



Our Mandate

University Settlement helps individuals and families to learn and grow by engaging them in social, cultural, recreational and educational opportunities. Founded in 1910, University Settlement is committed to enhancing the quality of life of the people in the diverse communities we serve.

Our Vision

Our vision is a community that is safe and healthy, where individuals of all ages, from all social classes and cultures belong, mix freely and respect one another. In this place, people's basic needs are met, and they have the opportunity to grow and learn through participation in artistic, cultural, recreational, educational and employment opportunities.

Our Values

At University Settlement, we as Staff, Volunteers and Board:

Value partnerships and teamwork

Operate with equity and fairness

Demonstrate responsiveness to community needs

Ensure accountability and transparency to our stakeholders

Respect and celebrate the diversity of our community

Work towards excellence in all that we do

Nurture the potential of all those with whom we interact

Message from the Executive Director and the President

While 2020 may not be a year anyone recalls with fondness, it is a year we look back on with pride.

In January and February 2020, we were on the alert as we continued to monitor the rising impact of the new COVID-19 virus. Little did we know how quickly it would become a deadly global pandemic.

In March, our world at University Settlement and the lives of the people we serve changed dramatically as the Premier of Ontario declared a state of emergency. By March 17, University Settlement had closed all its in-person services at its three locations.

For more than 110 years, University Settlement has been building healthy communities, responding to people's needs, especially in times of crisis. As COVID-19 began to amplify the disparities and divides endured by low-income and vulnerable individuals and families in our community, our staff quickly embraced technology, transforming the programs and services we offer to the digital realm to meet the needs of our service users.

The Music & Arts School, the first to transition to online classes and performance, was soon followed by Settlement & Social Services, which offered telephone, email and online services to vulnerable newcomers and seniors. Other departments, including Employment & Training, and Recreation, quickly followed suit.

University Settlement's highly respected Day Care reopened in-person in August. New COVID-19 protocols directed specifically at child care centres added a whole new layer of complexity to the already demanding work done by our highly trained Early Childhood Educators. They rose to the challenge and developed innovative ways to create a nurturing environment that supports each child in their care while ensuring physical distancing and meeting other stringent requirements.



Maureen Gans
President



Patricia Jacobs
Executive Director

Looking back over 2020, it seems that in one year University Settlement moved light years into the digital realm. We did some things extremely well and others, not as well as we hoped. Most important of all, it was a year of learning that we will continue to build on as we go forward.

On behalf of the Board of Directors, we would like to thank every member of staff across all our programs for their dedication and commitment to helping University Settlement meet the greatest challenge of our time.

We are deeply grateful to the City of Toronto, the Government of Canada, the United Way of Greater Toronto, the Government of Ontario, our generous donors, volunteers and our members for their funding and support. We could never make the positive impact that we do – without you. Thank you!

Our Programs

While COVID-19 health and safety government guidelines have changed how we offer our programs and services at University Settlement, their goals remain the same.

With the rate of vaccinations increasing, we look forward to welcoming everyone back in person as soon as we can safely do so. We anticipate that many of our programs will be a mix of online and in-person services and activities in the year to come.



Daycare

University Settlement's Daycare is an exceptional licensed program that offers a nurturing environment that encourages children's creativity, self-expression, and respect, while fostering their imagination, curiosity, and intellect. We support the social, cognitive, creative, emotional and physical needs of each of the infants, toddlers and preschoolers in our care. Structured, challenging, and age-appropriate cognitive activities help children understand cause and effect, develop hand-eye coordination, improve literacy, and help develop conceptual thinking and problem-solving.

Post pandemic, children will again be able to take advantage of the enriching opportunities offered in University Settlement's unique setting on Grange Park, including swimming in the onsite pool, games and sports, music and dance classes, and outdoor play in two recently renovated playgrounds. Delicious and nutritious meals and snacks are prepared daily by our dedicated cook, in accordance with the Canada Food Guide.

Our highly qualified staff ensure that each child receives the support and care he or she needs, while working to help build confidence and independence. Close communication between parents and staff is a vital factor in our success.





A day in the life...

Sometimes all it takes is one incident to bring things into focus.

I'm responsible for screening every child and staff member before they enter the Day Care (a high-risk job that demands wearing full PPE). One winter morning a child, let's call him Sam, was being dropped off to the preschool room. After taking off his boots, Sam stepped on the wet floor with his socks. Sam is on the Autism Spectrum and sensory stimulation can trigger an emotional reaction. He became overwhelmed by the sensation of his wet socks. I tried to calm him but I was wearing full PPE, which is already a problem for Sam because he relies mostly on non-verbal communication; a mask and face shield creates a barrier.

When he is in a state of extreme frustration, Sam looks for comfort from those he trusts in the form of tight hugs. In one full swoop he climbed on me, sending my face shield flying and grabbing my mask with his wet tear and saliva-soaked hands.

Two things quickly flashed through my mind. One: This hug is not appropriate physical distancing. Two: I can now feel the wetness through my mask. Those thoughts quickly faded and, in that moment, I decided to give Sam what he needed: a hug. I didn't pull away, I didn't

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reach for my face shield and I didn't get another mask. No, in that moment I chose to hug Sam tight until he calmed down.

Coming away from that situation, I was met with many emotions. The first one was fear. I was scared that I had potentially risked my life for that hug.

Then, I was met with anger because the government does not consider ECEs essential enough to qualify for pandemic pay or adequate sick days. I was angry that ECEs are paid on average only slightly above minimum wage. We continue to be ignored and cast aside, unrecognized as the super heroes that we all know we are.

Lastly, I was met with pride. I was proud of myself and all ECEs. We have taken on this pandemic and all that it has thrown at us, moving forward courageously, doing our jobs because we love these children, and we love what we do.

We work to be the best educators that we can, but we also need to be protected so that we can continue to provide care to the best of our abilities. This is why I am telling my story, to ask everyone to contact your government representatives and demand that ECEs do not go unnoticed and are treated as the essential workers that we know we are.

We are a key element in fighting the pandemic and in the pandemic recovery plan. We need to be treated as such. Our profession is in need of a major upgrade concerning how we are treated, compensated and respected. We need your help to incite change.

We shouldn't have to fear for our lives while on the job, but during this pandemic that is the hand that we have been dealt. It is about time the leaders of our City, Province and Country start recognizing that and are held accountable for the decisions they have made for us. Thank you.









Children's Programs

Children between the ages of 4 and 12 learn valuable life skills in our Afterschool, Day Camps, Aquatics and Music programs. In an inclusive, safe, fun-filled environment that's celebrates success and nurtures a love of learning, children build self-esteem, confidence and emotional intelligence. Our enriched programs and activities foster teamwork, problem solving, and perseverance, helping kids navigate group environments, build social skills, and make new friends.

Our Afterschool program and Day Camps offer a range of age-appropriate opportunities that open new doors for children to explore, including book club, cooking, computer labs, arts and crafts, handson science, and games and sports.

We were proud to be a HIGH FIVE® registered organization. HIGH FIVE is Canada's only comprehensive quality standard for children's programs and holds true to the following five principles of healthy child development that research indicates are essential for providing a positive experience for kids: a caring adult, friends, play, mastery and participation.

There are many transformative ways that music education supports positive child development, including building essential skills such as perseverance, time management and communication. Our Music & Arts School offers a wide range of music programming, including a children's choir, individual instrumental and vocal lessons, dance classes, music theory and history classes.

With fees significantly less than market rates, and subsidies of between 30% and 70%, University Settlement's Children's Programs are accessible to low-income families.

Recreation Programs

University Settlement is a budget-friendly fitness, sports and swim destination. We offer a mix of activities from working out in our full-service Grange Fitness Centre; to swimming laps in our 25-yard pool; to our drop-in Badminton and Basketball programs; to Recreational Swim and swimming lessons; and Aqua Fit, Yoga and Belly Dancing classes.

Membership fees are very affordable and a number of our programs, including Recreational Swim, are offered free of charge.

Building a healthy community lies at the heart of everything we do at University Settlement. Our fitness and recreation programs help people to improve their physical, mental and emotional well-being, and enhance their quality of life. Equally important, participation in our programs provides people with opportunities to build their own supportive networks, and connect with their community.

Employment & Training PROGRAMS

Finding a job and keeping it is the first step on the road to self-sufficiency and financial independence. University Settlement's Employment and Training program helps people build confidence by providing one-on-one career counselling, strategies to eliminate barriers to employment and successfully navigate the job market, customer service and call centre training, and job search resources.

Participants strengthen their skills through hands-on practical experience in a computer lab followed by on-the-job training in a call centre in the four-week Customer Service and Call Centre Certificate Program. In 2019, 70% of those completing the program were successful in finding employment. The follow-up coaching and job retention supports participants receive for six months after finishing the program are important factors in their success.



Music & Arts School

We are thrilled to celebrate the 100th anniversary of the establishment of the Music & Arts School in 2021. From the beginning, we believed that the arts should be a right, not a privilege, and that lessons should be accessible to everyone regardless of age, ethnicity, perceived talent, disability, or ability to pay. We offer classes to students living across Toronto at below for-profit rates and subsidies for children from low-income families. In 2020, 30% of the children and youth registered received subsidies.

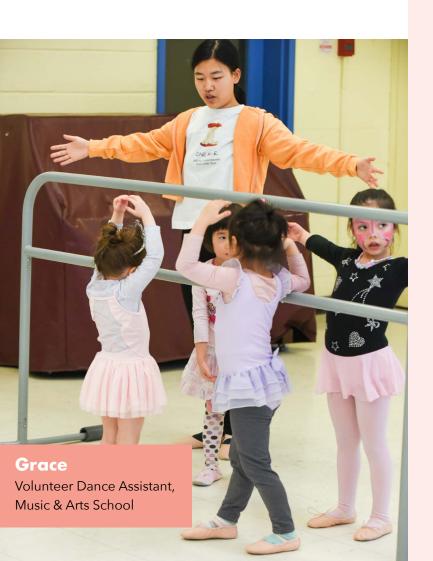
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Our high calibre faculty are dedicated to nurturing talent and a love of music in a safe and fun environment that celebrates success and promotes self-esteem, perseverance, and confidence.

Students can choose individual lessons in piano, a range of string and woodwind instruments, percussion and voice classes covering classical, folk, pop, and jazz genres; group programs that include a popular children's choir, chamber music ensembles, early childhood music classes, ukulele groups; dance classes; as well as ear training, music theory and history classes. Low instructor-to-student ratios help ensure a quality learning experience.

We're proud that the Music & Arts School (Toronto's oldest community music school) continues to be a diverse and inclusive space where the community gathers to participate in music and enrich their lives through creativity.



Grace's Story

We've watched Grace grow up at the Music & Arts School where she has studied flute, piano and dance for 12 years and became a dedicated volunteer during the past five.

"The University Settlement community is a close-knit one and volunteering here has been an important part of my community and creative life," said Grace.

As Grace polished her dance skills, she became qualified to take on the role of volunteer dance assistant. In addition to helping create a safe and inspiring atmosphere in dance classes, Grace encouraged students by participating in their warm-up routines, helping to build their self-confidence, and engaging new students, many of whom had not studied dance before.

"The Dance program has taught me to reflect on my own character, and develop empathy, patience, attentiveness, teamwork, as well as hone my communication skills.

"Over the past five years, I've been able to share my passion for dance, and become a leader and role-model. I also got to know the students and appreciate their individual progress."

Last year, Grace expanded her volunteer portfolio when she joined the Music Advisory Committee as a student representative. A major focus of the committee has been the organization of the Music & Arts School's 100th Anniversary celebrations.

"Grace is one of our most committed and disciplined students. Having her thoughtful voice and enthusiasm at the table has been extraordinarily valuable," said Victoria Medeiros, Managing Director of the Music & Arts School.

We're so proud that Grace is this year's recipient of the White Family Volunteer Scholarship and wish her well as she leaves to begin a new chapter as a student at Queen's University in the Health Sciences program.

Seniors, Settlement & Social Services

For much of the pandemic, we offered Seniors, Settlement & Social Services programs and counselling remotely—by phone, email, and online. The outline below describes the range of in-person programs and services offered before the pandemic. We're looking forward to resuming in-person consultations and activities as a program delivery option.

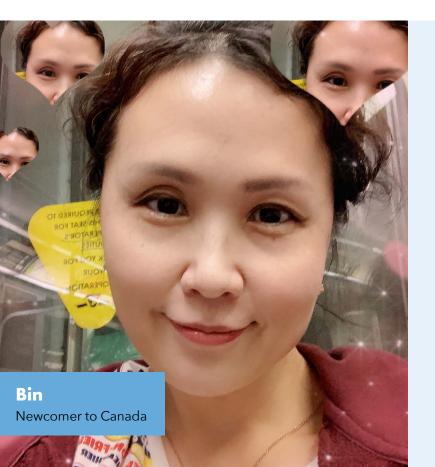
Isolation is one of the biggest challenges for Seniors, especially those who live on inadequate pensions.

As a designated Seniors Active Living Centre, we offer weekly interactive recreational and social programs including Tai Chi and dance classes, performing arts groups, knitting circle, Chinese calligraphy, computer classes and other educational workshops. These activities help seniors stay connected, promote healthy lifestyles, and build self-esteem. We also provide a range of issue-based workshops such as elder abuse,

budgeting and financial literacy, as well as one-on-one supportive counselling, translation and interpretation, form-filling and income tax clinics.

Re-establishing one's life in a new country brings new challenges. Our multilingual and culturally diverse Settlement Counsellors provide vital support services to newcomers and settled immigrants who need assistance in their settlement process, accessing services, and adjusting and integrating into Canadian society. In addition to providing supportive one-on-one counselling, referral to community resources, information and orientation, language interpretation, help in completing documentation and income tax returns, and citizenship classes, we work with individuals to develop personal settlement plans based on their goals.

Workshops on important topics such as housing, employment, healthcare, the Canadian legal system, banking and financial management, and how to become a Canadian citizen, deliver valuable information and provide opportunities to make new friends. Participants develop and practice their communication skills within a supportive workshop setting and benefit from socializing with others. who often share similar experiences and challenges settling into life in Canada.



Bin's Story

The pandemic has been such a stressful time. For Bin, her life changed dramatically when her government pandemic relief funding stopped. For more than a month she had no income.

Since Bin arrived in Canada 2 years ago, she has turned to Jun Zhang, Settlement Counsellor at University Settlement whenever she had a question or issue.

"Bin was so stressed and desperate when she contacted me earlier this year," said Jun. "I helped her set up a Service Canada account and called Service Canada to figure out why her pandemic emergency payments had stopped. It was a great relief for her

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financially and emotionally when she received the payments she missed."

"Without University Settlement I would have no income. I would not be able to lead a normal life," Bin explained.

"Thank you, Jun. I have received your help so many times. You have made me, a new immigrant, feel the same warmth as my family. Every time I have contacted you to solve my problems, you are so kind, patient, and friendly. Thanks to you, every problem of mine has been resolved."



Negar's Story

Not too along after Negar and her family arrived in Canada, they met with Settlement Counsellor Sonya Daghighian to find out about how to connect with their new community. So, when Negar began to experience family and health issues a few months later, it was only natural that she would turn to University Settlement once again.

Not speaking English very well made the situation more difficult. Sonya and her colleague Maryam Moghaddam connected Negar with the health benefits that she needed and helped her navigate the Ontario Disability Support Program and Ontario Housing application process. They also connected Negar to Madison Community Services for additional continuing case management support.

"Knowing Sonya felt like my savior during my darkest days," said Negar. "Maryam opened her wings like an angel to help me during my most difficult time dealing with severe health issues and loss of my father.

"I don't know what would happen to me if I didn't have you in my life," said Negar. "God has been kind to me. Thank you."

Language Instruction for Newcomers (LINC)

Our Language Instruction for Newcomers (LINC) program helps newcomers learn the English language skills that are essential to successfully building a new life in Canada. In a supportive environment, students learn a new language, explore different cultures, and make new friends.

We offer LINC classes to all permanent residents and conventional refugees and use a Portfolio-Based Language Assessment (PBLA) teaching and assessment model, grounded in recognized best practices in language instruction and assessment for adults. Our instructors have extensive teaching experience in diverse multicultural environments.

After completing the program, many students report a heightened sense of confidence and embark on advanced career training.

We also offer conversational cafés, writing workshops, and a computer lab for computer-assisted learning and research. All English-language instruction programs are offered free of charge.

Dieu's Story

"It's hard coming to a new country not knowing the language," said Dieu. Attending the LINC program and Conversation Circle and Writing English tutorials at University Settlement is making all the difference. Dieu arrived in Toronto from Vietnam just over one year ago where she was the owner and operator of a custom dress shop.

"When Dieu started coming to Conversation Circle in English on Zoom, she was so shy. She didn't speak and she didn't want to be seen on camera," said Lei Xu, Settlement Counsellor and Coordinator of the English language tutorials. "Her tutors and I encouraged her during the sessions and throughout the week by email.

"Dieu has never missed a session. After a few months she began to speak up and let us see her on camera. In another few months, Dieu was expressing herself in complete sentences and she started smiling. Now, Dieu is one of the more fluent students."

"The programs on Zoom are designed to help ESL students like me," Dieu said. "I am enjoying studying and enjoying life much more. I want to continue to improve my English so that I can go to school to study social work. When I was in Vietnam, I volunteered for



more than 10 years helping women, like me, who were victims of violence. Now I want to work with women here who have experienced violence."

"Thank you to everyone for your constant heartfelt support. You have built my confidence in communicating in English. The programs on Zoom allowed me to have faith that I will enjoy life here in Canada."

Program Facts and Stats



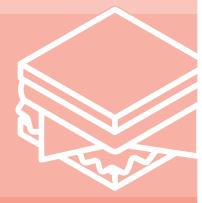
Day Care staff represent

11 different countries

and speak

different
languages

505
snacks and lunches
served at Day Care



6,600 disposable face masks used by Day Care staff in one year

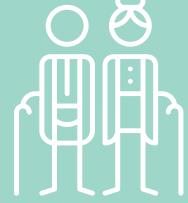
160
We Care holiday craft kits
generously donated

108 children

participated in the After School program

1,284 seniors

served through one-to-one counselling support, workshops and recreation activities





helped people understand government benefits, file taxes and navigate systems

3,317
newcomers

received one-to-one counselling support

97

workshops

conducted to provide information and orientation



TTT students

enrolled in LINC program

250

FREE online group music and dance classes

provided to 120 children and youth



3,197 in-person

in-person music lessons

2,861 online music lessons



22 Uke Life converts

5 hours

47 minutes and 19 seconds of student performances uploaded to the school's YouTube channel

30% of children and youth received subsidy

University Settlement • Annual Report 2020 • 14

Volunteers

Thank you to our Volunteers!

University Settlement could not make the impact it does in the community without the help of our dedicated Volunteers. Thank you so much for everything you do.



John Amardeil

Nelisha Andrews

Bernice Au

Jungwon Baek (Jessica)

Peter Bok

Grace Cao

Po Ching Chan

Alex Chen

Man Kam Cheng

Mei Cheng

Celine Cheung

Rose Cheung

Tim Wah Cheung

Yuet Cheung

Daniel Chou

Tony Chow

Neil Davis

Lucinda Fang

Harry Fine

Myriam Gafarou

Maureen Gans

Kelly Goldthorpe

Yun Hua Gu

Mike Habicher

Mulaho Hassan

Kasha Huk

Eileen Kearns

Marsha Khoury

Jiho Kim

Konstence Kon

Andrew B. Q. Lam

Fung Ping Lau

Linda Lee

Una Lee

Yvonne Lee

Beverly Lewis

Rose Liang

Lucy Luo

Christine Malec

Marcia McClung

Derek McLean

Wendy McLean

Nancy Ker McQueen

John Middleton

Suet Kiew Ng

Daniel Pirrie

Aglaya Redekopp

Hannah Riordan

James Roy

Danielle Rombough

Geoff Ryans

Katy Scherer

Elaine Shu

George Shui

Michelle Simmons

Dariusz Szypula

Amaz Taufique

Edward Tian

Dolkar Tulotsang

Bojana Vojvodic

Jing Wang

Yongqiang Wang

Andrew Wolf

Danny Wu

Chuen Lin Wun

Wendy Yang

William Yetman

Miranda Yorke

Erica Zarkovich

Ye Chen Zhang

Jeffrey Zhu

Funders, Donors and Sponsors

University Settlement is deeply grateful to the generous community of individuals, foundations, corporations and funders for their continuing commitment and support.

Funders & Donors

Foundations & Corporate Donors

Zita & Mark Bernstein Family Foundation

Glen Colborne Fund at Toronto Foundation

Minstrel Foundation

Dim Sum Queen

Firma Architects

Herman Miller

Government of Canada

Immigration, Refugees and Citizenship Canada

Health Canada

Province of Ontario

Ministry of Children, Community and Social Services

Ministry for Seniors and Accessibility

City of Toronto

Children's Services

Community Services Partnerships

Toronto Arts Council

Toronto Employment and Social Services

United Way

United Way of Greater Toronto

Community & Arts Organizations

Share the Magic at the National Ballet

Share the Music at Roy Thomson Hall & Massey Hall

Share the Opera at the Canadian Opera Company

Individual Donors

Anonymous (5)

Anonymous in honour of Beng Soon Ong

Anonymous in honour of my mother Choong Hock

Hye

Mark Alocilja

Dylan Amardeil

Tania Amardeil

Gilles Amardeil

Nelisha Andrews

Mani Banis

Marni Binder

Jeffery Callender

Betty Lee Chan

Sui Mei Chen

Linh Do

Uyen Do

Myriam Gafarou

Maureen Gans

Milos Glisic

Chasson Gracie

Paul Greenwood

Subir Guin

Andrew Hackett

Joan Heeler

Laraine Herzog

Peter Hobbs

Tory Hoff

Kasha Huk

Banh Them Huynh

Patricia Jacobs

Nana Jokura

Andrew B. Q. Lam

Alison Lee

Bon Yui Lee

Winnie Lee

Gabriel Lengyel

3,

Jennifer Li

Ewa Lipsztajn

Steven Luck

Kara McIntosh

Lynn McIntyre

Nancy McQueen

Victoria Medeiros

Trang Nguyen

Ceta Ramkhalawansingh

Hannah Riordan

James Roy

Geoffrey Ryans

Shivani Singh

Paul Skrinjar

Larry Steinhauer

Susan Sturman

Darius Szypuyla

Jane Walker

Raymond White

Herman Miller: A Company that Cares!

Herman Miller has brought joy to more than 2,000 parents and children at the annual WE CARE holiday party held at University Settlement over the past nine years. It has always been a truly "Special" event but never more so than during this most extraordinary and challenging of years.

Every year, until the pandemic, over 200 school-age children let their creativity shine making holiday gifts for family, teachers, and friends at a variety of craft stations with volunteers from some of the leading design firms in Toronto. There was pizza, treats and special festivities throughout the event. The kids loved it, and, so did all the adults involved.

Organizing WE CARE is a big undertaking at the best of times. Although the pandemic added a new layer of complexity, the staff at Herman Miller and the design firms were undaunted. They designed and assembled 160 beautiful holiday-themed craft kits for children to make at home over the holidays that included all the materials and instructions plus a few extra goodies to celebrate the season. It was a tremendous effort, topped off with a carefully orchestrated curbside pick-up that followed all the COVID-19 health and safety protocols.



WE CARE is a wonderful example of what can be achieved when everyone works together, especially this year. You would be hard pressed to find a holiday season event that better exemplifies the spirit of giving.

We're looking forward to welcoming Herman Miller back to University Settlement next year for the 10th WE CARE event, when hopefully, we can be together again. What a party that will be!

Our heartfelt thanks for making the holiday season brighter for 160 families this year to:

Herman Miller Gensler
Workplace Resource Perkins + Will

B+H SGH
Dialog Shopify

Figure3

THANK YOU!



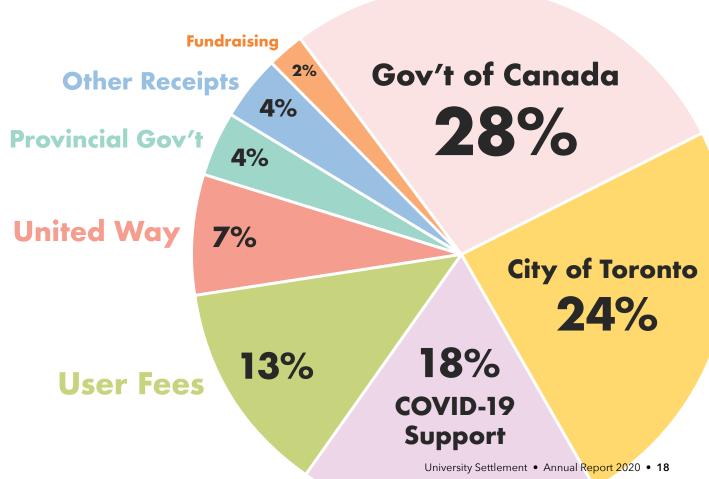
Statement of Revenue and Expenses

Year Ended December 31, 2020

Sources of Funds (2020)

\$4,370,303

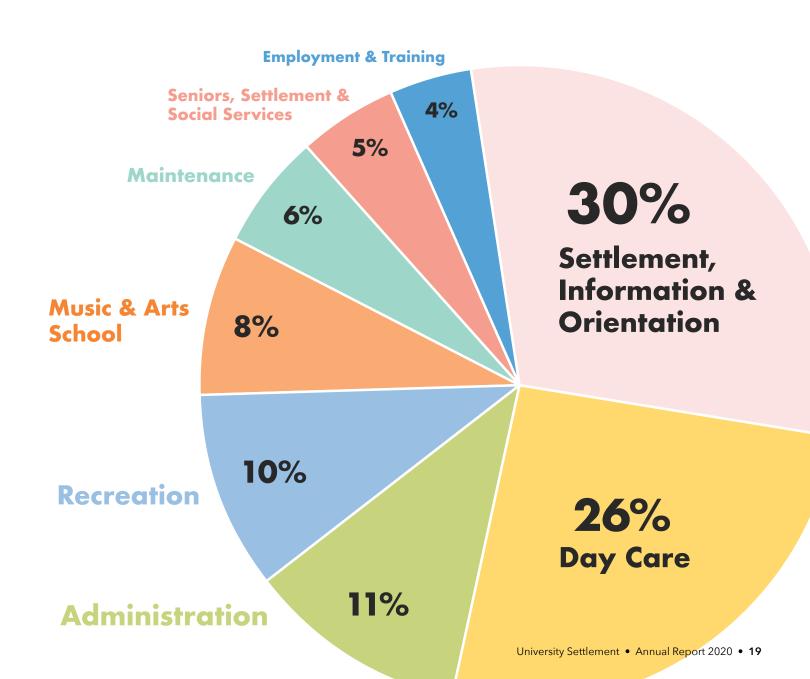
Gov't of Canada	28%
City of Toronto Income	24%
Canada's COVID-19 Support	18%
User Fees	13%
United Way	7%
Provincial Gov't	4%
Other Receipts	4%
Fundraising	2%



Uses of Funds (2020)

\$3,905,167

Settlement, Information & Orientation	30%
Day Care	26%
Administration	11%
Recreation	10%
Music & Arts School	8%
Maintenance	6%
Seniors, Settlement & Social Services	5%
Employment & Training	4%



Board of Directors

2020-2021

Executive

Maureen Gans President

Geoff Ryans Vice president

Andrew Lam Secretary

Nancy Ker McQueen *Treasurer*

Kelly Goldthorpe Member-at-Large

Ex Officio

Councillor Joe Cressy
City of Toronto

Patricia Jacobs
Executive Director

James Roy Past President

Members

Danielle Rombough

Daniel Chou

Dariusz Szypula

Erica Zarkovich

Hannah Riordan

John Amardeil

Kasha Huk

Mulaho Hassan

Myriam Gafarou

Wendy Yang

James Roy Past President

At our Annual General Meeting in September of 2020, we welcomed **Daniel Chou**, **Dariusz Szypula**, **John Amardeil**, **Kasha Huk** and **Myriam Gafarou** to our Board of Directors.

2020 was a difficult year but University Settlement rose to the challenge.

By quickly adapting, the organization was able to continue serving the community and support its members during a hard time.

It's an honor to serve on the Board of Directors and witness the incredible impact of the organization on Toronto residents. For love of community - that's why University Settlement does what it does.

- Hannah Riordan, Co-Chair, Nominating & Governance Committee



Inspire the next generation

For 100 years, the Music & Arts School has believed that everyone has the right to high-quality music education, no matter their financial situation. Thanks to our subsidies. children and youth from low-income families can develop a love of music and explore their talent.

Help us meet our goal of raising \$100,000 to support subsidies for future students.

Your gift, no matter what the size, will transform lives!

Please give today →



23 Grange Rd.

416-598-3444

720 Spadina Ave. #218 416-408-4058

6075 Yonge St., 4th Fl. 416-218-8990

Charitable Number: 119279412RR0001



