

UNIVERSITY SETTLEMENT
**ANNUAL
REPORT**
2018



University Settlement
Founded in 1910



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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

Looking back over the past year one thing becomes crystal clear: The programs and services offered by University Settlement are more relevant and needed in the community than ever.

For almost 110 years, University Settlement has continued to respond to the changing needs of the community by helping families and people of all ages achieve their goals and learn and grow. For some, it may be learning English and building a new life in Canada, for others, it may be learning to swim or play a musical instrument, or perhaps getting help to connect with needed supports and services. Some of the stories included in this report spotlight the impact that University Settlement makes across our programs.

Toronto is growing and changing at a rapid pace. High-density vertical neighbourhoods are on the rise and condominium developments are adding new pressures to downtown Toronto. With the increasing density, the need for affordable and accessible community services and programs continues to grow.

In particular, we have seen a real increase in the need for safe, quality after-school programs for children and youth. As a result, the continued development of University Settlement after-school programs remains a priority. We are proud of the recent launch of Grange Kids, a full



Maureen Gans

President



Patricia Jacobs

Executive Director

range of social-recreational activities that build skills, confidence and community to help children and youth meet the challenges of adolescence and achieve their full potential to become successful, independent adults.

Today, Toronto holds the unenviable title of being the child poverty capital of Canada, with a child poverty rate of almost 34%. Accessibility for everyone, especially those who are vulnerable, is critically important. We work hard to offer our programs at significantly less than market rates for everyone in the community and provide subsidies of between 30% to 70% for low income families.

Our challenge is to ensure the future of this wonderful, one-of-a-kind organization. To that end, we continued to strengthen our financial position in 2018.

We are deeply grateful to the City of Toronto, the Government of Canada, the United Way of Greater Toronto, the Government of Ontario, and all our generous donors for their funding and support.

To all our loyal members, dedicated volunteers, and committed staff, we could never offer the diverse range of programs and services — and make the impact that we do — without you. Thank you!



Our Programs

Day Care

University Settlement's Day Care is an exceptional licensed program which provides infants, toddlers and preschoolers with a creative and nurturing environment that fosters their imagination, curiosity and intellect. Our program encourages creative expression, provides opportunities for play and encourages respect for others. We work with each child to help them build confidence and independence. Close communication between parents and staff is a vital factor in our success.

Our highly qualified staff, trained in early childhood education, ensure that each child receives the support and care he or she needs. Children experience a wide range of enriching programs and opportunities including swimming, music and dance classes, multi-cultural activities and nature exploration.

Located within our Grange Road multi-service facility that is situated in a park setting, children play, have fun and enjoy wonderful outdoor activities in our two recently renovated playgrounds. Delicious and nutritious meals and snacks are prepared each day by our dedicated cook.

Children's Programs

Our After School, Day Camps and music programs help kids between the ages of 4 and 12 develop skills and confidence and promote positive social interactions that will set them on a path toward a successful, happy adulthood.

In a safe, fun-filled environment, kids explore book club, cooking, computer labs, arts and crafts, hands-on science, and games and sports at age-appropriate levels. Our Red Cross swimming and aquatic programs give children an important foundation in water safety as well as swimming instruction that increases fitness and endurance. Children receive nutritious snacks and lunches, depending on the program.

In addition, Our Music and Arts School offers a wide range of children's programming, including a children's choir, individual instrumental and vocal lessons, dance classes, and music theory and history classes.

Our Children's Programs are offered at significantly less than market rates and fee subsidies of between 30% and 70% are available for low-income families. Thanks to the generosity of our donors we were able to offer \$76,250 in subsidies in 2018.



Employment & Training

University Settlement's Employment and Training program provides assessments, screening, skills training and employment assistance through its Customer Service and Call Centre Certificate program. Our goal is also to help people build confidence by strengthening their skills and helping them develop strategies for navigating the job market and achieving self-sufficiency and independence. In 2018, 70% of program participants were successful in finding employment.

This 4-week program provides participants with hands-on practical experience in a computer lab, access to the internet, and on-the-job training. Our program trainer offers one-on-one support, including providing information about job fairs and other career events in the Toronto area.

Music & Arts School

2018 was a year of two important firsts at the Music and Arts School made possible by generous donors. We were thrilled to launch the popular Music 4 Little Ones program, a music, rhythm and movement class for babies up to age 4 and their caregivers. We were also delighted to be able provide music instruction fee subsidies to 100 students from low-income families, the highest number ever.

For close to 100 years, the Music and Arts School has provided affordable, accessible and high-quality music and arts programming for people of all ages who live downtown and throughout the Greater Toronto Area. We offer private lessons on 13 instruments including piano, guitar, violin, drums and voice, covering a range of genres including classical, jazz, folk and pop. Group classes include a popular children's choir, youth and adult chamber music ensembles, ear training and theory classes, and children's dance classes.

Youth & Adult Recreation Programs

University Settlement's Recreation Department delivers a wide 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 boxing equipment.

Our multi-service facility also houses a gymnasium and a 25-yard indoor pool. Youth and adult drop-in programs include badminton, basketball and table tennis. Last year, four teams from across the community participated in a basketball tournament to raise money for the United Way.

The Recreation Department is committed to helping members of the community remain fit and active through free drop-in programs and affordable fitness memberships. Members can also participate in Aqua Fit, Yoga and Belly Dancing classes as well as length and recreational swims in a fun and safe environment.



PROFILE:

Vivid Ma

Photo Credit: Sammy Chien

"When I began piano lessons at University Settlement, I didn't even think that I would continue taking lessons past that summer semester. It is unbelievable that I'm 18 now, and that I've chosen to embark on a musical career that my 8-year-old self had only dreamed of."

– Vivid Ma

We are very proud of University Settlement Music & Arts School alumna, Vivid Ma, who was recently accepted into the Bachelor of Music Piano Performance program at the University of Toronto. Hers is a true success story. Starting with lessons at age 8 at the Music and Arts School, Vivid became a frequent competitor in a number of local festivals, including the North York Music Festival, the Toronto Kiwanis Music Festival and the CCC Music Festival. Vivid was awarded two entrance scholarships at the University of Toronto and is a recipient of the Minstrel Foundation's Hagood Hardy Protégé Honour Award.

Vivid now studies piano with Professor Enrico Elisi and is pianist with the University of Toronto Wind Symphony. She was also selected to perform at the University of Toronto's Piano Fest. Despite her busy schedule, Vivid has maintained her connection with the Music and Arts School and now offers her time as an accompanist to other students.



Our information and orientation services help newcomers integrate into Canadian society. Services include one-on-one needs assessments, supportive counselling, help with goal setting, educational workshops, citizenship classes, English Cafés and opportunities to volunteer.

In 2018, we offered a Volunteer Leadership Program to provide training and support to newcomers interested in preparing for volunteer opportunities. Participants develop and practice their communication and leadership skills within a supportive workshop setting and benefit from socializing with others who often share similar experiences and challenges settling into life in Canada.

Seniors, Settlement & Social Services

With a multilingual and culturally diverse staff, the Seniors, Settlement and Social Services Department provides both vital support services and a range of enjoyable, interactive, recreational programming to people new to Canada or in their senior years.

Isolation is a challenge for many seniors, especially those who live on inadequate pensions. As a designated Seniors Active Living Centre, we offer programs including Tai Chi and dance classes, performing arts groups, table tennis, computer and other educational workshops that help seniors stay connected. Seniors and newcomers can also access one-on-one help with form-filling, filing taxes, translation, counselling and other supports.

Acting Manager, Weekend Emergency Shelter

Tae geuk (Ted) Yoon maintains that it was University Settlement that supported him and gave him the confidence to pursue a career in social services.

Ted spoke no English when he arrived from his home country of South Korea. After completing Seneca College's intensive 4-month ESL program and Social Service Worker - Immigrants and Refugees program, he went on to do his placement at our North York office where there were Settlement counsellors dedicated to serving the Korean community. Ted's supervisors quickly saw his enormous potential and recommended he contact our Weekend Emergency Shelter program where he was soon hired and eventually promoted to program assistant and then to acting manager.



PROFILE:
**Tae geuk
(Ted) Yoon**

Here Ted gained insights into the real social problems that exist in Toronto, beyond the 'theories' he learned about in school. He witnessed the grinding poverty of shelter clients and other challenges like addictions and isolation—what he calls “the dark side of the Canadian dream.” This experience motivated Ted to study long-term solutions to the systemic issues that can lead to homelessness. He is deeply grateful for the friendships and support he has received at University Settlement and is excited to begin his next adventure as a Community Partnership Coordinator with a local affordable housing agency.

Weekend Emergency Shelter

In 2018, the Weekend Emergency Shelter served 1,367 unique individuals experiencing chronic and temporary homelessness. Almost 19,000 meals and snacks were provided throughout the year.

Sadly, this will be the last year of operation of the Weekend Emergency Shelter at our Grange facility.

University Settlement has been deeply committed to meeting the needs of vulnerable Torontonians since 1997 when it opened the Out of the Cold program. However, operating an 85-bed part-time shelter in a multi-service community centre that has a focus on children's and senior's programs became an increasingly difficult challenge as levels of aggressive and non-compliant behaviour increased. After extensive external consultation, the University Settlement Board of Directors made the decision to close the Weekend Emergency Shelter permanently on May 31, 2019.

We appreciate and regret the inevitable impact of this decision on our clients and the staff working in the shelter. However, we are heartened by the actions that the City of Toronto is taking to increase shelter and supports for homeless individuals and families in the City and believe that our clients will be best served in environments where a full range of supports are available.

Language Instruction for Newcomers (LINC)

Our language program helps newcomers learn or improve their English-language skills and discover more about Canadian culture and customs. 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.

In addition to our LINC program, we offer conversational cafés and a computer lab for computer-assisted English learning and research. Each year, we organize events and field trips to give students an opportunity to utilize their English language skills while becoming familiar with their new community.



Youngui Hong

PROFILE:

A LINC Success Story

Originally from South Korea, Youngui has been in Toronto for two and a half years. She credits the LINC program at University Settlement with helping her overcome many challenges and giving her the confidence to pursue her goal of becoming a Personal Support Worker (PSW).

She arrived with no knowledge of the English language and so for many months relied heavily on her son, a student at Ryerson University. She needed help with everything, even the basics like going to the market to get groceries. Through the YMCA she heard about our LINC program. She said she didn't understand anything at first and envied her classmates who appeared to be more advanced. It wasn't easy but her instructor, Bing, was unwavering in her support. Bing would say, "You can do it!" giving Youngui the encouragement and inspiration to continue. And persevere she did.

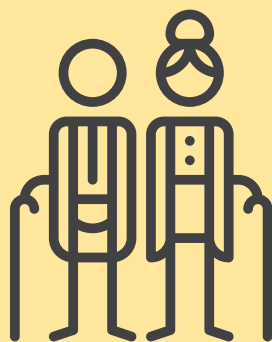
In 2018, Youngui succeeded in achieving her goal: She graduated with a PSW certificate. She now works at a Korean long-term care facility on the weekends and is going to school five days a week, taking a 2-year registered massage therapy program. "I have a dream", she says, "I want to be helpful to people." Never satisfied and an insatiable learner, Youngui would eventually like to add acupuncture to her growing list of accomplishments.

Program Facts and Stats



19,840

snacks and lunches served
to kids at our After-School
and Day Camps



2,113
seniors served



34,902
check-ins at
Grange
Road
Front
Desk



8,417

music lessons

100

students received
financial assistance



2,150
one-on-one counselling
sessions held in the
Newcomer Settlement
Program



2,550

HOURS of
of badminton court time

1,367

individuals used the
Weekend Emergency Shelter

1,150

HOURS
of length
swimming



415

HOURS
of supportive
counselling
provided



3,000+

people attended

Grange Fest

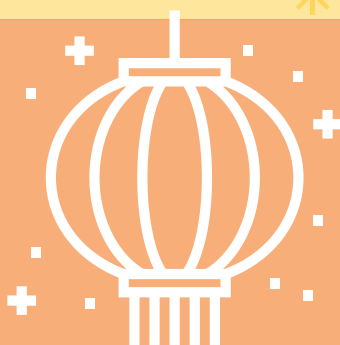
1,640

hot dogs
served



400+

people attended
the Lunar New
Year celebration



235

combined
years of
service for
Day Care's
12 full-time
staff

Day Care staff represent
16 different countries
of origin and speak
9 different languages

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.



Aglaya Redekopp	Chuen Lin Wun	Jehan Aguilar	Marcia McClung	Rose Cheung
Alla Salmon	Connie Wong	Jennie Lim	Maria Arce	Rouchen Ming
Alyssa Tari	Cristina Gui	Jenny Friedland	Maria Eliis	Roya Farajiani
Amaz Taufique	Cristina Yabut	Jerry Pan	Marsha Khoury	Ruth Dean
Amie Khondo	Daniels Tarantino	Jing Wang	Mary Sidel Villafor	Ryan Carr
Andrew Lam	Danny Wu	Joey Huang	Maureen Gans	Sai Hung Lo
Anne Spencer	Dave Bachan	John Middleton	Mia Koivuranta	Sally
Anne Yacyshun	Dave Balgobin	Joselyn Oliveros	Michael Villarica	Sapna Kalhan/Son
Anne Yardley	Dave Koivuranta	Jungwon Baek (Jessica)	Mikaela Ajon	Shaun Ali
Annie Chow	David Hoang	Justin Lam	Mike Ferguson	Sofia Ponomariv
Areey Capalad	Dereck Mclean	Karen Liedemen	Mina Chen	Soo Maharaj
Arlene Malazo	Dolkar Tulotsang	Katherine Scherer	Minsoo Jo	Stephanie Yim
Ashley Don Paul	Dustin Tan	Kathi Silke	Miranda Yorke	Steve Kim
Azadeh Setaresorkh	Dylan Huajing Chen	Kathleen Brown	Nancy Ker McQueen	Steve Luck
Bashar Kassir	Edward Tian	Katie Stewart	Naresh Chandra	Suet Kiew Ng
Benedetta Parise	Elaine Shu	Kelly Goldthorpe	Nargis Yakub	Suhani Patel
Bernadette Yousif	Elena Marian	Kerry Cai	Natasha Bartels	Suhitha Ramasamy
Bernice Au	Emily Minamata	Konstence Kon	Natasha D'Soza	Sukhman Singh
Bev Lewis	Erica Zarkovich	Kristoffer Hall	Neil Davis	Suzanne Graham
Bharath Kandasamy	Faiqah Bachani	Lakshmi Divajkaren	Nelisha Andrews	Tamrat Abraha
Bianca Baczynskyj	Fio Alvisi	Lakshmi Priya Karthikeyan	Nellie MacNeil	Tian Zhou
Blair Munn	Florence Torres	Lani Evangelista Valdez	Nick Schefter	Tim Poon
Calum Gillespie	Frozan Shahrukh	Liberty Clerigo	Nimra Alam	Tim Wah Cheung
Cammy Tang	Fung Ping Lau	Lily Meng	Oswald Joseph Samuel	Tina Tran
Canny Tang	Geoff Ryans	Linda Hoang	Paola Ferraz	Tony Chow
Casandra Andrade	George Shui	Linda Lee	Paul Hillier	Vijay Nair
Casey Yeung	Hannah Trinh	Linda Zeng	Paula Berry	Vrishabh Kamat
Charmaine Marasigan	Harry Fine	Linh Hoang	Penny Ning	Walter Jedrzejek
Cheryl-Ann Cadogan	Jade D'Souza	Lisa Li	Peter Pok	Wendy Mclean
Chris Ullerick	James Roy	Lucian Sebanescu	Rachelle Fontaine	Yang Liu
Christian Paul	Jason Minto	Lucinda Fang	Ramona Darlington	Yuet Cheung
Christina Armour	Jeffrey Mariano	Lukas Vukovich	Rawshn Munni	Yun Hua Gu
Christine Haggarty	Jeffrey Silva-Carlos	Mackenzie Campbell	Richard Carmichael	Yvonne Lee
Christine Mourre	Jeffrey Zhu	Man Kam Cheng	Rod Minden	Zijian Ying

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

Funders and Donors

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United Way of Greater Toronto

city of toronto

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

community and arts organizations

Grange Community
Association
Kids Up Front
Second Harvest
Esprit Orchestra
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Thomson Hall & Massey Hall
Share the Magic at the
National Ballet
Share the Opera at the
Canadian Opera Company

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For a full list of donors, please see our website at universitysettlement.ca

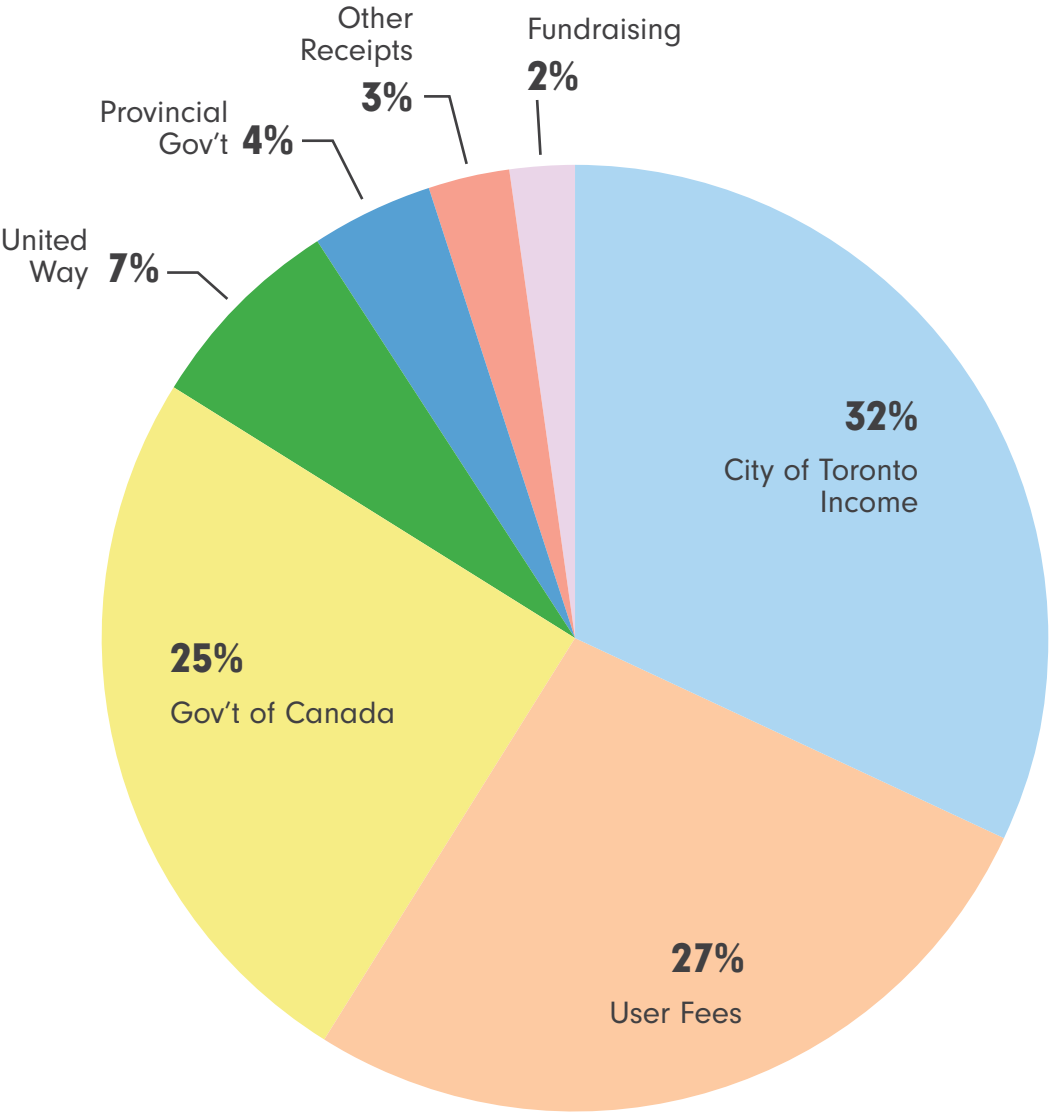
Statement of Revenue and Expenses

Year Ended December 31st, 2018

sources of funds (2018)

\$5,447,088

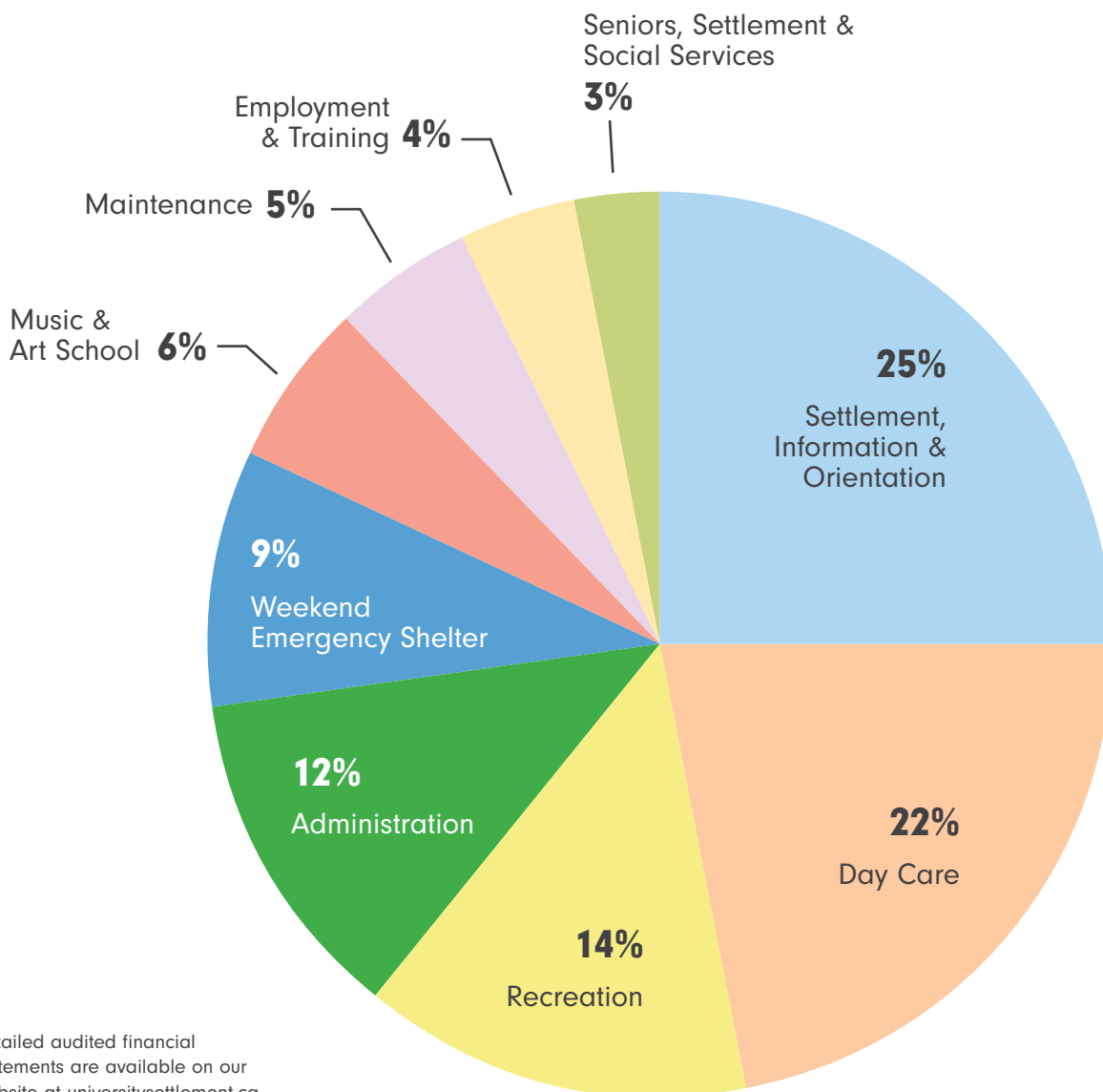
City of Toronto Income	32%
User Fees	27%
Gov't of Canada	25%
United Way	7%
Provincial Gov't	4%
Other Receipts	3%
Fundraising	2%



uses of funds (2018)

\$5,164,533

Settlement, Information & Orientation	25%
Day Care	22%
Recreation	14%
Administration	12%
Weekend Emergency Shelter	9%
Music & Arts School	6%
Maintenance	5%
Employment & Training	4%
Seniors, Settlement & Social Services	3%



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

Board of Directors

2018-2019

Executive

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PRESIDENT

Jenny Friedland,
VICE PRESIDENT

Geoff Ryans,
VICE PRESIDENT

Nancy Ker McQueen,
TREASURER

Andrew Lam,
SECRETARY

Kelly Goldthorpe,
MEMBER-AT-LARGE

Ex-Officio

Councillor Joe Cressy,
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Patricia Jacobs,
EXECUTIVE DIRECTOR

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Marcia McClung
Tim Poon

Aglaya Redekopp
Amaz Taufique
Dolkar Tulotsang

Casey Yeung
Miranda Yorke
Erica Zarkovich

James Roy,
PAST PRESIDENT

At our Annual General Meeting in June of 2018 we welcomed **Amaz Taufique** and **Erica Zarkovich** to our Board of Directors.

Since joining the Board in 2015, I have observed how important University Settlement is to the surrounding neighbourhoods of each of its three locations. I have seen how many wonderful people of all ages benefit from the services we provide. I have learned how the community and the entire organization benefits from our hardworking and dedicated employees and volunteers. I am very proud of University Settlement's work. It is a real privilege to serve as a member of the Board.

– Geoff Ryans, Vice President

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Make a difference in your community!



Your gifts make it possible for us to make a positive impact on the lives of many people.

Support University Settlement today.

Visit universitysettlement.ca

Thank you!



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