



**University
Settlement**
FOUNDED 1910



UNIVERSITY SETTLEMENT
**ANNUAL
REPORT**
2021



**University
Settlement**
FOUNDED 1910

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 and Volunteers:

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 President of the Board

In 2021, the second full year of the global pandemic, the University Settlement community of staff, clients, participants, and board members, persevered amidst the isolation, uncertainty, and ever-changing health regulations. In this unprecedented time, we continued to play a vital role in supporting our communities and have emerged as a strong and resilient organization with a realistic plan to face the future.

Beginning in March 2021, we embarked on a Strategic Planning process to anticipate what the future will hold and how to take advantage of the opportunities it presents. The process began with an environmental scan followed by extensive stakeholder consultation and Board-Staff visioning. I am confident that this plan will provide a realistic and successful map for future success.

2022-2027 Strategic Plan

Five Strategic Priorities and Directions

1. Services & Programs

Increase mission impact through service/program effectiveness.

2. Structure & Capacity

Recruit and retain the right people within an effective staffing structure.

3. Technology

Develop and obtain more advanced technology to improve capacity.

4. Advocacy & Communication

Implement a focused advocacy and communication plan.

5. Financial Sustainability

Continue to diversify funding revenues and balance the budget.



Maureen Gans
President

We are saddened that our Executive Director, Patricia Jacobs, has decided to retire at the end of June 2022. Patricia's pragmatic approach brought organization, professionalism, and financial viability to the agency. Her emphasis on evidence and data-based assessment strategies improved our program planning, monitoring, consistency, and reporting. Despite the challenges of the last few years, she is leaving University Settlement with a stable footing on solid ground to face the road ahead. She will be greatly missed.

We are also pleased to introduce two new staff in critical roles. Arunthathy Ratnasingham is our new Director of Settlement and Social Services, and Priyanka Bakhshi is our new Manager of Development and Communications. Please join me in welcoming them to University Settlement.

On behalf of the Board of Directors, we would like to thank all the staff for their dedication and commitment to helping University Settlement meet the immense challenges of this year with resilience, innovation, and kindness. You are an inspiration.

Message from the Executive Director

For over 110 years, University Settlement has been honored to provide excellent, affordable opportunities for community engagement, education, recreation, settlement services, social services support, licensed child care and HIGH FIVE accredited children's programming. In the recent uncertain times, we have had to rapidly adjust our program delivery to accommodate frequent changes in regulations and evolving public programming desires and levels of comfort with both on-line and in-person service delivery options.

I am extremely proud of the flexibility and adjustment speed demonstrated by both our exceptional staff and wonderful clientele in rising to meet these challenges.

Now that most of the pandemic restrictions have been lifted, it has been wonderful to unlock our doors, welcome clients to meet in person, witness people using the fitness centre, hear students making music, and see so many familiar faces once again. We are thrilled to announce that on Friday August 5th we will once again host our annual Grange Festival in the park.



Patricia Jacobs
Executive Director

At the same time, our community made it clear in our Strategic Planning consultations, that they had a strong desire to retain many of the on-line programming options they came to enjoy. To that end, we were delighted to receive an Ontario Trillium Foundation Resilient Communities Grant to create a digital strategy and purchase the equipment that will foster further growth and excellence in our virtual program delivery.

On behalf of all of us at University Settlement, I also want to express our deep gratitude for the generous support of 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.

The future is looking bright for University Settlement, and I look forward to watching where you go next. It has been my pleasure to lead this wonderful organization for the last eight years. Please accept my gratitude for that privilege and my best wishes to those who will lead it into the future years ahead.

Our Programs

Enhancing quality of life is at the heart of all we do.

Our programs and services bring people together to grow and learn through artistic, cultural, recreational, educational, and employment opportunities.

Although pandemic mandated closures for a substantial part of the year kept us from welcoming people in person for many of our programs, we continued to serve our community online and over the phone. We are ecstatic to have our doors open again and to be able to deliver our services in-person once more.

In the future, we intend to provide in-person services we are known for alongside ever-improving versions of the online programs our community has grown to rely on in recent years.



Day Care

University Settlement's licensed Day Care 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 infant, toddler, and preschooler in our care. Structured, challenging, and age-appropriate cognitive activities help children understand cause and effect, develop hand-eye coordination, improve literacy, develop conceptual thinking, and learn problem-solving.

Careful attention is paid to ensure that all program areas are equipped with books, toys, materials, and supplies, that reflect diversity in cultural representations, family make-up, and abilities. Delicious and nutritious meals and snacks are prepared daily by our dedicated cook, in accordance with the Canada Food Guide.

In 2021, the Day Care adapted its policies and procedures in response to COVID-19. Delivering care through a pandemic came with enhanced health and safety guidelines and restrictions that required a daily screening process, wearing masks and face guards, social distancing, cohorting, and restricting toys, activities, and equipment. Enhanced cleaning and sanitizing measures were also put in place.

Despite all restrictions, our highly qualified staff were able to uphold a welcoming and caring environment and ensure that each child receives the support and care they need while working to help build confidence and independence.



Parenting through the pandemic

2021 was a tough year to be a parent. Parents struggled with balancing working from home, helping kids with their schoolwork, and worrying about the entire family's safety and health. For those with young children, it was especially difficult to make the decision to return to Day Care when the pandemic continued to rage.

At the University Settlement Day Care, we worked hard to make that decision easier for parents. Our enhanced health and safety measures assured parents that their children were kept as safe as possible. Our educators did everything in their power to create warm and inviting spaces where children could thrive in a positive learning environment.

"I was worried about what it would be like for my child to interact with caregivers in masks and protective gear and be distanced from peers in addition to her health and safety" said Elizabeth, a University Settlement Day Care parent. "My fears were alleviated when we were welcomed back warmly. The kindness and genuine affection of the Day Care staff towards my child shone through the masks and PPE. University Settlement was a great choice for us as the values of the Day Care best mirrored our own. We have tremendous gratitude towards the team that has taken such good care of our family throughout this challenging time. Our child will be joining Junior Kindergarten this fall, but we will surely be returning for next year's summer camp."





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 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; help kids navigate group environments, build social skills, and make new friends.

Our Day Camps and both our online and in-person Afterschool programs offer a range of age-appropriate opportunities that open new doors for children to explore, including book clubs, cooking, computer labs, arts and crafts, hands-on science activities, and games and sports.

Children love University Settlement's onsite Life-Saving Society swim classes and aquatics programs. Classes are fun and engaging and there are plenty of opportunities to make friends and grow in confidence.

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 lower than market rates, and subsidies of between 30% and 80%, University Settlement's Children's Programs are accessible to all families.

We were proud to be a HIGH FIVE® Accredited Organization in 2021. To achieve this acclaimed designation, our team worked very hard over a two-year period to ensure that the quality standards for children's recreation programs at University Settlement met or exceeded the criteria established by Parks and Recreation Ontario. Accreditation means that our children's recreation programs are verified to be of the highest quality.

Allan's Story

We've watched Allan Zhou, now an eleventh grader, for the past 10 years, taking both music and swimming lessons and advancing wonderfully in both.

His violin lessons, under Alex Cheung's tutelage, have allowed him to participate in musical extracurriculars throughout high school and he has assumed greater responsibility at the Music and Arts School of the University Settlement as a music scholar. During his journey with the school, he has been awarded numerous scholarships, the most recent being the Shiu Shum Lo Memorial Award.

Allan also started swimming lessons at University Settlement when he was six. By age 10, he was part of the Settlement Sharks swim team, where he competed for two years. He went on to earn his National Lifeguard and Lifesaving Society Instructor qualifications. "I really looked up to the lifeguards when I was a kid. My time on the team developed my confidence and interest in aquatics," shared Allan. He is also currently working as a part-time lifeguard and swim instructor at University Settlement.



Allan

Violin Student, Lifeguard,
and Swim Instructor

"University Settlement has given me opportunities to grow as a musician and swimmer, but more importantly, as a person. Through University Settlement, I have developed critical skills for learning and leadership that have translated into success in academic and extracurricular activities. I would like to thank the University Settlement for providing me with opportunities and support for my growth, and I hope I can give back what it has given to me." - Allan Zhou



YOUTH & ADULT Recreation Programs

University Settlement is a budget-friendly fitness, sports, and swim destination. We offer a mix of activities for everyone to enjoy, from working out on the weights and equipment in our full-service Grange Fitness Centre; to swimming laps or taking lessons in our 25-yard pool; to our drop-in Badminton and Basketball programs; to Aqua Fit, and Yoga classes. Membership fees are very affordable and several of our programs, including Recreational Swims, 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 recreation programs provides opportunities to address isolation and build support networks by connecting with others in the community.



Julie
Swim Student

Julie's Story

Julie now five, started swimming when she was 22 months old. The gap in swimming opportunities due to pandemic-related pool closures left her nervous about getting back in the water. Her parents decided to change pools and started with University Settlement in September 2021. "Online signup was easy, and lessons were affordable with lots of choices," her parents shared.

Her University Settlement swimming instructor noticed that she was hesitant, but he knew she had the potential to do more. "When I started teaching Julie, she wanted me to hold her every time she did a front or back glide." With his encouragement, Julie eventually started to do everything on her own and advanced from Pre-school Swimmer 3 to Swimmer 2. "Her independence and swimming skills are admirable. Julie is a pleasure to teach," her instructor said.

Julie's family particularly enjoys the weekend family swims that allow them to participate in Julie's journey.

"Throughout our time at the University Settlement, we found everyone friendly, and it became a refuge for us during these difficult times. We are looking forward to her first session of Summer Day Camp at University Settlement this summer."



Music & Arts School

We are thrilled to celebrate the 100th anniversary of the establishment of the Music & Arts School this year. From the beginning, we have 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 to children from low-income families. In 2021, ninety students received subsidies, which is 34% of the children and youth registered in our programs.

Our high-caliber 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 string and woodwind instruments, percussion, and voice classes covering classical, folk, pop, and jazz genres. Group programs 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 high-quality learning experience.

We're proud that the Music & Arts School (Toronto's oldest community music school) was radically inclusive from the beginning and continues to be a diverse welcoming space where the community gathers to make music and enrich lives through creativity.



In conversation with

Beverly Lewis

Bev has been a teacher at the University Settlement Music and Arts School for over 35 years. To commemorate our 100th anniversary, she volunteered to compile a cookbook. We chatted with her about her time here.

Please tell us about your experience with University Settlement?

It's been incredible, I am really attached to University Settlement, the atmosphere is very friendly, and I really like the multicultural element. University Settlement provides many community services and recreational facilities for everyone, especially for children, seniors, and newcomers. Being a part of the community myself, I enjoy the amenities very much, especially the swimming pool.

How about the Music School?

Teaching at the Music school has been extremely rewarding. We are very proud of the fact that we have a substantial subsidy program. The subsidy makes music so much more accessible for children and youth who wouldn't be able to afford music lessons otherwise. I've had many students who've worked very hard and done very well, some who haven't, but they have all been good experiences. Just being a part of a child's growing up process is a real privilege and I enjoy every bit of it. Am also very excited that the music school is starting some free world music drumming classes!

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You are working on a cookbook to commemorate the century run of the Music and Arts school?

I come from an Anglican church family and there were always church and community cookbooks around me growing up. So, when we started thinking of things to do for the 100th anniversary it just seemed natural to do a cookbook because I knew that there would be so many recipes from different cultures and it would be such a neat thing to be able to present.

In the process, I've had the opportunity to reach out to a lot of people, not only the ones who are currently associated with the University Settlement, but also the ones who were here years ago, including teachers, staff, board members, students, and their parents. I've gotten recipes from people from all over Canada. People who have submitted these recipes come from such different backgrounds; I am terribly proud of that diversity. It is more of a community builder in a way and is so much more than a cookbook.

That is so exciting, how soon can we have a copy?

We hope to make it available in the fall.

You can get to know more about Bev here:

<https://universitysettlement.ca/music-arts-school/beverly-lewis/>



Daisy's Story

Daisy is a passionate and talented young musician who sings jazz with ease. She loves the freedom to make it her own without having to follow music note-by-note. She and her family relocated to Canada a few years ago. Her journey with the University Settlement Music & Arts School began when she was about 11 years old. Her mom encouraged her to start taking music lessons to help her cope with her anxiety.

Taking singing classes with her vocal teacher Sarah Iles, helped Daisy overcome her stage fright. While she still feels a bit anxious, it doesn't stop her from performing. She effortlessly projects her music to the back of the Great Hall at St. George by the Grange and her emotive and impactful performances are captivating.

She was nominated to participate in the Music & Arts School's scholarship auditions in 2020 and 2021. Her lovely voice, great pitch, pronunciation, and ability to immerse herself in the music contributed to her winning the Margaret Grant Music Award. After her recent singing performance at Kiwanis, she was invited to represent the Toronto Kiwanis Music Festival at the Provincials for Voice.

Her Ear Training group classes with the Music & Arts School teacher André McEvenue also help, as she has made many friends in the group. Her favourite part of taking lessons though is recording herself so she can send the videos to her grandmother in Peru, who she credits for her talent.

"I love my singing lessons and ear training classes at University Settlement. The environment is very nice, there is no judgement. My music teachers have been a great support for me to learn and enjoy my classes. I am grateful to the generous donors who help me access music lessons at University Settlement." – Daisy

Seniors, Settlement & Social Services

Isolation has often been a big challenge for seniors, and this became more pronounced during the pandemic. When our offices were closed to prevent the spread of COVID-19, we offered Seniors, Settlement, and Social Services programs and counselling remotely—by phone, email, and online. We continued to offer these remote service options even when we were able to resume in-person program delivery.

As a designated Seniors Active Living Centre, we offer weekly interactive recreational and social programs including Tai Chi and dance classes, performing arts groups and online conversation groups. These activities help seniors stay connected, promote healthy lifestyles, build self-esteem, and practice English. We also provide monthly workshops on a range of issues including estate planning, setting up wills and powers of attorney, financial literacy, and preventing elder abuse. Our multilingual staff also assists seniors with translation and interpretation, income tax, and other form completion.

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 immigrants who need assistance in the 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, newcomers' orientation to life in Canada, citizenship classes, help in completing documentation, and assistance with income tax returns, 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.

Mauricio's Story

Mauricio and his spouse required assistance in preparing for relocate from Alberta to Ontario for their family of four. They had contacted over 20 different settlement agencies with no success. Our settlement counsellor, Jimmy Lam, scheduled a phone meeting with the client as soon as they contacted University Settlement.

"We've never received such excellent assistance from a settlement service agency. Mr. Jimmy's fast, and competent service has completely blown us away. He spent time carefully listening to our needs and provided us with the information we needed to successfully settle in Ontario" Mauricio shared.

Our counsellors make every effort to understand the requests of the clients and provide the best possible assistance. "I conducted a thorough needs assessment and provided them with the information they needed around Spanish-speaking communities, day care services, job market, finding a family doctor, community safety, transit, etc.," said Jimmy.

Moving is a major life decision and people may feel lost and anxious. It is important that they receive the support they require. "We have the fortune of finding people who care and go above and beyond to assist newcomers. We have gained perspective on where to start with plenty of information to make well-informed decisions. Thank you for making our journey much easier." remarked Mauricio.



Celebrating the Year of the Tiger

University Settlement, with support from Scadding Court Community Center and the Textile Museum, organized a Collective Artwork Project to honour traditional Chinese art forms, build community spirit during Lunar New year, and provide a venue for Asian Canadians to share thoughts on the impact of the pandemic. The project drew in over 60 participants for a series of unique co-creation activities.

The Project was a combination of a Chinese traditional talk performance and a widely practiced folk theatre form called "Three-and-a-half Sentences"; quilting using Chinese patchwork, a traditional form of needlework widely circulated in Chinese folk arts; and story writing to express the observations and reflections of Asian people in the pandemic.

In just six weeks, participants with no prior experience in sewing, worked together to create forty-two quilt pieces, 32 hand-written stories, and three pieces of Three-and-a-half Sentences performances, as a collective artwork project celebrating the Year of the Tiger.

In the final stage of creation and rehearsal, the pandemic triggered another semi-lockdown, so we swiftly changed course by digitizing all the artwork and performances, to break through the geographical and time restrictions of co-creation and performing, and provide all of the artistic content online.

The project went a long way in helping the participants cope during these uncertain and stressful times by providing an opportunity to reflect on the overall impacts of the pandemic.

"I am grateful for your work... We were able to feel the human warmth despite the merciless spread of COVID-19. With your altruistic dedication and heartfelt care from our big communal family, our lives have become more fruitful and colourful."

– Fuyun Zhang, participant, Collective Artwork Project

[View Project Website →](#)



Soo Yun's Story

Soo Yun needed a job soon after she arrived in Canada but didn't know how or where to look. She had no network to reach out to and needed support in improving her English language skills.

She reached out to our Korean-speaking employment counsellor who suggested she attend our employment workshop series which included tips on job search, networking, labour market trends, and website recommendations, as well as assistance with resume writing and interview skills.

Our settlement counsellor also supported her with registering for our ongoing English conversation and writing programs, which provided her with numerous self-study resources and recommendations to improve her English skills. She was also connected to a career specialist at a partner employment organization to help her look for different career opportunities.

After all the efforts, Soo Yun was able to successfully find employment as a bank teller with a Korean bank in Toronto. *"I am very happy to have this job, it is my dream job! I could not have done this without the help of University Settlement, and I was very lucky to have met you."* – Soo Yun

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 customer service, call center training, job search resources, one-on-one career counselling, and sharing strategies to eliminate barriers to employment, and successfully navigate the job market.

In the four-week Customer Service and Call Centre Certificate Program, participants strengthen their skills through hands-on practical experience followed by on-the-job training. The follow-up coaching and job retention support participants receive for six months after finishing the program are important factors in their success. In 2021, 70% of those completing the program were successful in finding employment.

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 to speak and write English, explore each other's 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 online learning and research. All English-language instruction programs are offered free of charge.

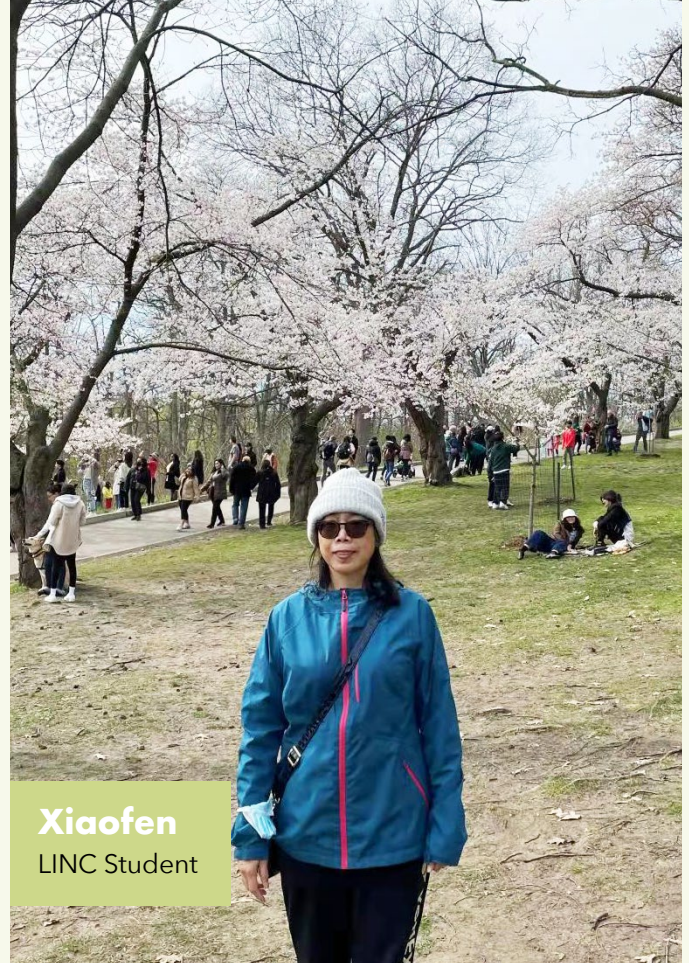
Xiaofen's Story

Xiaofen enrolled in the Language Instruction for Newcomers (LINC) program to improve her language skills as she was self-conscious about her English and avoided communicating with people. She was overly reliant on her son to take care of everything that involved communicating in English.

She had scheduled a road test to get a permanent driving license in Canada. Unfortunately, her son was occupied on the day of her road test. Having gained confidence from her time in the language instruction classes, she made the decision to do the road test without him.

"I used Google Maps for navigation and practiced all the English questions that the examiner will ask me by watching other people's roads test and suggestions on YouTube. I also prepared written notes in English. I was overjoyed when the examiner gave me a thumbs-up and informed me that I had passed and would hold a permanent driver's license in Canada. This wouldn't have been possible without my LINC class, where I am learning & improving my English" shared Xiaofen.

We are proud of Xiaofen and are positive that each win will help her confidence grow. *"It is really rewarding to see my students applying the language skills learned, in real-life situations. Since joining our LINC 3 & 4 classes, Xiaofen has made significant improvements. From the smile on her face, we can see that she enjoys LINC class every day."* shared her LINC instructor, Bing Fu.



Xiaofen
LINC Student

2021 Program Facts and Stats

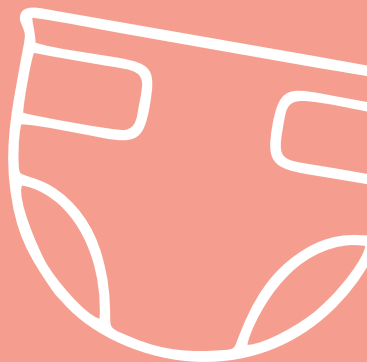
Approximately

23,712
diapers

64,800
baby wipes

31,200
disposable gloves

used by Day Care in 2021



1,976
litres of milk
served at Day Care

6,812
counselling
sessions

provided to seniors



300
children's
programs

offered via Zoom (Art Club,
Book Club, Board Games,
Fun Fridays, Computer Club,
Mandarin, Drama)



622
afterschool
classes
conducted

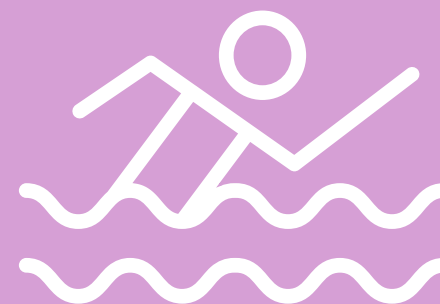


500+ hours

of recreational instruction provided
(swimming, Afterschool@home)

250+
sessions

of length swim,
aquafit, and
family swim



6169

education/training sessions

provided by the Music & Arts School



90

students

received subsidy



5,457

YouTube views

of online concerts and performances on the School's YouTube Channel

189 hours and 7 minutes

of total student practice time logged for the 2021 Virtual Play-a-thon Fundraiser (Spring 2021)



3085

newcomers

served under the IRCC program



226

workshops

conducted by settlement services



85

students

enrolled in LINC program

385

one-on-one counselling sessions

provided employment and training support



Board of Directors 2021-2022

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Mulaho Hassan**

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Andrew Lam

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(CPA, CMA, PMP, Prosci)

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James Roy

*Past President of the
Board*

Patricia Jacobs

Executive Director

Joe Cressy

Toronto City Councillor

"Being on the board of University Settlement is a privilege.

The organization has been a staple in the community.

*It provides high-quality programming to thousands of
Torontonians. University Settlement's board brings together a
team of passionate and experienced individuals who deeply
care about the organization and its impact in the community.
I look forward to continuing to work with my fellow board
members in the years to come."*

- Myriam Gafarou, Board Member

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.

Music & Arts School

Beverly Lewis

Michelle Simmons

Andrew Wolf

Grace Cao

Day Care

Nelisha Andrews

Melissa Fisher

Myriam Gafarou

Mike Habicher

Amaz Taufique

Social Services

Ivy Yeung

Neil Davis

Lisa Li

Melissa Lai

Christine Juan

Hongfen Zhang

*"I have been volunteering with University Settlement in the
"Conversation in English" and "Citizenship classes" for the
past 6 years. Witnessing the expressions on the faces of
students when they learn something new is my favourite
part of volunteering. The work University Settlement does
is critical in assisting immigrants to integrate into the
Canadian culture."*

- Neil Davis

Funders and Donors

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

Ontario Trillium Foundation
Glen Colborne Fund at Toronto Foundation
Minstrel Foundation
Herman Miller

Government of Canada

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

Province of Ontario

Ministry of Children, Community, and Social Services
Ministry for Seniors and Accessibility

City of Toronto

Toronto Children's Services
Community Services Partnerships
Toronto Arts Council
Toronto Employment and Social Services
Corporate Real Estate Management

United Way

United Way of Greater Toronto

Community & Arts Organizations

Share the Magic at the National Ballet
Canadian Arabic Orchestra
Sinfonia Toronto

Individual Donors

Nancy Levene donated \$75,000 to establish "The Aasta Levene Scholarship" in memory of her mother Aasta, a former Music Advisory Committee member at the Music & Arts School at University Settlement. Aasta was a highly respected pedagogue and touched many lives as a teacher, musician and volunteer. Her legacy lives through the scholarship established in her name.

Adolphina (Dol) Czyrsky
In memory of Harry Pavelson

Alice Marple

Alissa Wang

Allan Gilker

Andrew Lam

Andrew McKenzie
In memory of Harry Pavelson

Andrew Wolf

Anne Richmond and Sheila Moulton

Anne-Laure Morin
In memory of Loi Du

Anonymous
In honour of Choong and Cheong

Anonymous
In honour of Choong Hock Hye

Anonymous
In honour of Peter Dwyer

Anonymous (3)

Anonymous (6)
In memory of Harry Pavelson

Barbara Richmond

Beverly Lewis

Cameron Brooke
In memory of Harry Pavelson

Carrie Fu

Cassandra Fulgham
In memory of Harry Pavelson

Catherine Hunt
In memory of Harry Pavelson

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Individual Donors *(continued from previous page)*

Ceta Ramkhalawansingh
Chantele Martin
In memory of Harry Pavelson
Craig Coppella
In memory of Harry Pavelson
Daniel Pirrie
Darrel Gonya
David Olds
Dotmar Fitness Equipment Inc.
Emilie Brancato
Ernst Brenken
Etta Li
Faye Dustow
Gabriel Lengyel
George Schattschneider
In memory of Harry Pavelson
Glen Locke
In memory of Harry Pavelson
Gregory Aquila
In memory of Harry Pavelson
Gus Meunier
In memory of Harry Pavelson
Guy Ying Quon
Hannah Riordan
Helen Zuo
Hélène Grégoire
Hong Chang
Inara Martinson
In memory of Harry Pavelson
Jacqui Hemingway
In memory of Harry Pavelson
Jane McFarlane
Jane Walker
Janet Mowat
Jeff Zhu
Jeffery Callender
Jennifer Li
Jim Chohanik
In memory of Harry Pavelson
Jiwon Bang
In memory of Loi Du
John Baker

John Subotich
In memory of Harry Pavelson
Jonathan Graham
In memory of Harry Pavelson
Joshua Grondin
Judith Chapman
Julia Wells
In memory of Harry Pavelson
Kasha Huk
Ken Marple
Laraine Herzog
Larry Steinhauer
Lia Maston
Libby Garinger
In memory of Harry Pavelson
Lijuan Gao
Lizz Bryce
Lorne Fox
Lucky Moose Food Mart
Marcia McClung
Mari Wiseman
In memory of Harry Pavelson
Mark Van Ginkel
Marlene Gallant
Marni Binder
Martha McKay
Maureen Gans
Mayuko Ueda
In memory of Harry Pavelson
Meaghan Cary
In memory of Harry Pavelson
Meiqin Zeng
Melissa Fisher-Rozenberg
Michelle Simmons
Mike Habicher
Myriam Gafarou
Napoleon Forbes
In memory of Harry Pavelson
Nina Topic
Noel Mowat
Patricia Jacobs

Paul Greenwood
Paulina Lipska-Ishmael
In memory of Harry Pavelson
Raymond White
Roby and Ted Hochman
In memory of Aasta
Rosalie Wyonch
Ruth Wong
Sally Tsang
Sarah Tremblay, Kevin, Felix & Olivia
In memory of Harry Pavelson
Shobhit Shanker
Steven Luck
Susan Sturman

Building Resilience Through Digital Transformation

COVID-19 profoundly impacted University Settlement's ability to deliver programs. Pivoting to online services had its own share of technical difficulties. Program and service delivery had to be re-imagined to meet the needs of the community, employees, and volunteers. Addressing the digital divide and digital inequality as well as privacy protocols, given our work with newcomers and low-income residents, were also important elements to consider.

Our first step in creating the digital transformation was to develop a Digital Service Delivery Strategy. We applied for, and received a Resilient Communities Fund grant from the Ontario Trillium Foundation (OTF) to support our goal of building a strong foundation for the future, which would successfully translate our offline relationships into the online space while ensuring digital equity.

The digital strategy provided us with the framework for moving forward with our digital transformation efforts.

We now have the direction we need to ensure our virtual service/program experiences are of high quality; are grounded in strong foundational processes that support good governance practices; there is digital equity across University Settlement, and that staff has the capacity and training required. Thanks to OTFs support, we can develop and deliver high-quality online interactive programming that is engaging and effective in delivering key learning goals, while also reaching out to new client groups.



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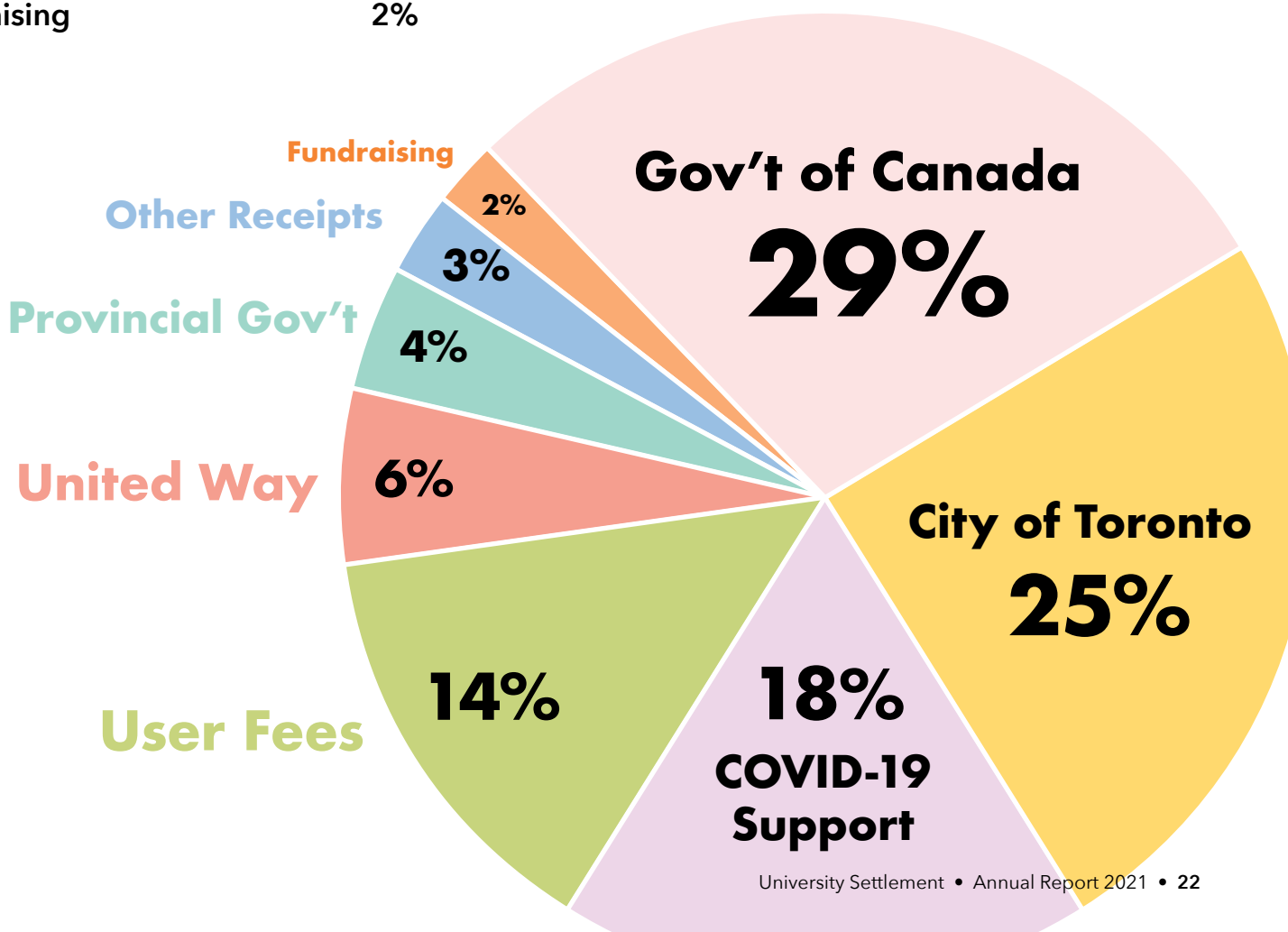
Statement of Revenue and Expenses

Year Ended December 31, 2021

Sources of Funds (2021)

\$4,969,934

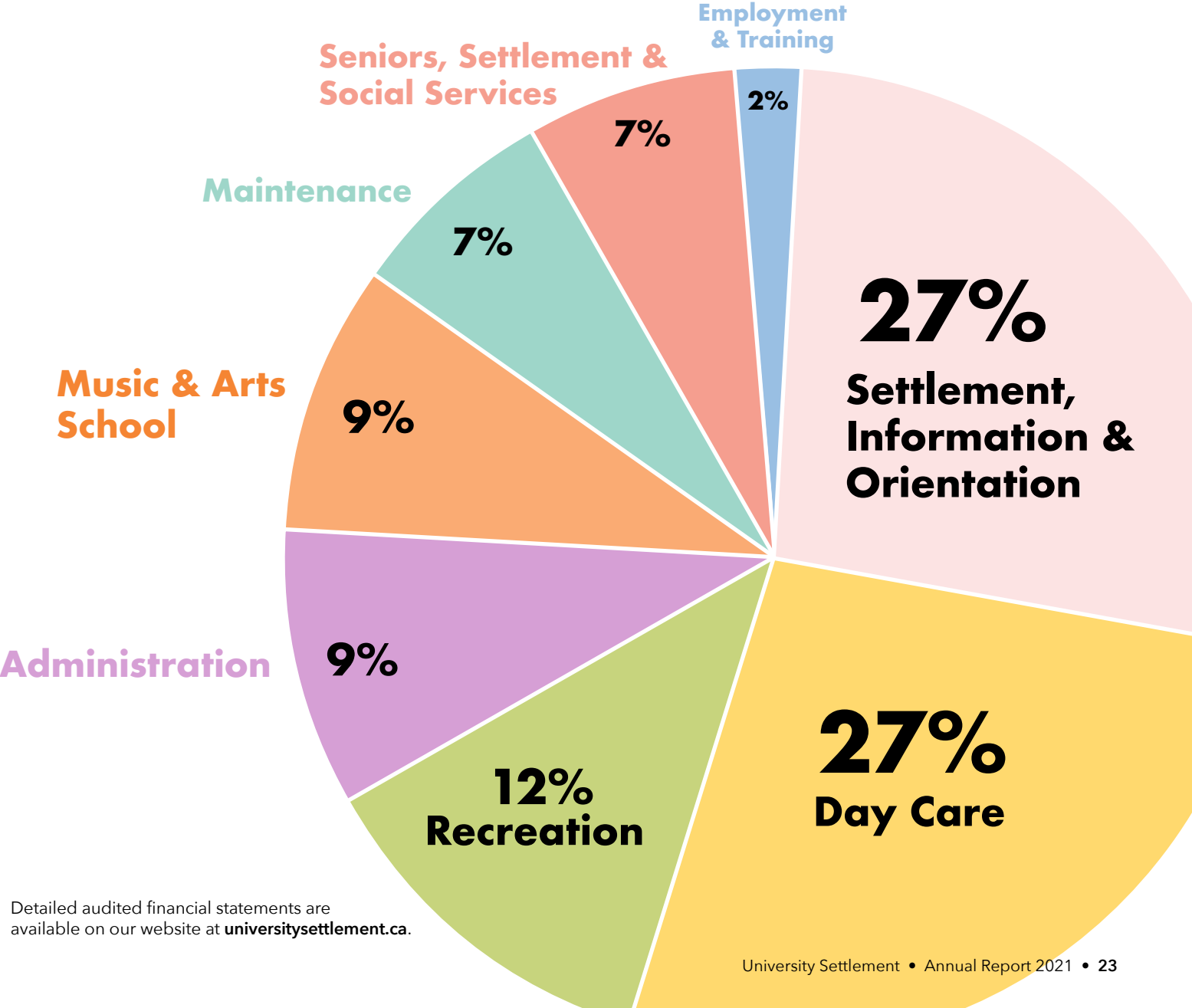
Gov't of Canada	29%
City of Toronto Income	25%
Canada's COVID-19 Support	18%
User Fees	14%
United Way	6%
Provincial Gov't	4%
Other Receipts	3%
Fundraising	2%



Uses of Funds (2021)

\$4,940,744

Settlement, Information & Orientation	27%
Day Care	27%
Recreation	12%
Administration	9%
Music & Arts School	9%
Maintenance	7%
Seniors, Settlement & Social Services	7%
Employment & Training	2%



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

Make a Difference Today!

We believe everyone deserves the opportunity to lead healthy and fulfilling lives, regardless of their circumstances. Therefore, University Settlement has been working tirelessly for over a century to create a centre for the community where children, youth, adults, and seniors can come together and get the support they need.

Your donation benefits the whole community. Your support allows University Settlement to offer financial assistance programs so that everyone can access our programs, regardless of their ability to pay.

Give monthly to make a lasting impact today! You can make a donation by clicking the button below or visiting:
www.canadahelps.org/en/dn/28190

Donate today →



University Settlement
FOUNDED 1910

23 Grange Rd.
416-598-3444

720 Spadina Ave. #218
416-408-4058

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

Charitable Number:
119279412RR0001



United Way
Greater Toronto
FUNDED AGENCY

Ontario
Trillium
Foundation



Fondation
Trillium
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