

2017

ANNUAL
REPORT

UNIVERSITY

SETTLEMENT

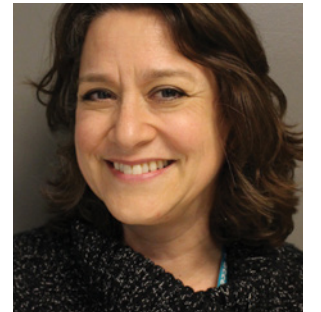


► PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

We did it!

If there is one phrase to sum up 2017 for University Settlement, that would be it. What it means depends on who you ask:

- For our program participants and community members, it means that the services we provided—whether childcare, shelter, employment training, music lessons, or seniors' activities—offered them the support, learning opportunities, and social connections that are fundamental to our mission.
- For University Settlement leaders, it means we continued to find better ways to serve our program participants. For example, this year:
 - We made significant progress in planning for the redevelopment of our shelter program to better serve individuals experiencing homelessness in our community, while meeting the needs of our other program users.
 - Consultants from the Public Good Initiative worked with us to research best practices and the impact of high quality out-of-school programs for middle-years kids which we will use to further enhance the experience and outcomes of the children who participate in our after-school and camp programs.
- For our Music & Arts students from lower-income households, it means beginning or continuing high quality lessons through the support of our exceptional partner, the Minstrel Foundation. This year, the foundation provided subsidies for 77 talented and deserving students.
- For our youngest community members, it means a newly renovated Daycare playground with new play structures and surfaces.
- And for agency members, neighbours, and friends, it means connecting with one another. Our festivals and celebrations, including Lunar New Year, Nowruz, and the Grange Festival, attracted hundreds, and in the case of the Grange Festival, thousands of eager participants.



Maureen Gans

President



Patricia Jacobs

Executive Director

In 2017, we delivered all that we hoped to, and despite facing several tough years for our bottom line and increased pressure on our programs and services, we ended the year in a positive financial position and with a steadfast commitment to the work we do.

We are grateful for the many individuals, foundations, and levels of government that support the important work we do at University Settlement. A big thank you to our community partners who work with us to identify and deliver services and advocate for positive change and to our tireless volunteers, on whom we rely so heavily. And finally, we acknowledge and thank the University Settlement staff members who have worked with such commitment to deliver the best experience possible for the individuals and families we serve.

our stories

naomi's story



Music and Arts student Naomi Wong has been taking piano lessons with us since 2014. Under the tutelage of Ken Marple, Naomi has grown and developed her musical talents—garnering several awards and scholarships over the years. She has participated in annual music festivals and competitions including the Toronto Kiwanis Music Festival, Neapolitan Music Festival, and University Settlement's Scholarship Audition.

This year, Naomi participated in North York Concert Orchestra's Youth Concerto Competition, an annual event supporting the development of young GTA classical artists, regardless of residency or citizenship. Each year, prize winners perform an excerpt from a concerto in a live Gala concert. A classical concerto is a BIG work, comprised of several movements and written for a solo instrument with orchestral accompaniment. Open to young performers aged 23 and under, sixteen-year-old Naomi took the event by storm, placing first in the piano portion of a robust competition that included students several years her senior.

We believe in cultivating excellence at the Music and Arts School, and Naomi's outstanding achievement is an example we are proud to highlight.

maryam's story



University Settlement Counsellors

In January 2017, Maryam, an internationally trained counsellor from Kuwait, visited University Settlement's North York and Spadina offices for settlement services. She was finding it challenging to secure employment in her new city, and after completing an orientation, our Settlement Counsellors were able to assess her employment needs and identify other resources she might benefit from.

After weeks of assisting Maryam, our staff discovered that she was experiencing financial difficulties, which she was initially ashamed to disclose. One-on-one counselling sessions allowed Maryam to feel comfortable enough to ask for help, and, with our support, she was able to obtain financial assistance and a clothing allowance through Ontario Works.

During this time, Maryam also began attending our Women's Leadership Program where she was helped to identify her strengths and gain new skills. When the program was completed, our staff continued to support Maryam with career and education counselling. With her determination, increased confidence and the tools she gained from the Women's Leadership program, Maryam was successfully admitted to a training program to further pursue her career as a Psychotherapist.

board of directors

2017-2018

executive

Maureen Gans,
PRESIDENT

Jenny Friedland,
VICE PRESIDENT

Geoff Ryans,
VICE PRESIDENT

Nancy Ker McQueen,
TREASURER

Marcia McClung,
SECRETARY

Andrew Lam,
MEMBER-AT-LARGE

members

Richard Carmichael
Kelly Goldthorpe

Bashar Kassir
Tim Poon

Aglaya Redekopp
Dolkar Tulotsang

Casey Yeung
Miranda Yorke

James Roy,
PAST PRESIDENT

ex-officio

Councillor Joe Cressy,
CITY OF TORONTO

Patricia Jacobs,
EXECUTIVE DIRECTOR

"University Settlement's motto sums up why I love being on the Board of this fabulous organization.

We are "Rooted in the Past. Reaching for the Future."

Our history is filled with awesome accomplishments and kindnesses, and our future beckons. We know University Settlement will continue to grow as a spectacular centre for community and hope in the heart of Toronto. This past and future meet at US today, right now, and that is the work of the Board. I am proud to be a part of it!"

Jenny Friedland,
VICE PRESIDENT

Guided by a commitment to the community, and passion for our programs and services, our Board provides strategic oversight, ensures good governance, and supports University Settlement to fulfill its mission of helping individuals and families to learn and grow. With expertise in areas such as law, finance, human resources and technology, our Board also keeps us on track toward our future goals.

At our Annual General Meeting in June of 2017 we welcomed **Aglaya Redekopp** and **Miranda Yorke** to our Board of Directors.

programs



day care

Housed within our large multi-service centre at 23 Grange Road, University Settlement Day Care provides a safe and nurturing environment for infants, toddlers, and preschoolers. There are four classrooms, a dedicated kitchen, two play-grounds bordering Grange Park, and access to a gymnasium, auditorium, and indoor pool. In 2017, a grant from the City of Toronto allowed us to replace all of the wooden structures and install rubber-surfacing in the south playground. In addition to delivering enriching programming, we monitor and support each child's developmental needs, and ensure extra resources are available when required. Our Day Care is committed to helping children flourish in a setting where fun and play is used to facilitate learning and growth.

employment & training

The Employment and Training Department provides skill development, job search assistance, hands-on experience, and ongoing employment support through our Customer Service & Call Centre Certificate program. In addition to customer service training and a 3-week job placement with a call centre office, all participants in the program have access to our computer lab, Internet, and other job search resources and tools. Our objective is not only to help people find jobs, but to assist our program participants to gain and maintain financial independence through skill development, strategies for overcoming barriers, and goal setting.

music

Over the past 96 years, University Settlement's Music and Arts School has played an important role in the community. Our students range from preschoolers to retirees, long-time neighbours to newcomers, competitive performers to complete beginners, and we are committed to ensuring that each one of them is able to explore and develop their musical skills regardless of age, perceived talent, disability, or ability to pay. As the oldest community music school in Toronto, we have a long history of offering affordable private lessons on a variety of instruments including piano, guitar, voice, violin, saxophone, flute, accordion, and drums as well as group activities such as dance, choir and chamber music. This year, we also partnered with Share the Magic, an educational outreach program at the National Ballet School that enabled 20 Music and Arts students to attend a free performance of the Nutcracker. The Music and Arts education we provide goes beyond learning to play an instrument—it builds life skills, confidence, creativity, and an appreciation for arts and culture.

teen and adult recreation programs

University Settlement's Recreation Department delivers a variety of programs and activities for adults and youth. Our state-of-the-art Grange Fitness Centre is equipped with treadmills, elliptical machines, weights, and circuit training. In addition to the Fitness Centre, our building houses a gymnasium, and 25-yard indoor pool. Popular drop-in adult and youth activities include badminton, basketball and table tennis. We also offer Aqua Fit, Yoga, and Zumba classes along with activities like length swim and recreational swim. Private swim lessons are also available. In 2017, as part of Canada 150, we registered with ParticipACTION and offered free fitness classes to the community over the summer months. From low-impact exercise to intense cardio workouts, free drop-ins to affordable memberships, University Settlement's recreation programs offer a wide selection of safe and fun ways for the community to enjoy being active.

children's programs

Children's programming at University Settlement creates opportunities for participants, aged 4-12, to learn practical skills, experience success, and make friends. Activities include swimming, music, dance, afterschool programs, and camp. Aquatic programs are designed to teach swimming strokes, water safety, and self-rescue as well as build physical fitness and endurance. Our Music and Arts program provides individual instrumental and vocal music lessons, dance classes, ear training, and music theory and history classes. Child-centric afterschool programming includes active games, performance arts, computer lab, cooking, book club, literacy, art, hands-on science, DIY creations, and sports. We also offer a Summer Day Camp as well as PA Day and March Break Camps.



seniors, settlement, & social services

Our Seniors, Settlement, and Social Services Department offers support to seniors, newcomers, and women. As a designated Elderly Persons Centre, we offer seniors' programs that include performing arts groups, Tai Chi classes, computer workshops, and volunteer opportunities. These programs work to reduce isolation and build social networks among participants. We also provide culturally appropriate services in the main languages spoken by our senior participants. For newcomers, our workshops, information sessions, and day trips are designed to facilitate the transition to Canadian society. Our aim is to help participants feel connected to their communities, and more civically engaged. Our women's programs are designed to empower participants, enhance financial literacy and life skills, and teach effective communication. All our participants also have access to supportive counselling, and one-on-one help with form filling, and filing taxes. In addition to our various programs and services, we organize events, activities, and cultural celebrations that are open to all.

weekend emergency shelter 2017 (formerly out of the cold)

It is estimated that there are over 5,200 individuals experiencing homelessness in Toronto. University Settlement provides safe emergency shelter on weekends for up to 84 people, including the provision of clean, safe spaces to sleep, nutritious meals and snacks, hygiene supplies, and shower facilities. An onsite Social Worker is available for counselling and housing support services. We also offer harm reduction education, access to safer-use equipment and referrals for individuals who use substances. In 2017, the Weekend Emergency Shelter provided 11,815 bed nights to 1,420 unique individuals. In addition, we provided 1,950 extra meals to vulnerable community members in the cold winter months.

language department

The Language Department helps newcomers learn or improve their English skills and discover more about Canadian culture through the free Language Instruction for Newcomers to Canada (LINC) Program. We offer LINC classes from Level 1 to 6, open to all permanent residents and convention refugees. In 2017, 5 LINC classes were delivered. Our LINC instructors have extensive teaching experience in diverse multicultural environments and a commitment to helping every student succeed. After completing Level 6, many of our students pursue advanced career training. In addition to English lessons, we organize interactive activities and field trips to give students an opportunity to utilize their English language skills while becoming familiar with their new community.

volunteers



Ada Zhu	Bharath Kandasamy	Dapne Cadaydayon	Genci Vincani	Jackie Niu
Afsaneh Darali	Bianca Baczynskyj	Darcy Mistry	Geoff Ryans	Jai Mallillin
Aglaya Redekopp	Brenda Clews	Dave Bachan	George Shui	James Roy
Alex Pole	Bryan Bladsing	David Drew	Gideon Arriesgado	Jasmin Blackman
Alicia Beckford	Calum Gillespie	Debbi Ong	Grace Cao	Jason Cheng
Amira Karimoua	Calvin Baretto	Derek Lo	Grace Wu	Jason Minto
Andrew Lam	Casey Yeung	Dolkar Tulotsang	Guin Carter	Jeffrey Mariano
Anna Gurgul	Charmaine Marasigan	Dustin Tan	Hamid Mirzaei	Jeffrey Silva-Carlos
Annie Murray	Chase Johnson	Elaine Shu	Han Yao	Jeffrey Zhu
Anshu Batra	Choi Young Ouk	Elena Marian	Henna King	Jennie Lim
Arja Sunil	Chris Ullerick	Elsa Li	Henry Tang	Jennifer Rudanycz
Arjun Kalhan	Christine Mourre	Emma Deadman	Hera Lee	Jenny Friedland
Arjun Shara	Christopher Luey	Eric Gao	Hiva Hosseini	Jimmy Li
Arlene Malazo	Chuen Lin Wun	Farzaneh Hosseinian	Hoi Tran	Jinhao Xie
Arshia Majdi	Colleen Huck	Fatemeh Moradzadeh	Homa Askarizadeh	Johann Misersky
Bao Kun Lin	Cory Mintz	Femisha Patel	Hongru Wang	John Middleton
Bart Snow	Cristina Gui	Fio Alvisi	Hossein Keshikizadeh	Joshua Lloyd
Bashar Kassir	Cristina Yabut	Florence Torres	Hui-Chieh Chen	Justine Sterling
Benedetta Parise	Crystal Brooks	Fung Ping Lau	Iqbal Ansari	Kaliswaran Rajalinam
Benjamin Datti	Crystal Lim	Funmi Mercy Ajayi	Isabel Roldan	Kanti Mistry
Bernice Au	Daniel Gonzalez	Galila Tegene	Jack Bannon	Kathleen Brown
	Danny Ngo	Geetan Ghumman	Jack Miller	Kelly Goldthorpe

volunteer appreciation

Award Winners

This award recognizes volunteers for providing committed and dedicated service to University Settlement. We can't thank them enough for their hard work and support.



**BENEDETTA
PARISE**



**NICK
SHEFTER**



**NEIL
DAVIS**



**ANNE
SPENCER**

Kevin Wong	Maria Ellis	Neeta Singh	Ryan Chong	Tiffany Lo
Konstance Kon	Maria Sipsis	Negar Seifzadeh	Sai Hung Lo	Tim Poon
Lan Zhen Huang	Marlee McNeil	Neil Davis	Sandy Lam	Tim Wah Cheung
Lani Evangelista Valdez	Maryam Zamaninia	Nick Shefter	Sapna Kalhan	Tina Tran
Laura Bennett	Maureen Gans	Olivia Csida	Saumya Khati	Tony Chow
Laura-Lee Bugden	Max Gottheil	Oswald Joseph Samuel	Shaikh Mufida	Tony Ning
Laurene Hylton	Maya Chakol	Padideh Mohammadi	Shirley Taylor	Toshi Tall
Laurie Chamberlain	Melanie Singh	Parsa Hezavehei	Shui Tak Chong	Tsewong Dhargyal
Leona Tran	Mia Sun	Paul Hillier	Sina Dadashi	Vanessa Harduwar
Liliya Rogalaska	Michelle Cummings	Paula Berry	Sneha Patel	Vincent Chen
Linda Lee	Mir Hatef Shojaei	Paula Lazaris	Sophia Csida	Vivian Flores
Lucidinda Fang	Miranda Yorke	Penny Ning	Sosina Tinsew	Wen Feng Huang
Luis Rodrigo Torres	Mitra Malekan	Richard Carmichael	Stephen Gu	Wesley Chin
Lydia Kwok	Mohammad Darajeh	Roae Cheung	Suet Kiew Ng	Yang Li
Maggie Xu	Muoi Tran	Robert Csida	Sukhera Riffat	Ye Chen Zhang
Mahsa Abbasi	Myrian Ashor	Rohan Kumar	Sung Jun Chung	Yi Li
Mahshad Jalali	Nancy Ker McQueen	Ruba Fahria	Suzanne Graham	Yuet Cheung
Marcia Foote	Narges Ehghaghi	Ruby Lonoza	Takayo Narimatsu	Yun Hua Gu
Marcia McClung	Natasha Bartels	Ruth Dean	Ted Yoon	Zahra Hosseini
Maria Arce	Natasha Patel	Ryan Carr	Tharanjit Dhadwar	

program facts & stats

2017



123,358

service hours of
childcare provided



day care
staff represent

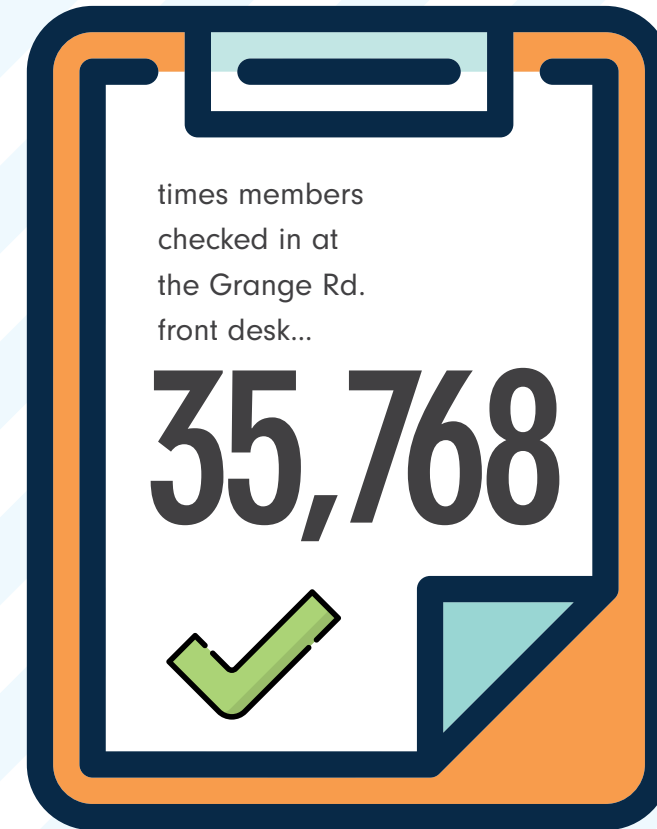
15

different countries
of origin



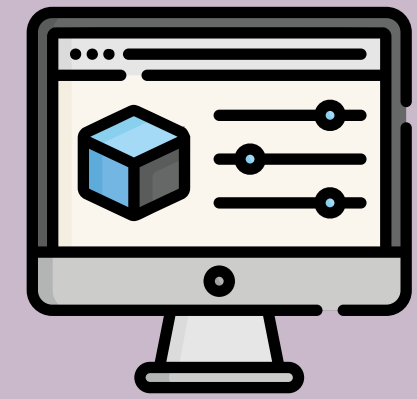
175

children at our
community
Halloween Party



times members
checked in at
the Grange Rd.
front desk...

35,768



450

settlement
workshops
delivered

4,940

snacks
served at
children's
camps



19

community
events
organized
by our
Music and
Arts School

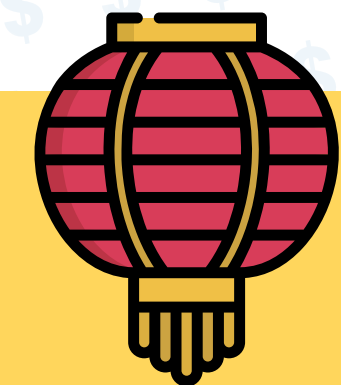


22

1st Place
Awards went
to our Music
and Arts
students at
local music
festivals

816

income
tax returns
completed at
just our Grange
location alone



350

attendees for our
Lunar New year
celebration

1,420

individuals
used our
Weekend
Emergency
Shelter

2,329

volunteer
hours donated
to seniors
programs

1,279

seniors
served in
our culturally
appropriate
& engaging
seniors'
programs



305

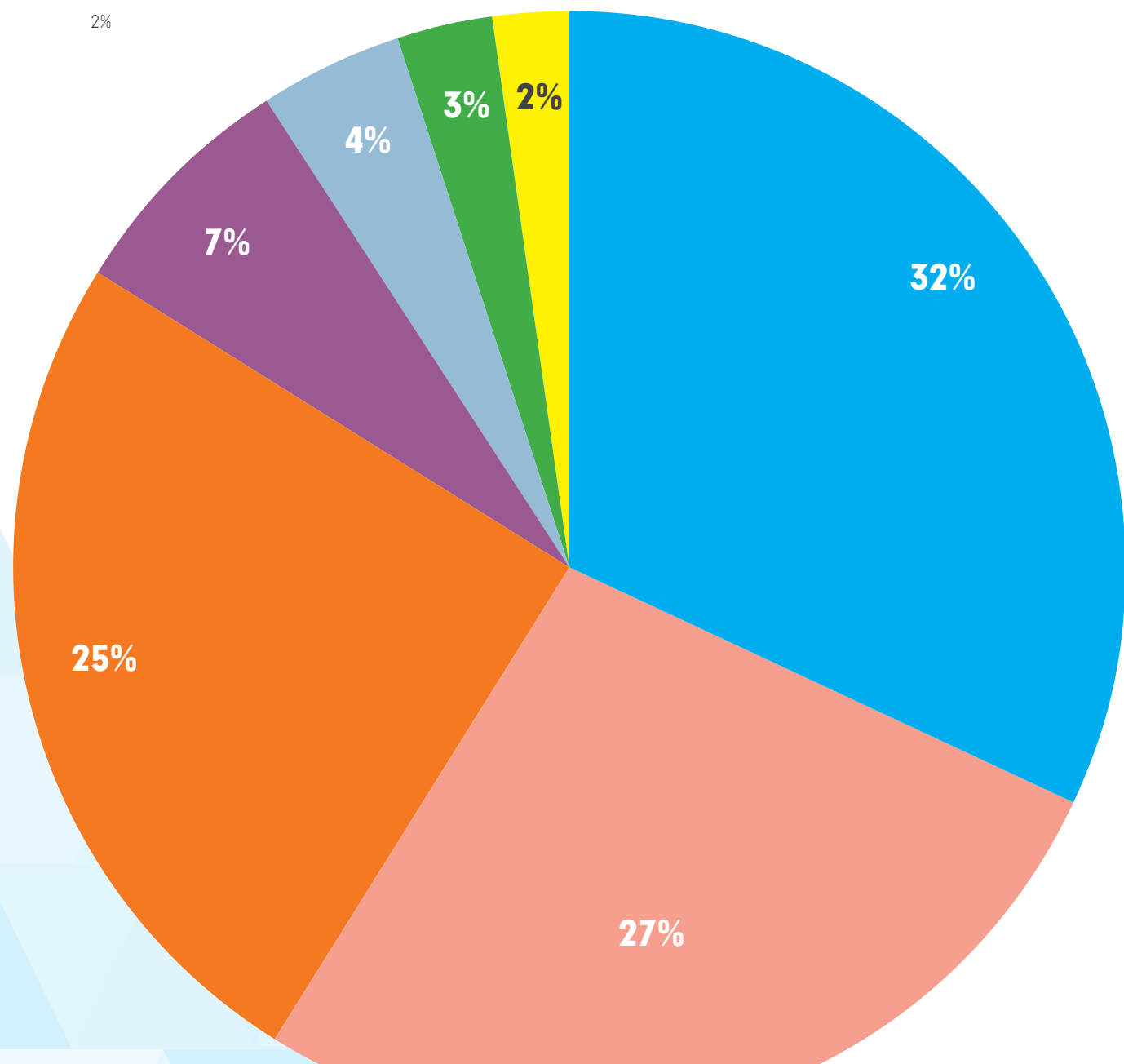
individuals
were
assisted to
develop
permanent
housing
plans

statement of revenue & expenses

Year Ended December 31st, 2017

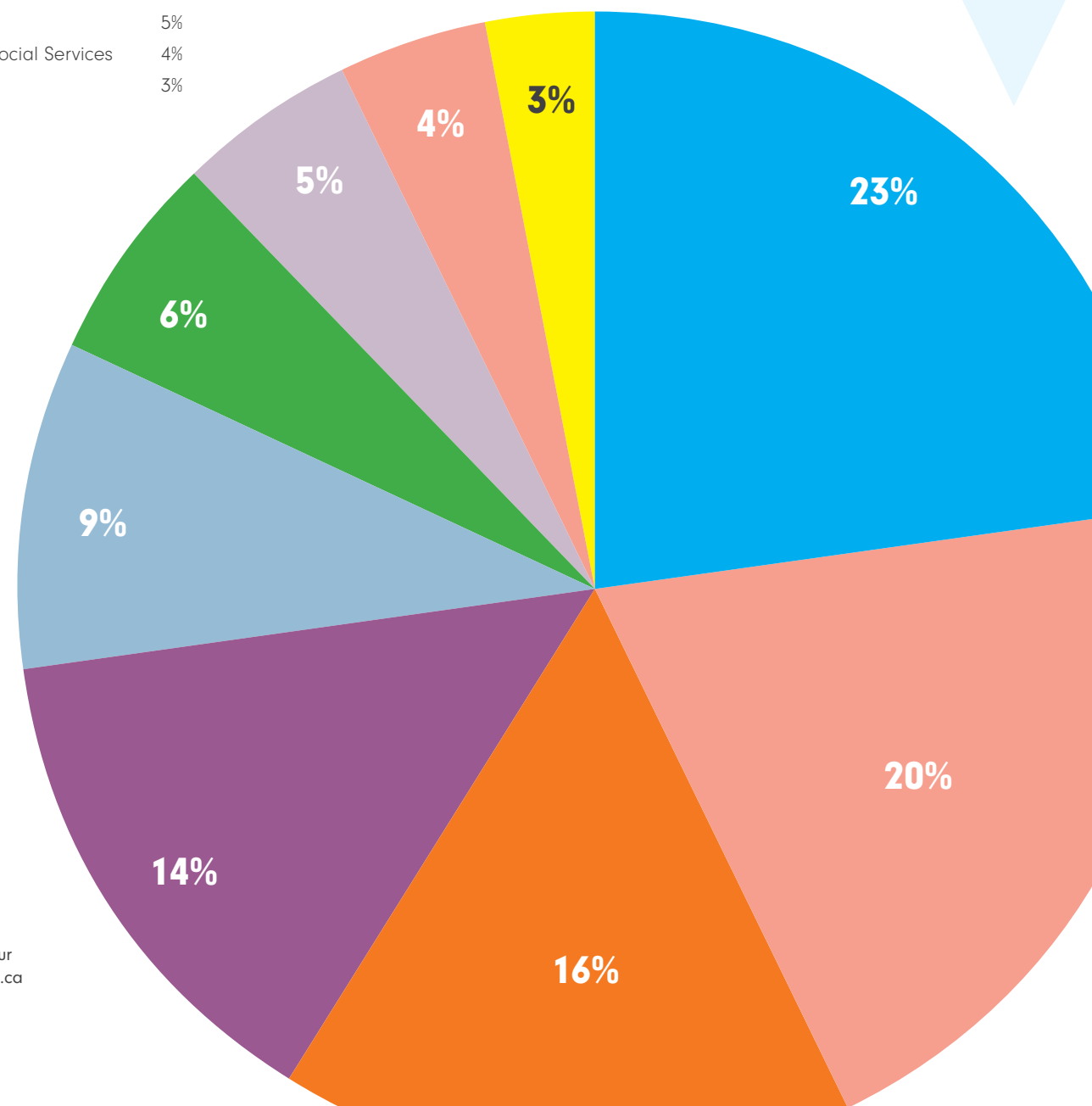
sources of funds (2017)
\$5,250,801

City of Toronto Income	32%
User Fees	27%
Gov't of Canada	25%
United Way	7%
Provincial Gov't	4%
Other Receipts	3%
Fundraising	2%



uses of funds (2017)
\$5,202,233

Settlement, Information & Orientation	23%
Day Care	20%
Administration	16%
Recreation	14%
Weekend Emergency Shelter	9%
Music & Arts School	6%
Maintenance	5%
Seniors, Settlement & Social Services	4%
Employment & Training	3%



Detailed audited financial statements are available on our website at universitysettlement.ca

funders, donors, and sponsors 2017

funders & donors

foundations & corporate donors

Minstrel Foundation
J. P. Bickell Foundation
Toronto Star Fresh Air Fund
The Henry White Kinnear
Foundation
The Larry Grossman Foundation
Residences of Form Inc.
Telus Corporation

government of canada

Immigration, Refugees
and Citizenship Canada
New Horizons
Health Canada
Employment and
Social Development Canada

province of ontario

Ministry of Citizenship
and Immigration
Ministry of Health and
Long-Term Care

united way

United Way of
Greater Toronto

city of toronto

Children's Services
Parks, Forestry and Recreation
Shelter, Support and
Housing Administration
Toronto Arts Council
Toronto Employment and
Social Services
Community Service Partnerships
Investing in Neighbourhoods

event sponsors

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individual donors

\$100+

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Anonymous
John Baker
Scott Bratman
Bonnea Channe
Dan Condon
Melissa DeMers
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Facilitation First Inc.
Ellen Friedland

Jenny Friedland
Martin Friedland
Tom Friedland
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Joanna Goh
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Julie Hannaford
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Laraine Herzog
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Sherryl Hyde
Patricia Jacobs
Nana Jokura
Bashar Kassir
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OF CASA LOMA**



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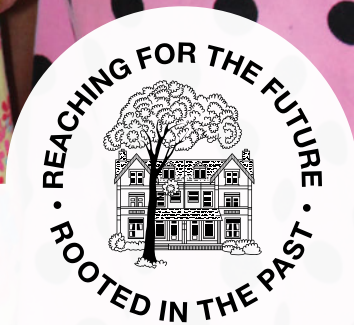
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University Settlement
Founded in 1910



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