual events like National Volunteer Week.

It is an exciting time at University Settlement. Our unique focus on serving our community in innovative and engaging ways creates results and raises our profile in the community. The achievements of the last year would not have been possible without the remarkable support of our donors, partners, volunteers, staff and Board. It is a privilege to work with all of you. We celebrate our results and look forward to what the next year holds.

BY THE NUMBERS

10,700

Over 10,700 overnight stays in our *Out of the Cold* shelter

2,300

Over 2,300 additional meals provided to people experiencing food insecurity who were not staying in the shelter

850

Individuals assisted in our Employment and Training department

161

Housing Referrals over the course of 2013

BOARD OF DIRECTORS 2012 - 2013

EXECUTIVE

James Roy, President
Jenny Friedland, Vice President
Nancy Ker McQueen, Treasurer
Harriet Capalla, Secretary
Richard Carmichael, Member-at-Large
Devesh Singh, Member-at-Large

MEMBERS

Genevieve Brown
Paddi-Anne Crossin
Lisa Fitzgibbons
Alberto Martinez
Marcia McClung
Michael Pollanen
Tim Poon
Dolkar Tulotsang

EX-OFFICIO

Adam Vaughan, City of Toronto
David Prendergast, Executive Director

We are very lucky. Our Board of Directors are highly dedicated to our staff, our community and to the future of University Settlement. University Settlement's Board of Directors is a group of professionals, who also happen to be volunteers, that help our organization focus on the activities that contribute to our objectives, use our resources effectively and ensure that we are managed in the best interest of our community. They are the driving force behind our strategic goals across all of our departments. Each director sits on at least one board committee and has the opportunity to become involved in a variety of operational functions.

At our Annual General Meeting in June of 2013 we welcomed Alberto Martinez and Harriet Capalla to our Board of Directors. One of our long time Members, Jack Li, stepped down from his post as his 9 year term came to an end. Jack made a tremendous impact on how we operated, specifically in regards to Information Technology. His expertise and knowledge were instrumental in many of our IT projects. Along with Jack, we said farewell to Bill Nguyen and Ruzbeh Hosseini. It was a pleasure having them serve on our Board and we wish them luck in their future endeavors!



14,994

Kids served in our After School Program

82%

Helped more than 82% of clients in the Employment Placement Program find work

60%

Of our clients found employment through our skill training courses

2452

Individual music lessons



8032

Clients visited our Immigrant Settlement and Adaptation Program

300+

Volunteers



2,870

Workshops and events held for our Seniors

3048

Private swim lessons held

464

Children in our Summer Camps



DAY CARE

University Settlement Day Care provides a full range of services to a total of 54 children ranging in age from infancy to 5 years. It houses two separate and well-maintained playgrounds, both of which overlook Grange Park, and contains a private kitchen which supplies daily home-cooked meals and snacks. The Day Care takes full advantage of the facilities offered, including a gym, a swimming pool, and an auditorium to offer weekly swim, music, dance, and kinder gym programs.

Our central location ensures a multicultural, multilingual, and multiracial complement of families and staff. In an effort to celebrate our differences, the Day Care plans and participates in annual events which usually see the children parading through the Agency in appropriate child-made accessories that reflect the occasion to be celebrated – cardboard dragons for Lunar New Year, shakers and drums for Black History Month, flashy head-gear for Caribana, and, of course, costumes for Halloween.

EMPLOYMENT AND TRAINING

The Employment and Training Department is a resource centre located at 720 Spadina Avenue that provides pre-employment assessment, job search resources and tools, as well as skills training and counselling. The Department excels at helping individuals obtain employment and start their own businesses as well as helping employers find qualified candidates through pre-screening, interview setup, post-hiring supports, and financial incentives.

Our Programs include an Employment Placement job search program, a customer service and call centre certificate Skill Training program, pre-employment training to help participants develop life skills and increase their employability, an Online Marketing and Sales for Products and Services program for prospective entrepreneurs, an Ontario Electrical license preparation course and a beginner-level Electrical Apprenticeship preparation course. The team focuses on

professionalism, quality client services and staying up-to-date on market trends to help individuals and businesses.

LANGUAGE DEPARTMENT

Being in the heart of downtown Toronto, University Settlement’s Language Department has the advantage of providing language training to newcomers to Canada who not only live in the neighbourhoods of downtown Toronto but who have come to work here from other parts of the city. The Language Department helps new immigrants and their families adjust to Canadian culture and environment through the Language Instruction for Newcomers to Canada (LINC) Program, while refugees and Canadian citizens acquire their language skills through English as a Second Language (ESL) and Citizenship Preparation classes. Registration for classes takes place at the 23 Grange Road location while the Child Minding Centre and LINC classrooms are located at our 334/336 Dundas Street location.

MUSIC AND ARTS SCHOOL

Our Music and Arts School is one of the few remaining programs offered in Toronto that is provided by a community-based social service agency. This program has been offered for over 90 years to men, women, and children. University Settlement believes that music and the arts are a very important element to the community and adds to the diversity and creativity of a vibrant society. Everyone

is welcome to come and enhance and learn music and arts skills from qualified and committed staff that have a passion to make a difference. We ensure our classes are available to everyone regardless of their talent, age, ethnicity or ability to pay. To ensure that everyone can participate in our programs there are scholarships and financial assistance programs available. Not only do our students have an opportunity to learn in the classroom but we give them the experience of performing in public in a very welcoming and supportive environment through concerts that are held throughout the year. We hope you check out our website to acquire additional information on our Music and Arts School.

RECREATION

We are a hidden gem of recreation activities for all ages. If you are looking to go for a swim, or play badminton, table tennis or soccer; then we are the place to be. For families, our camps, after-school program and swim classes are the place to bring the kids. Ask around, literally thousands of people (maybe your grandparents) have learned to swim here over the past 60 years. And don’t forget the great community programs such as the Maple Syrup trip, Halloween Party, WE CARE gift making program and The Grange Festival! We are affordable (you and the kids can come for 6 hours of swimming every week, for only \$10 a year) and it is free for all youth to play basketball during our drop-in times.

SETTLEMENT AND SOCIAL SERVICES

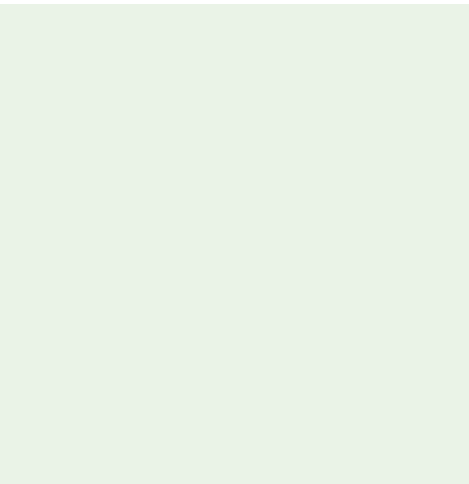
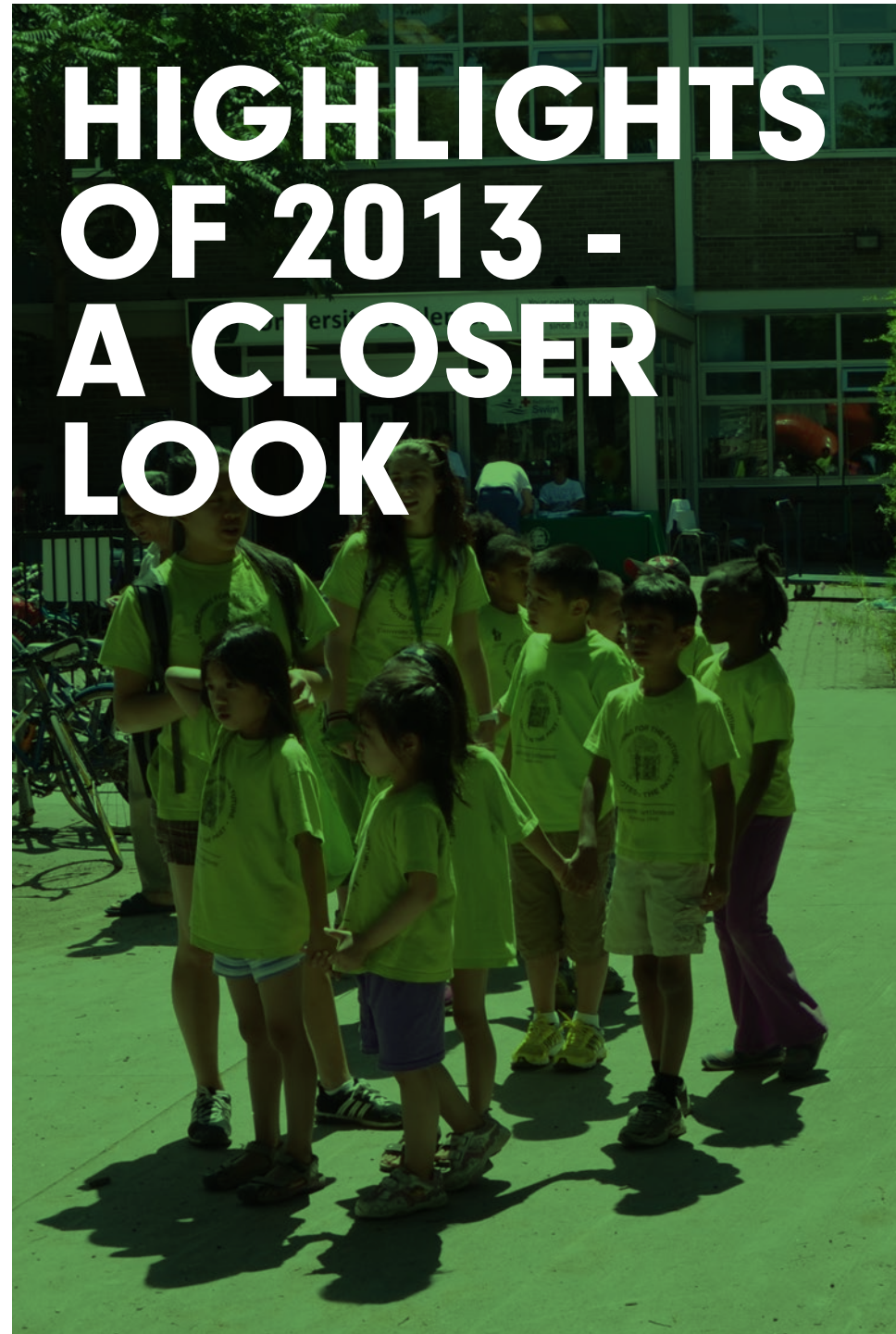
The Settlement and Social Services Department is very diverse. It provides settlement services for newcomers to Canada, programs and services for seniors and the community-at-large. Settlement specific services and programs such as orientation and informational workshops, information and referral, form-filling, one-on-one needs assessment, settlement counselling, tax clinics, and group activities are offered to assist newcomer adults and youth settle into their new life in Canada. Services and programs for seniors focus on health and fitness, cultural arts and music, building social networks, and education. Seniors are provided with one-on-one support services such as information and referral, form-filling, tax clinics, interpretation, and translation. Programs and activities for the community-at-large are also available and promote community input, engagement, networking, education, and awareness. Settlement and Social Services are available at three locations, including 23 Grange Road, 720 Spadina Avenue, and 6075 Yonge Street. Staff members are able to provide services in Cantonese, English, Farsi, Mandarin, and Spanish.

OUT OF THE COLD

In 1997, University Settlement saw the need that was growing in our community and responded by providing Toronto’s only year-round, secular weekend shelter to men, women, and couples in downtown Toronto. Every night the shelter is open, we are host

to up to 85 individuals in need of a warm place to stay, hot meals, and people with whom they can watch a movie or a hockey game and share a few laughs. In addition, 2013 saw the addition of a Social Worker as well as a partnership with the Sherbourne Health Bus enabling us to provide access to a wide range of housing, health, and counselling supports. Regular town hall meetings provide us with direct feedback on what’s working and what we could improve or add.





University Settlement has many traditions, two of which are the annual New Year celebrations. We follow these traditions year after year, and 2013 was no exception. In 2013 we held the **Lunar New Year Celebration** on February 23rd and the annual **Norouz Festival** was held in mid-March. Both events attracted our community members and offered them the opportunity to immerse themselves in Chinese and Iranian cultural traditions. The Lunar New Year Celebration offered attendees a chance to try their hand at calligraphy and to decode century-old riddles. With well over 400 participants, the New Year celebrations were a hit! With spring just around the corner, we honored Black Canadians during **Black History Month** in February, and we acknowledged and recognized the achievements of Canadian Women during **Women's History Month** in October.

Traditions are important to us because they allow us to bring people together. Our seniors had a chance to express themselves and share their stories through the **Seniors Expressions Project**. Seniors Expressions showcased the oral histories of seniors in the Grange community,

portraits of the participants, and a community photographic mosaic. Once the final project was done, an exhibit was held at the **Norman Felix Art Gallery**, which was curated by **Hello Foto** and ran from May 16th until May 21st. The opening of the exhibit was very special as the seniors who participated had a chance to see all of their hard work showcased to dozens of visitors.

We shifted our focus more towards fundraising in 2013 and formed partnerships with businesses in our neighbourhood to help fundraise for our programs and services. One of the businesses we partnered with was **Queen Mother Café**. To celebrate the 35th anniversary of Queen Mother Café, the restaurant held a special fundraiser for us branded as Come Dine With Us. They generously donated 35% of all food bills on their anniversary to University Settlement. Queen Mother Café is located in a historically charming 150+ year old building on Queen Street, a stone's throw away from our 23 Grange Road location. The proceeds of this fundraiser went directly to our programs and services. Our seniors got involved and helped

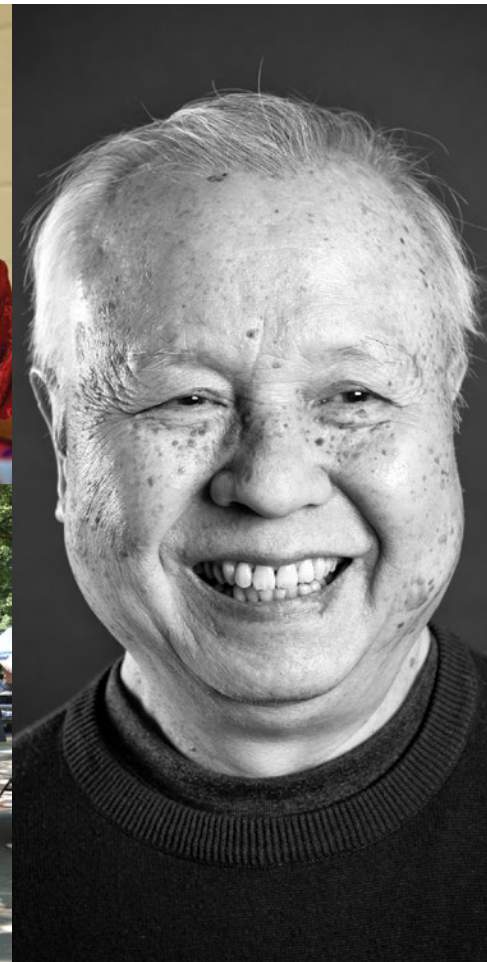
support our programs too by hosting a **Mid-Autumn Festival** and **Karaoke Fundraising Banquet**.

Grange Park is not only beautiful and vibrant, it is also an important landmark for us, as it acts as the perfect backdrop to many of our events. Just like last year and the year before, we helped to clean the park and get rid of the winter leftovers in April. We went back and camped in the park on June 20th as part of our first camping fundraiser. Our title sponsor, **International Financial Data Services**, donated \$10,000 that helped kick off the fundraising. We held a community breakfast in front of our doors and were surprised with a visit by MP Olivia Chow! The funds raised were in support of our programs and services.

During the summer we held on to tradition and hosted a festival for children and families. **The Grange Festival**, which was sponsored by International Financial Data Services and Kiwanis Club of Casa Loma, was held on August 9th. We saw over 2,500 members of our community. The weather was perfect and the day

was filled with games, food and magic, literally. Audience members were entertained and amazed by performances from Kiki the Clown, Skyriders Trampoline troop and were dazzled by a special magic show by Ray Chance. To show our appreciation, our summer camp staff and children performed a special flash-mob-style dance for our sponsors. This festival is one of the many traditions at University Settlement which only grows from year to year.

Our participants and clients may not realize it but they have a common connection. It may not be obvious to them but they are among the 40,000 people that walk through our doors annually to whom we strive to provide quality programs and services. We created a new website to help them access our services, held free events for children like We Care and the Halloween Party, and recognized the need for a bigger space, which is why we moved our North York location to a new site. As 2013 wrapped up, we looked back on all we did with pride, knowing that our centre is truly as diverse as the communities we serve.





VOLUNTEERS

Our volunteers are the foundation of our success. Their impact is both big and small; from helping us hand out flyers at our music concerts to donating countless hours helping our community members at tax time.

Our volunteers fulfill many roles. They provide direct service to our community members, like our Volunteer Computer Assistant, administrative support, fundraising, and leadership. They help organize events, participate in fundraisers, develop new

resources, provide logistical support, and develop programmes; the list goes on and on.

Our many volunteers are enthusiastic and contribute their time, energy, and expertise without hesitation. In return, we recognize them during National Volunteer Week and at our annual Volunteer Appreciation Dinner. We are incredibly fortunate to have such a strong volunteer base. Below is a list of individuals who have given us the gift of their time in 2013.

Parham Adiban	Michele Cummings	Stanley Hsin-Tzu Huang
Ghazal Amiri	Othniel Cundangan	Anne Hung
Martin Angeles	Wagdy Dawood	Nada Husain
Ganesh Annamalai	Yu Lan Ding	Tungsten Jiang
Andrew Au	Aidong Dong	Gary Ka
Lai Yee (Bernice) Au	Casey Dorrell	Shawn Kallicharan
Bo K Bae	Rong Xiao (Lucinda) Fang	Subramaniam Kandaiyapillai
Natasha Bartels	Vincent Faria	Min Kang
Nicole Bellamy	Kevin Fellows	Eric Kao
Thamer Ali Al Bourae	Rozan Frederick-Solomon	Pritha Karmaker
Ghazaleh Bozorgmanesh-fard	Luca Gallo	Leena Khawaja
Sarah Brasil	Yingyi (Gloria) Gao	Sinh Hue Khiem
Kate Brooks	Calum Gillespie	Suyeon (Sean) Kim
Babette Burrell	Al Gladstone	Konstance Kon
Sherisse Campbell	Nia Gokhal	Siu Wah Kwan
Heather Chan	Yan Pang Gong	Lydia Kwok
Leo Chan	Steve Goodfellow	Jennifer Laben
Loy Yu Chan	Anna Gowans	Mei Lam
Agnes Hauyin Cheng	Ryan Gu	Shu (Bruce) Lam
Chung Ling Cheng	Yun Hua Gu	Ada Lau
Qian Cheng	Jian Xun Guo	Dabbie Lau
Tim Wah Cheung	Melenie Hardie	Fung Ping Lau
Yuet Cheung	Saeid Hassanein	Irene (Kin Wa) Lau
Wesley Chin	Parinaz Heidary	Kathy Le
Shui Tak Chong	Darren Heng	Helen Lee
Kid Yee Chow	Lily Ho	Mei Yiu (May) Lee
Yiu Chun (Tony) Chow	Elham Gholam Hosseini	Cheryl Li
Yi- Jin Chun	Monica Hsu	Jianan Li
Lisa Connolly	Stephen Hu	Lillian Li
Robert Cook	Lan Zhen Huang	Ping Kong Li



Ping Li	Truc Nguyen	Lauree Torres
Xi Chun Li	Penny Ning	Hoi Tran
Chuan Ching Liang	Christine Odunlam	Muoi Tran
Jennie Lim	Venus Onay	Ming Chi (Michael) Tse
Bao Kun Lin	Grance Pak	Tenzin Tsering
Kai Ling Lin	Valerio Palazzotto	Tak Tung
Rong Lin	Maria Alicia Pamilar	Radha Vive
Cheng Liu	Easther Pan	Ce Wang
David Liu	Hong Meli Qi	Stephen Wang
Po Ming Liu	Judy Quan	Wan Lei Wei
Yuk King Lo	Deborah Quiggin	Marilyn Wilcoxon
Lan Lou	Sookrajh Rabin Ramah	Clarissa Wong
Vincent Luk	Lin Rong	Helen Wong
Pai Sze Lum	Mirian Rojas Ruiz	James Wong
Cuu Ly	Brandon Ruttan	Kevin Wong
King Cheung Mak	Amir Sabouhanian	Wai Ling Wong
Duvaughn Martin	Priscilla Sahayam	Fan Wu
Bernad Meehan	Omid Sangary	Chuen Lin Wun
Kamila Miler	Nick Schefter	Guang Lin Xiong
Ekatrina Moltchanova	Anca Serbanescu	De Rong Xu
Jennier Moore	Po Kam Sit	Pamela Yee
Hitoshi Murakami	Julianne Hoi-Ching So	Sun Yi
Taghreed Mustafa	Anne Spencer	Maria Yim
Thamilini Nampi	Su Fen Sun	Betsie Young
Amy Ng	Yi Sun	Shuk Yee Yue
Chiu Shun Ng	Stephanie Tahir	Will Zhang-yin
Koon Kei Ng	Steven Tam	HuiKai (Kyle) Zhou
Oliver Ng	Shuang Ju Tan	Sky Zhou
Shuet Kiew Ng	Aleen Tangsubutra	
Susan Ng	Chiyoko Tomii	

INVESTING IN OUR COMMUNITY SCHOLARSHIP AWARD 2013

In 2013 the Scholarship Committee selected one volunteer to receive the Investing in our Community Scholarship. His dedication to the Seniors program and his generosity made the task of selecting a winner an easy one. It was evident that he possesses both patience and genuine desire to help those who require his aid. Over the course of 11 months he has volunteered three times a week for a total of more than 260 hours teaching seniors how to use Microsoft applications, the internet, email and other various IT related topics.

Congratulations to **Tungsten Jiang** for being the 2013 Investing in our Community Scholarship recipient.



Nicholas Adamson	David Bronskill	Lee Kwai Chu
Ahmed Ali	Genevieve Brown	Agnes Chung
Majed Alsolami	Adelin Brunal	Maria Chung
Marieke Amoureux	Loreli Buenaventura	Camille M. Cloutier
Danny Ang	Grace Buie	Brenda Collinge
Philip Anisman	George Kelman Cameron	Vera F. Compton
Alvaro Araya	Bev Carret	Beverley Cooper
Howard Arcand	Robert A. Centa	David S. Craig
Victtor Ashley	Fee Hung Chan	Paddi Anne Crossin
Andrew Au	Heather Chan	Tom Curry
Behnaz Azad	Lily Chan	Ralph Daley
Tarik Bacchus	Mei Chi Chan	Ena D'Altroy
Shelagh Barrington	Marta Chavent	Jason D'Altroy
Nurit Basin	Siu Mei Chen	Mirjana D'Amato
Jill A. Baumgartner	Jun Cheng	Anthony J. D'Arcy
Sherry Bayoumi	Lucia Cheng	Greg DeClute
Beth Beattie	Duck Cheong	Ronald Deileman
John Beckwith	Tim Wah Cheung	Alan J. Deines
Ida Bertolini	Wendy Cheung	Claire Dignard
Nina Beveridge	Lee See Chi	Xing Din
Chu Nai Bing	Chee-King Cho	Tsering Dolma
Betty Bisessar	Chai Jung Chong	Mike Durocher
Gemma G. Bisessar	Jean Chong	Howard S. Dymont
Stephen Bishop	Pei Chuan Chou	Donald Eastwood
Lorna Boratto	Kin Ping Chow	Alon Eisenstein
Mathew Alan Borrett	Kit Yee Chow	Ettie Erdos
Daniel Brandsma	Olivia Chow	Maureen Fair
Jutta Brendemuehl	Tony Chow	Nancy Fisher
Wilma Jean Brodie	Yuen Ming Chow	Lisa Fitzgibbons

Ron Foerster
Hum Kuen Fong
Ellen Friedland
Judith Friedland
Marty Friedland
Tom Friedland
Vivian Fung
Maureen E. Gallagher
Linda Gardiner
Robert Gaspirc
Eduard Geier
Lugie Genkova
Innamorato Gino
Joan Gitelman
Graham Glancy
Jeff Goodes

Linda M. Grearson
Diane & Craig Green
Jack Green
Paul Greenwood
Subir Guin
Anna Hall
Justin Hall
Julie K. Hannaford
Helen Hatron
Keith R. Haysom
Zhang Li He
Joan Heeler
Laraine Herzog
Nancy J. Hill
Chow Tik Hin
Fong Kwok Hing
Elisa Ho
Tasha Hodsdon
Tory Hoff
Anita Hong
Brent M. Hopkins
Marie M. Hori
Ruzbeh Hosseini
Crystil Hu
Mark Huang
Tim Huang
Anita Ayi Huen
Ben Hui
Mina Hunt

Banh Them Huynh
Vi Quoc Huynh
Vi-Quoc Huynh
Ann Jansen
Lim Jennie
Jianhua Jiang
Tungsten Jiang
Wei Qi Tungsten Jiang
Kasidace Kecihley
Nancy Ker McQueen
Don Kibblewhite
Sharon Kirk
Carol Kirsh
Pak Leung Kit
Andre Kleynhans
Kee Yun Kon

Lau Ching Janet Kot
Jeff T. Kozan
Joseph Kronick
Tetyana Krukovets
Victoria Kuketz
Mei Kiu Kwan
Siu Wa Kwan
Kenneth La Rose
Chun May Lam
Joe Lam
Main Lam
Mei Yiu Lam
Paul Lamarre
Jean Marc Lariviere
Fung Pin Lau
Shue Nang Lau
Suet Kwan Lau
Kathy Le
Bernice Lee
Yen Chee Lee
Jack Li
Linda Li
Una Li
Ching Ming Liang
Nui Tao Liang
Judy Liu
Xin Wen Liu
Yan Hei Liu
Jing Lo

Lai Lan Lo
Lawrence Lo
Katharine Lochnan
Luis Fernando Lopez
Maria Low
Wei Lu
Lisa Luc
Pai Sze Lum
Bwas Lurelle
Robert Luu
Juli Lyons
Margaret Lyons
Florence Ma
Anthony Macri
Betheney Maheu
Kit Sze Mak

Pearl Grace Mangino
Rosario Marchese
Chung Maria
Daniel Mark
Diane Marrow
Robert Martel
Alberto Martinez
Sheila Masters
Marcia McClung
Mark McCue
Lynn Yvonne McIntyre
Sable Gwendalyn McKeil
Ellen McNabb
John McQuaker
Manijeh Mehdinia
Paule Mercier
Barbara Millar
Tang Siu Min
Maryam Moghaddam
Leslie A. Molnar
Pahence Monrey
Stan Moy
Chong Yuk Mui
Sally Mui
Blair Munn
Mende Najdov
Shaun Nakatsuru
Vijayalakshmi Narayanan

Gregory Nelson
John Newman
Amy Ng
Chinn Chi Ng
Edward Ng
Frances Y. Ng
Jennie Ng
Suet Ki Ng
Susan Ng
Oi Wan Ngan
Sandy Nicholson
Harold Niman
Penney Ning
Kathleen Nussbaumer
Chen Loy Nyu
Frank O'Harr
Grace Beverley Olds

Patricia Pang
Theresa Pang
Lai Wai Yin Pau
Sarah R. Pendlebury
Yolanda Perez
Xiao Ping
Charles E. Pless
Ivan B. Pless
Kam Loo Po
John Polanyi
David Prendergast
Sean Prendergast
Maggie Qu
Garfield Quan
Nu Quan
Mohamed Rajan
Allan Rakowsky
Ceta Ramkhalawansingh
Rajiv Ranjan
Dorothy H. Rideout
Judith Robertson
Abby Robins
Lawlor Rochester
Clara Rosenbaum
James Roy
Suchitra Roy
Alex Russell
Fred Saibil

David Scandiffio
Lichtman Schwartz
Jimmy Seto
May Seto
Yip Seto
Shaimaa Seyam
Richard Sharp
Hsi Li Shih
Iryna Shnitsar
Jorge Silva
Russell Silverstein
Lee Shu Sim
Tung Tsui Sim
Devesh Singh
Beth Singleton
Po Kam Sit
Paul Skrinjar
Julian & Caroline Sleath
Barbara Lee Sniderman
Annie So
Maha Sok
Jane St.Germain
Paul St.Germain
Judy L. Stinson
Jeff Strasburg
Chris Straw
Luke Stringer
Audirius Stundzia
Loui Wang Tak
Sheung Jie Tam
Muir Teasdale
Yi Hua Thi
Kirk R. Thompson
Paul Thompson
Ted Thompson
Steven Thorne
Vi Don To
Mun Tran
Michael Tse
Hilary Megan Frager Tulk
Dolkar Tulotsang

John U.
Chow Tsu Ung
Wendy J. Van Slyke
Sonja M. Van Veen

Adam Vaughan
Tam Wai
Yau King Wai
Li Pai Wan
John Wang
Natasha Waxman
James Weber
Marilyn Wilcoxon
Aaron Quinn Will
Kong Wing
Georgina Wong
James Wong
Jerry Wong
Joan Wong
Sao Wan Wong
Vicky Wong
Yuk Fun Wong
Robert Wood
Colleen Woods
Xiao Ying Wu
Chuen Lin Wun
Chuen Mui Xia
Yue Chun Xia
Dang Xin
Lei Xu
Kuai Ching Yang
Anne Yardley
Danny Yatco
Grace Yeung
Cheng Kwok Ying
Choi Chu Yong
Toyoshi Yoshihara
Bessie Young
Sally Alison Young
Shar Chong Edwin Young
Simon Young
Yuen Yue Yu
Sy Yue
Leung Ko Yuet
Eduardo Zavala
Jun Zhang
Shixin Zhang
Ping Loon Zhao
Keqin Zheng
Tian Tian Zou

FOUNDATIONS

Larry Grossman Foundation for Kids
Leanne Palylyk Children's Foundation
Minstrel Foundation
The Kiwanis Club of
Casa Loma Charitable Foundation
The Pottruff Family Foundation
Tippet Foundation
Toronto Star Fresh Air Fund

FUNDERS

Alzheimer Society Toronto
Learning Disabilities Association
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 and Social Services

BUSINESS DONORS

Auto Share
Chinatown BIA, Chinatown BIA
Drug-Free Marshals Of Toronto
Eli Amon Portrait Photo Inc.
Epilepsy Toronto
Kensington-Bellwood
Community Legal Services
Mackenzie House
Ontario Power Generation Inc.
TD Financial Literacy Grant Fund (SEDI)
Team TELUS Cares
Texas Instruments
Toronto Cultural Advisory Corporation
Toronto, Environmental Alliance
Weirfoulds LLP
Youth Employment Service

BUSINESS IN-KIND

Hello Foto
Intact Insurance
Loblaws - St.Clair West
Loyalty One
My Market Bakery
Silverstein's Bakery
Soloway's Hot Dog Factory

BUSINESS SPONSORS

Adams & Miles Chartered Acct. LLP
Clover Insurance
International Financial Data Services
Queen Mother Cafe
The Rivoli
Weinberg & Gaspirc Chartered Accountants LLP
Wilson Vukelich LLP
Woolgar Vanwiechen Ketcheson Ducoffe LLP

STATEMENT OF REVENUE AND EXPENSES

YEAR ENDED DECEMBER 31, 2013

	OPERATING FUND	SPECIAL FUNDS (NOTE 7)	TOTAL 2013	TOTAL 2012
REVENUE				
Federal government grants (schedule)	\$ 1,401,922	\$ -	\$ 1,401,922	\$ 1,438,477
City of Toronto fees (schedule)	1,284,364	-	1,284,364	1,214,011
Fees for services	1,134,430	-	1,134,430	1,112,361
City of Toronto grants (schedule)	620,546	-	620,546	617,093
United Way contribution	360,569	-	360,569	347,544
Provincial government grants (schedule)	196,199	-	196,199	202,599
Fundraising & foundation contributions	126,898	-	126,898	123,828
Other	103,448	-	103,448	63,072
Rental income	40,603	-	40,603	47,862
Interest income	10,933	19,096	30,029	24,365
Productive enterprises	23,370	-	23,370	17,965
Amortization of deferred contributions (Note 5)	-	-	-	541
	\$ 5,303,282	\$ 19,096	\$ 5,322,378	\$ 5,209,718
EXPENSES				
Salaries (Note 8)	\$ 3,700,022	\$ -	\$ 3,700,022	\$ 3,570,390
Benefits	527,364	-	527,364	523,425
Rent	264,865	-	264,865	261,667
Program costs	233,477	-	233,477	242,546
Other purchased services	144,792	-	144,792	74,080
Office	116,007	-	116,007	155,032
Audit and legal fees	75,355	-	75,355	26,705
Food services	71,124	-	71,124	67,946
Insurance	64,184	-	64,184	62,157
Other	29,413	10,664	40,077	52,017
Promotion and publicity	42,096	-	42,096	38,041
Recruitment and staff training	20,391	-	20,391	23,216
Cleaning supplies	19,696	-	19,696	25,911
Transportation	7,217	-	7,217	7,933
Amortization	1,152	-	1,152	-
	5,317,155	10,664	5,327,819	5,131,066
EXCESS OF REVENUE OVER EXPENSES (expenses over revenue)	\$ (13,873)	\$ 8,432	\$ (5,441)	\$ 78,652

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