



# UNIVERSITY SETTLEMENT

ANNUAL REPORT 2015





# UNIVERSITY SETTLEMENT

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A multi-service agency with the distinction of being the first community-based social service centre in the City of Toronto. Our four offices are part of culturally rich and vibrant neighborhoods in downtown Toronto and North York.

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## A message from our Executive Director & Board Chair

**Patricia Jacobs, MSW, RSW**

*Executive Director*

**James Roy**

*Chair, Board of Directors*

Responding to the needs of a growing and changing community has always been central to the work we do at University Settlement. We work closely with funders and partners to provide affordable, high quality programs that enrich and improve the lives of the people we serve.

In 2015, we made improvements to our building at 23 Grange Rd, relocated the Language Department, introduced an innovative new harm reduction project, and completed our 2015-2020 Strategic Plan. We also faced some significant challenges as a result of funding cuts, which led to reduced staffing and program reductions. As an organization that relies primarily on government funds, the potential for financial losses can't be ignored. In our strategic planning process we recognized the need to diversify our funding sources and are taking steps toward that goal.

Crafting our 2015-2020 Strategic Plan was one of our biggest projects this year. We involved our various stakeholders throughout the planning process and their combined efforts resulted in a plan for the future that envisions University Settlement enhancing our role in the community, upgrading our physical space, creating a new revenue model,

improving our IT infrastructure, and focusing on new and creative ways to provide programs and services.

Guided by our strategic goals, in 2015 we introduced the Grange Park Peer Project, an innovative way to make our community safer by promoting harm reduction practices for street-involved individuals. Additionally, we updated our change rooms and pool, moved our Language department to more modern and spacious offices, began the process of expanding our fitness facilities, and, for the first time, conducted a successful holiday fundraising campaign. Finally, we celebrated, as we do each year: Chinese Lunar New Year, Norouz, Black History, Grange Festival, Halloween, and winter holidays were all great opportunities for us to share food, music, traditions, and lots of laughs with our community members.

While there were setbacks this year, there were many more successes. We would like to thank our funders, partners, and donors for helping us continue to make a valuable contribution to this city. And a special thank you to our committed staff, hardworking volunteers, and supporters who worked diligently to bring University Settlement's vision of a thriving community to life.



# Board of Directors

Our Board of Directors looks at the big picture. They provide strategic leadership, ensure good governance, and support University Settlement to achieve its mission of providing people with opportunities to enhance their quality of life. Our members offer their expertise in areas such as law, finance, business, marketing, fundraising, human resources and technology. Driven by passion for our programs and services and a commitment to the community, University Settlement's Board also identifies ways to realize the agency's vision for the future.

In 2015, we welcomed Rajan Bansi, Marta Chavent and Andrew Lam to our Board of Directors. One of our long standing Members and former Vice-President of the Board, Genevieve Brown, stepped down during the year. Valued members, Lisa Fitzgibbons and Alberto Martinez also stepped down in 2015. We would like to thank them all for their contributions to University Settlement. They brought invaluable experience, insight, and knowledge to their roles.

## Executive

James Roy, President  
Jenny Friedland, Vice President  
Richard Carmichael, Vice President  
Nancy Ker McQueen, Treasurer  
Maureen Gans, Secretary  
Andrew Lam, Member-at-Large

## Members

Rajan Bansi  
Marta Chavent  
Harriet Capalla  
Marcia McClung  
Tim Poon  
Geoff Ryans  
Dolkar Tulotsang  
Casey Yeung

## Retiring Members, 2015

Genevieve Brown  
Lisa Fitzgibbons  
Alberto Martinez

## Ex-Officio

Joe Cressy, City of Toronto  
Patricia Jacobs, Executive Director  
Paddi-Anne Crossin, Past President

In 2015, there were a number of memorable highlights for University Settlement. Some examples include the Grange Park Peer Project, building upgrades, the biggest Grange Festival to date, and piano by the Grange.

As an extension of the Out of the Cold program, we started the Grange Park Peer Project in order to reduce the harm associated with drug use for street-involved individuals in the Grange Park community. With funding provided by the Toronto Urban Health Fund, we hired four peer outreach workers with lived experience of homelessness and substance use to distribute safe supplies on the streets as well as in the Out of the Cold program. Workers also provide individual counselling and support. Aside from increasing the use of harm reduction supplies in the shelter and in the community, this project also increases the confidence, employability and harm reduction knowledge of peer leaders.

The City of Toronto helped us coordinate some major upgrades to our building and facilities at 23 Grange Road. More than doubling our space by removing an interior wall, in December, we began work on transforming our fitness centre into a modern, well-equipped facility. New equipment was leased and staff hired before the opening of the new centre in January 2016. In addition, lockers, tiling, sinks, and showers were replaced in the men's and women's change rooms and a brand new filtration system was installed for the swimming pool. All of these changes were crucial to improving the programs and services we offer the community.

The 80th Annual Grange Festival saw more visitors than ever before. With help from over 100 volunteers, we welcomed more than 4,000 guests for a day of fun in Grange Park. There were games for tots and older kids, face painting stations, a photo booth with crazy costumes, free hotdogs, popcorn and snow cones. Children and families also enjoyed free entertainment including Korean drumming and dancing, Capoeira, music, a magic show, and much more. Thanks to sponsors like International Financial Data Services, Kiwanis Club of Casa Loma, Adams and Miles LLP, Filion Wakely Thorup Angeletti LLP, Lucky Moose, Wilson Vukelich LLP, and David Scandifio CFA. The Grange Festival raised much needed funds to support children from low income families to attend our afterschool and camp programs.

In the summer of 2015, we placed a vibrantly painted piano outside of our 23 Grange Road building for the community to enjoy. As long as the weather was good, the piano was out for anyone to play. Advanced players serenaded us with beautiful classical and jazz music, teenagers from the community played and sang the latest pop songs, and beginner pianists came by to practice in the sunshine. We even had a player who was inspired to compose a song titled 'Piano by the Grange'. Though it was the first year we placed a piano outdoors, it didn't take long for our community members to make it an instrumental part of our summer.

Other 2015 highlights include our music students meeting Yo-Yo Ma and having the rare opportunity to perform for a gala event at Roy Thompson Hall. Also, as a way to engage the community in the political process, University Settlement co-presented a Community Forum on the Present State of Democracy and Justice in Canada with Kensington-Bellwoods Community Legal Services.

All of our many events, projects, and transformations are designed for the improvement, enjoyment, and enrichment of our community.

# 2015 Highlights





# Programs



**Day Care:** University Settlement Day Care is one of a kind. Located at 23 Grange Road, it occupies part of the larger multi-service facility, which allows access to a gymnasium, indoor pool, and auditorium. The Day Care also houses a newly renovated kitchen, where nutritious meals and snacks are prepared daily, as well as two private playgrounds that overlook Grange Park. With space for 54 children—infant to preschool age—we offer an array of enriching programs and activities, including music, dance, art, kindergym, swimming, science, and nature exploration. Preschoolers and senior toddlers also have access to computers with appropriate educational software. Throughout the year, the children take part in various cultural celebrations and holiday traditions by dressing up and parading through the building. At University Settlement Day Care, children learn and grow in an environment that's safe, stimulating, and fun-filled.

**Language:** The Language Department helps newcomers and their families adjust to Canadian culture and society through the free Language Instruction for Newcomers to Canada (LINC) Program. We have full and part-time LINC classes from Level 1 to 6, open to all permanent residents, conventional refugees, and live-in caregivers. If needed, we also offer bilingual English-Chinese lessons. All LINC instructors have extensive teaching experience in diverse multicultural environments and a commitment to seeing every student succeed. After completing Level 6, many of our students pursue advanced career training and gain employment. In addition to English lessons, LINC students learn about life in Canada—from healthcare to banking—through role play, workshops and field trips. These interactive activities and visits to Toronto's cultural and historic sites gives students a chance to practice their language skills while becoming familiar with their new city.

**Employment & Training:** The Employment and Training Department provides skill training and employment assistance to those in need. Our courses include Self-Employment Development and Electrical/HVAC Foundations. We also offer a Call Centre & Customer Service Representative Certificate program. Job seekers have access to our computer lab, internet, and other job search resources and tools. Our goal is not only to help people to find jobs, it is to assist our program participants improve their chances for financial independence through skill development, strategies for overcoming employment barriers, and hands-on experience. In 2015, we assisted over 200 individuals gain the skills they required prior to joining the labour market.

## Music & Arts

University Settlement Music and Arts School is the oldest community music school in Toronto, celebrating 94 years of music making since 1921. With approximately 205 private lessons as well as 30 group classes occurring on a weekly basis, the school is always bustling with musical activity. We offer affordable private lessons on a variety of instruments including piano, guitar, voice, violin, saxophone, flute, accordion, and drums as well as group activities like dance, choir and chamber music. Each day we see the positive impact of the arts on our student's lives. Impact is measured through positive feedback from students and parents about how our music instruction has improved their or their child's self-confidence, focus and performance at school. This is one of the reasons why after 94 years, we continue to believe that the arts should be accessible to everyone regardless of age, perceived talent, disability, or ability to pay.

## Settlement & Social Services

With a multilingual and culturally diverse staff, the Settlement and Social Services Department is able to provide support services to a variety of newcomers, seniors, and community members. We offer one-on-one help with form filling, filing taxes, interpretation, supportive counselling and translation. We also provide referrals where needed. Our citizenship classes, workshops, information sessions, and day trips are designed to help newcomers get oriented to life in Canada. As a designated Elderly persons Centre, we have a range of programs for seniors, including performing arts groups, Tai Chi classes, and computer workshops that help to keep participants healthy and engaged. In addition to our newcomer and seniors services, we have activities open to the community-at-large that promote community input, engagement, networking, education, and awareness, including special interest groups, health workshops, and cultural celebrations. Our experienced staff members are able to provide services in Cantonese, English, Farsi, Mandarin, Korean and Spanish.

## Recreation

The Recreation Department delivers a variety of recreational programs and activities for individuals and families at University Settlement's Grange location. Our facilities—including a state of the art fitness centre, gymnasium, and 25-yard heated indoor pool—offer a fun place to keep fit and healthy, learn new skills, and meet new friends. We provide after school programs and summer camps for children, yoga classes, badminton, basketball, volleyball and year-round swim lessons and recreational swim programs. In 2015, we also hosted our first swim meet. There were over 60 participants including our own Settlement Sharks children's swim team. Other community events include the annual Grange Festival, Halloween Festival, and We Care children's craft-making event. Altogether, these events gather more than 6,000 participants for days of fun for everyone.

## Out of the Cold

There are over 5,000 homeless individuals in Toronto. Due to economic factors and reductions in the availability of affordable housing, homelessness will continue to be a priority issue for Canada's urban centers for the foreseeable future. University Settlement continues to respond to this need by providing a year-round, weekend shelter to men, women and couples in the downtown core. We host up to 85 participants each night and offer a warm place to stay, hot meals, snacks and shower facilities. Regular town hall meetings give our clients an opportunity to contribute feedback about the services we provide and let us know how we can improve our program. A housing support worker is also available and helps to find permanent housing solutions for our participants.







# Volunteers

|                        |                    |
|------------------------|--------------------|
| Adrian Lee             | Diana Accveclo     |
| Ahmed Elsayed          | Elaina MacIntyre   |
| Ai Hung (Irene) Nham   | Elaine Shu         |
| Alex Ji                | Erika Narimatsu    |
| Allan Yang             | Filip Adamski      |
| Amanda Chen (Hui-Chieh | Gabriela Garza     |
| Andre King             | Gary Ka            |
| Anita Tong             | Gillian Byron      |
| Anne Dmytriw           | Hai Yang Yu        |
| Anthony Pau            | Hamila Lofti       |
| Arash Rezazadeh        | Heather Pinkney    |
| Avisha Mirshokraei     | Helen Lin          |
| Azadeh Ghaffari        | Heo Yujung         |
| Beverly Lewis          | Inseon Song        |
| Carissa Lu Ming        | Irene (Kin Wa) Lau |
| Charles Wang           | Isabella Fiddes    |
| Ching Chan Po          | Ivy Hou            |
| Christine Mourre       | Jerry Wang         |
| Christine Nham         | Jill Yang          |
| Chuan Ching Liang      | John Middleton     |
| Coral Liu              | Jonathan Chen      |
| Cornelius Gomes        | Kabilan Rasalingam |
| Cuu Ly                 | Kim Hyowon         |
| Cynthia Chung          | Lai Lai Au         |
| Daniel Zhang           | Lan Wang           |
| Danny Wu               | Lei Lan Lo         |

|                  |
|------------------|
| Lily Chen        |
| Linda Chen       |
| Linda Lee        |
| Linda Weber      |
| Lisa Yang        |
| Lucinda Fang     |
| Lydia Kwok       |
| Lyndsey Fonger   |
| Mabel Lau        |
| Mackenzie Chau   |
| Maggie To        |
| Mao Ding         |
| Marisse Roco     |
| Matthew Barclay  |
| Mehdi Dadashi    |
| Mei Yi Niu       |
| Michelle Pham    |
| Michelle Tu      |
| Miranda Li       |
| Nahid Harati     |
| Nancy Wong       |
| Pamela Yee       |
| Parsa Kebriaee   |
| Patricia Ismaili |
| Patrick Finnegan |
| Peiman Amand     |
| Po Ching Chan    |
| Po Kam Loo       |
| Po Kam Sit       |
| Po Ming Liu      |

|                          |
|--------------------------|
| Qing Qun Pan             |
| Qiuping Yin              |
| Rebecca Morfee           |
| Rong Xiao (Lucinda) Fang |
| Rui (Ariel) Xu           |
| Sanaz Maleki             |
| Seo Young (Brianna) Lee  |
| Serge Watanabe-Jin       |
| Shan Mei Li              |
| Shelley Shen             |
| Shirley Yee              |
| Shuk Yee Yue             |
| Sinh Hue Khiem           |
| Siu Wah Kwan             |
| Steven Cao               |
| Steven Tong              |
| Sue (Soo Jin) Oh         |
| Suzan Mousesian          |
| Them Huanh               |
| Tiffany Lo               |
| Tony Chow                |
| Tony Ning                |
| Vincent Chen             |
| Wei Tran Phuong          |
| Xin Xu Zhi               |
| Ye Hong                  |
| Yu Lin Chen              |
| Yuen Wing Li             |
| Yuk King Lo              |
| Yulina Zhao              |

|                   |
|-------------------|
| Naomi Sarah Guha  |
| Aidong Dong       |
| Aleen Tangsubutra |
| Amy Ng            |
| Anna Nazarenko    |
| Anne Spencer      |
| Bao Kun Lin       |
| Calum Gillespie   |
| Chuen Lin Wun     |
| De Rong Xu        |
| Eric Gao          |
| Fung Ping Lau     |
| Guang Lin Xiong   |

|                      |
|----------------------|
| Helen Liu            |
| Helen Wong           |
| Hoi Tran             |
| Jenny Lim            |
| Jian Xun Guo         |
| Kai Ling Lin         |
| Kevin Scott Fellows  |
| King Cheung Mak      |
| Kit Yee Chow         |
| Konstance Kon        |
| Lai Yee (Bernice) Au |
| Lan Zhen Huang       |
| Lily Liu             |

|                        |
|------------------------|
| Lily Wang              |
| Mei Yiu (May) Lee      |
| Melenie Hardie         |
| Michele Cummings       |
| Ming Chi (Michael) Tse |
| Monica Hsu             |
| Muoi Tran              |
| Natasha Bartels        |
| Penny Ning             |
| Robert Cook            |
| Rong Lin               |
| Shuang Ju Tan          |
| Shuet Kiew Ng          |

|                      |
|----------------------|
| Shui Tak Chong       |
| Siu Wah Kwan         |
| Stephen Hu           |
| Susan Ng             |
| Tim Wah Cheung       |
| Wesley Chi           |
| Yan Pang Gong        |
| Yi- Jin Chun         |
| Yingyi (Gloria) Gao  |
| Yiu Chun (Tony) Chow |
| Yuet Cheung          |
| Yun Hua Gu           |
| Angel D. Uzukwu      |



# Investing in our Community Scholarship Awards

## 2015 Winner Kevin Fellows

University Settlement provides an annual scholarship award to qualifying volunteers. The Investing In Our Community Scholarship Award aims to recognize those volunteers who have dedicated their time and efforts in helping us carry out our work. To qualify, volunteers must live in the Greater Toronto Area and plan to attend an educational institution or training program in the fall of each year. In 2015, we awarded one Scholarship. Congratulations to Kevin Fellows. Kevin was outstanding in his commitment to the organization and his interest in learning about how our organization serves the community. We offer him many thanks for his volunteerism and wish him great success.



# Program Statistics, Numbers & Facts

8,133

individual music lessons  
taught by our Music and  
Arts School teachers

1,360

extra meals served in our shelter  
through our Winter Relief program

237

number of  
classes offered  
by *Employment  
& Training*

81

families served  
in our daycare

2,122

individuals who attended our free *Family Recreation Swim*

2,156

private swimming  
lessons taught

25,389

seniors in attendance at  
University Settlement's  
workshops and events

12,067

overnight clients we served in our *Out Of The Cold* shelter

274

workshops  
conducted to help  
orient newcomers  
to Canada

summer camp participants in the summer of 2015

568

4,750

people  
attended  
the Grange  
Festival

175

children who  
attended the  
Community  
Halloween Party

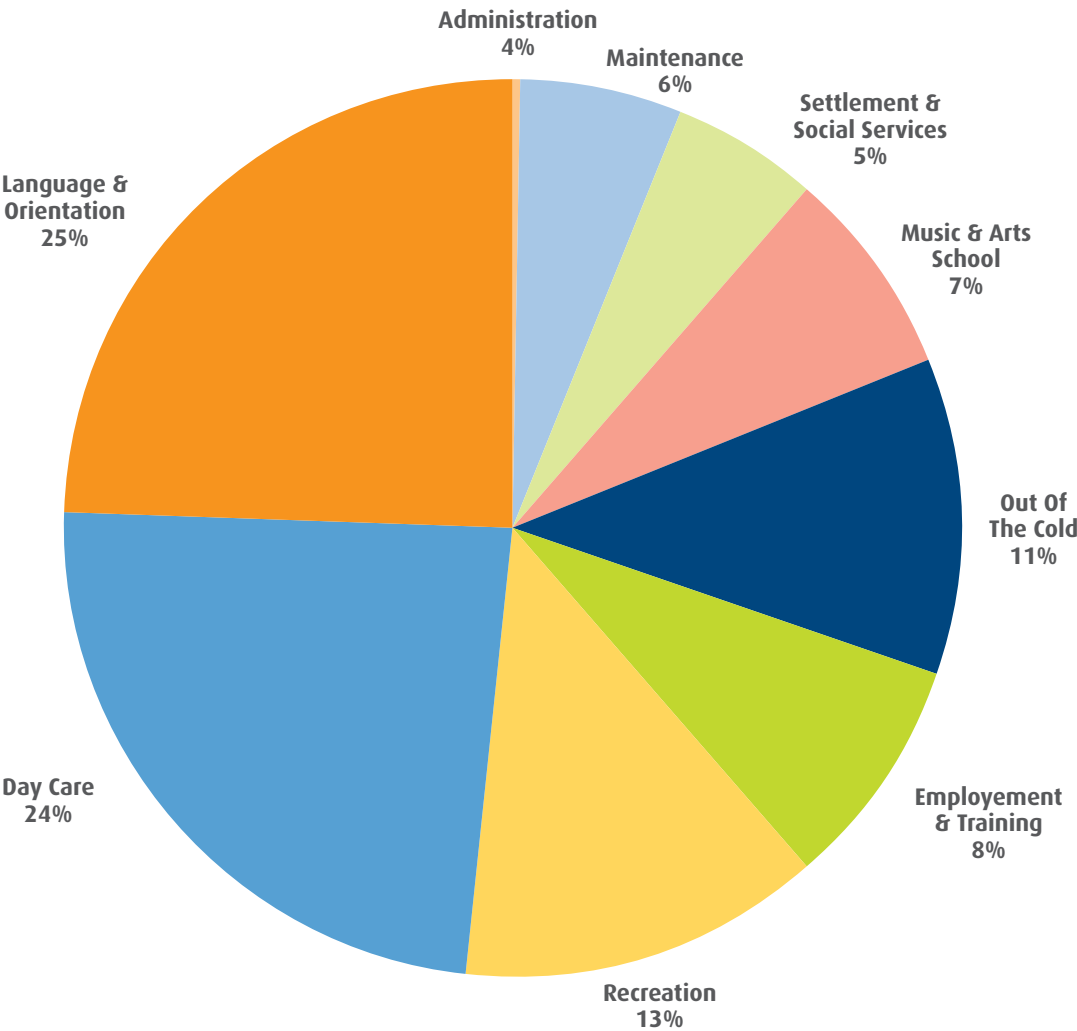
# Statement of Revenue and Expenses

Year Ended December 31st, 2015

## Uses of Funds 2015

Total - \$5,298,226

|                        |             |                                |           |
|------------------------|-------------|--------------------------------|-----------|
| Language & Orientation | \$1,272,667 | Music and Arts School          | \$379,010 |
| Day Care               | \$1,208,385 | Settlement and Social Services | \$278,074 |
| Recreation             | \$670,938   | Maintenance                    | \$290,183 |
| Employment & Training  | \$429,469   | Administration                 | \$188,633 |
| Out of the Cold        | \$580,867   |                                |           |

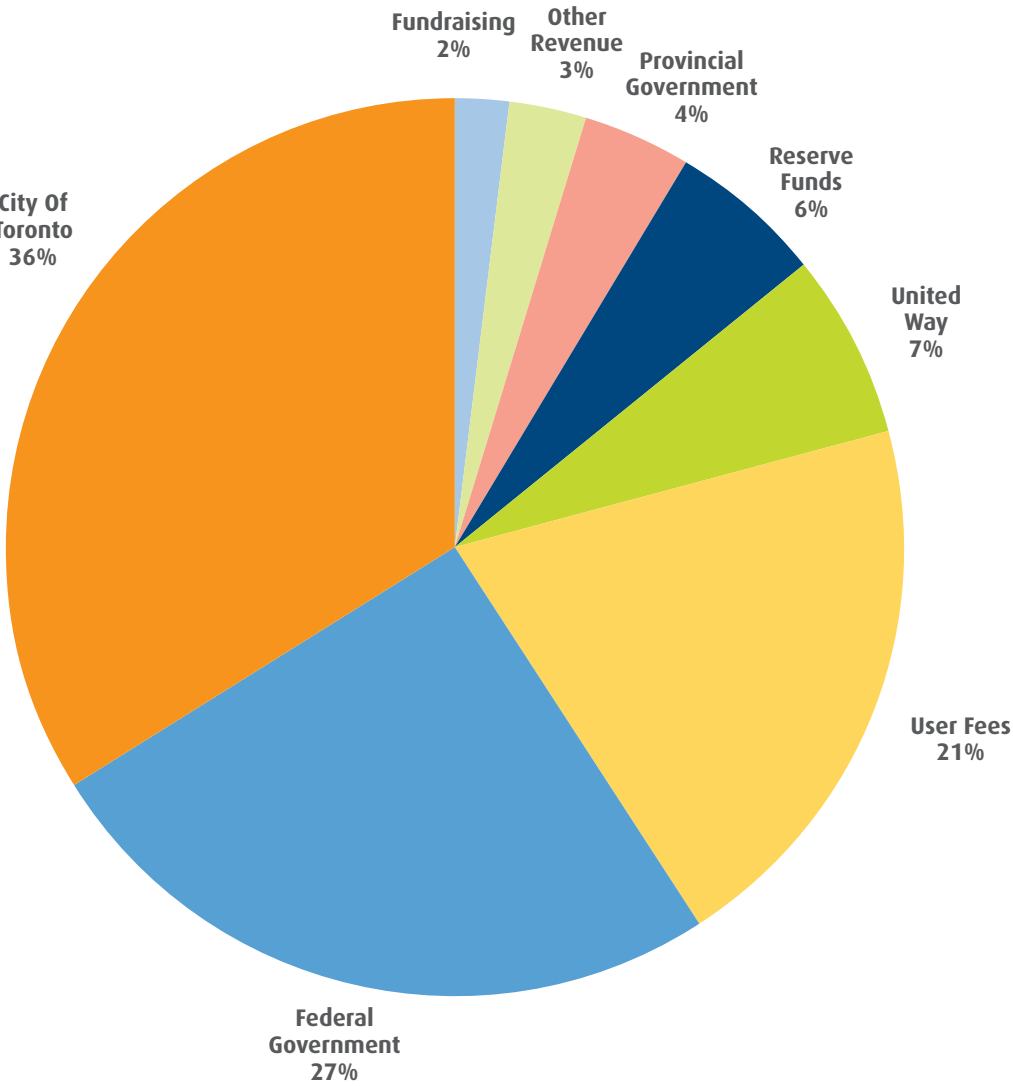


Detailed audited financial statements are available on our website at [universitysettlement.ca](http://universitysettlement.ca)

## Sources of Funds 2015

Total - \$5,298,226

|                    |             |                       |           |
|--------------------|-------------|-----------------------|-----------|
| City of Toronto    | \$1,785,763 | Reserve Funds         | \$305,915 |
| Federal Government | \$1,366,936 | Provincial Government | \$196,386 |
| User Fees          | \$1,058,988 | Other Revenue         | \$127,203 |
| United Way         | \$359,138   | Fundraising           | \$97,897  |



Detailed audited financial statements are available on our website at [universitysettlement.ca](http://universitysettlement.ca)



# Individual & Business Donors

## FUNDERS

United Way Toronto  
Federal Government  
Citizenship & Immigration Canada  
Human Resources & Skills Development Canada  
Industry Canada  
Public Health Agency of Canada  
Provincial Government  
Ministry of Citizenship & Immigration  
Ministry of Community & Social Services  
Ministry of Community Safety & Correctional Services  
Ministry of Health & Long Term Care  
Municipal Government  
Children’s Services  
Parks, Forestry & Recreation  
The Shelter, Support & Housing Administration  
Toronto Arts Council  
Toronto Employment & Social Services

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KIWANIS CLUB CASA LOMA



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FILION WAKELY THORUP  
ANGELETTI LLP





University Settlement  
Founded in 1910



United Way  
Toronto



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416-598-3444

720 Spadina Ave. #310  
Toronto, M5S 2T9  
416-977-8325

720 Spadina Ave. #218  
Toronto, M5S 2T9  
416-977-8325

6075 Yonge St. 4th Fl.  
Toronto, M2M 3W2  
416-218-8990

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