



**University  
Settlement**

FOUNDED 1910



UNIVERSITY SETTLEMENT

# ANNUAL REPORT

2022



**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



# Table of Contents

<b>Message from the President of the Board</b>	<b>3</b>
<b>Message from the Executive Director</b>	<b>4</b>
<b>Our Programs</b>	<b>5</b>
<b>Day Care</b>	<b>7</b>
<b>Children’s Programs</b>	<b>9</b>
<b>Youth Programs</b>	<b>11</b>
<b>Fitness &amp; Recreation</b>	<b>13</b>
<b>Music &amp; Arts School</b>	<b>15</b>
<b>Seniors, Settlement &amp; Social Services</b>	<b>17</b>
<b>Employment &amp; Training</b>	<b>19</b>
<b>Language Instruction for Newcomers (LINC)</b>	<b>20</b>
<b>2022 Program Facts and Stats</b>	<b>21</b>
<b>Board of Directors</b>	<b>23</b>
<b>Volunteers</b>	<b>24</b>
<b>Funders and Donors</b>	<b>25</b>
<b>Grange Festival</b>	<b>27</b>
<b>We Care 2022</b>	<b>28</b>
<b>Statement of Revenue and Expenses</b>	<b>29</b>



# Message from the President of the Board



**Maureen Gans**  
President

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This past year was the start of what many of us call “COVID recovery”. With the development of another new vaccine to attack the Omicron variant, Ontario saw COVID cases decrease to the point where almost all restrictions in the general community were removed. We continue to ask clients to mask when they are in the centre, but it is no longer a requirement. We still have stringent guidelines in place for the Day Care, but things are starting to feel a little like the pandemic is behind us. This was especially true last August when, after two years of not being able to host the Grange Festival, we were back in action. Since then, we’ve had in-person music and arts concerts and we were able to host many celebrations at the centre. It is so lovely to walk through the buildings now and see clients interacting with staff and engaged in programming!

We are deeply grateful to our funding partners who have continued to support us through a very difficult few years. We were so fortunate that in 2020 and 2021, the federal government supported University Settlement to a significant degree with pandemic-related funding. This was vital to our continued operations, as we were unable to generate the revenue from the Day Care, children’s programs and recreation programs due to the pandemic restrictions. However, this funding was not extended in 2022. We continue to struggle

in getting back to pre-pandemic service levels and we are hopeful that in 2023 we will continue to see an increase in attendance at our fees-based services.

On a positive note, I would invite you to review this annual report, which outlines the evaluations of our current programs. We provided services to over 9000 individuals and the feedback about those services continues to be highly positive. On behalf of the Board, I would like to extend my thanks to all of our amazing staff members. Three years ago, most of the staff had to quickly make changes to run virtual programming, and last year they changed back to offering most programs in-person. In fact, all of our programming is in-person except those that are funded to run virtually. The creativity and commitment of our staff is to be celebrated by all of us.

I would also like to thank the membership for your unwavering support during a very challenging time. After 9 years, my time as an elected Board member has come to an end. It has been such a privilege to serve University Settlement. I look forward to seeing what the organization will accomplish in the future.

# Message from the Executive Director

It is an honour and a privilege to be appointed to serve as the Executive Director of this incredible charitable organization serving our communities since over 110 years, at such a critical time. During 2022, people continued to face uncertainty and the demand for our social services has been increasing amidst the challenges of pandemic recovery, coupled with the high inflation.

Recovering from the pandemic as an organization and community showed us how resilient we can be in our efforts to support all in need. Most of our programs, services and events were back to being in-person after a two-year hiatus, the highlight being the Annual Grange Festival which had over 4000 participants and more than 17 participating social service/ public agencies. The We Care holiday event sponsored by Miller Knoll with contributions from 10 other design firms that we host was also a huge success and had participation from over 200 families.

In the year we build and implemented our Client Management systems and trained our staff to use it. All year through, we were constantly building – systems, relationships, people, and awareness of our local community to be able to deliver programs more effectively in the pandemic recovery phase.

We ensure that each of our clients is provided with an equal opportunity to grow and learn through participation in a wide range of Day Care and Children's Programming, Music & Arts, Settlement and Social services, English Language Training, Seniors Programs, and Recreation facilities and activities. Our offices are always buzzing with activity. Seniors practice Tai Chi every morning and participate in a range of classes, playing table tennis; Music and Arts students fill our hallways with the sound of the violin, piano concertos, and vocal harmonies; and children in our Day Care and Afterschool programs engage in fun educational activities, including art, swimming, and hands-on science. No matter the activity, the outcome is the same—a life changed for the better.



**Raymond White**  
Executive Director

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At University Settlement, diversity, equity, and inclusion are at the core of who we are. We celebrate diversity and inclusion every day. Our three locations in downtown Toronto and North York are strategically located to serve diverse communities. One of my key priorities for 2023 is to make sure we're providing an even more effective, ambitious, inclusive charity where everyone feels heard, respected, and able to thrive. Most importantly, I want to continue achieving meaningful, positive change for children, young people, seniors, and their families. I'm deeply grateful for the continued support of my leadership team, our Chair and Board, who have all gone above and beyond in recent times. Finally, I want to thank our supporters, partners, and donors for sharing our values and commitment to working together to achieve better outcomes for our community. We could never make the positive impact that we do without you.

Thank you.





# Our Programs

At the core of our endeavors lies the commitment to improve the quality of life. Through our diverse range of programs and services, we foster connections and facilitate personal growth, encompassing artistic, cultural, educational, and employment prospects.

The reopening of our doors following the pandemic brings us immense joy, as we resume in-person programs while continuously enhancing our online offerings, which have become an invaluable resource for our community over the past 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 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 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 2022 some of the health and safety practices that were developed to protect children and teachers from the spread of viruses were retained: teachers continued to

wear masks; drop-off and pick-up remained at a dedicated entrance; enhanced cleaning routines were adapted into daily occurrences; and, in person tours were limited to families that were offered a childcare spot.

For the most part, though, 2022 saw the gradual removal of strict COVID-19 restrictions from the Day Care: free play was re-introduced into all the program areas; rooms, toys, and equipment were once again open for children to explore and discover individually or alongside friends; there were fewer constraints on program planning as teachers continued to develop innovative and creative ways of delivering a stimulating, age-appropriate program for all the children in care; parents were welcomed back into the centre to help transition new admissions into Day Care; and, all program areas were equipped with tablets and laptops as the teachers conformed to the age of technology.





## Brianne's Story – Returning to Normal

The Day Care had a lot of restrictions in place during the pandemic to ensure the safety of children. Parents were not allowed to enter the premises. It was tough on the parents, Brianne, one of our parents who has two children enrolled, the first during the pandemic and the second post-pandemic shares her experience on how it was different for her this time around.

*“Our oldest child started at University Settlement Day Care during the height of the pandemic. Due to COVID-19 restrictions, we didn't have a chance to tour the facility and we weren't allowed inside the Day Care to help ease him into his new routine. This made us a bit worried about how he would handle the transition, but the Day Care staff quickly eased our concerns with their cheerful greetings at drop-off each morning and open communication throughout the day.*

*When our second child started Day Care towards the end of 2022, restrictions were starting to lift, and I was able to join him for the first few days while he settled in. Being able to spend time in his classroom, get a sense of his daily routine, and get to know his teachers was a really nice experience that made it easier for both of us.*

*I cannot say enough good things about the staff at University Settlement Day Care. They're caring, kind and supportive and have done a fantastic job creating a sense of normalcy for our children during such a challenging time.” – Brianne Gavigan*





# 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.

## Day Camps and Afterschool

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: on site swimming lessons once a week, Reading Clubs, Baking & Cooking sessions, Computer labs, arts and crafts (drama, advanced arts, mixed media, etc.), hands-on science activities, active games, sports and more!

## Aquatics and Swimming

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



## A Letter from Dana and Tom (Parents of Children Attending Our Afterschool Program)

*"We wanted to express our heartfelt appreciation for the afterschool program at University Settlement. As parents, it's wonderful to see our children thrive in such a nurturing and engaging environment. From the very beginning, we have been amazed by the exceptional management team who consistently go above and beyond their call of duty. They have not only provided a high level of care for our children but have also accommodated last-minute emergency changes, including bus cancellations and school strikes, with unwavering support and understanding. This level of flexibility has been invaluable to our family.*

*The programming at University Settlement is nothing short of excellent. Our boys come home beaming with pride as they share the various life skills they have learned, ranging from swimming to cooking. The program's dedication to fostering a holistic educational experience is truly commendable.*

*One of the most rewarding aspects of University Settlement's*

*aftercare program is the strong sense of community it fosters. Our children have forged special friendships with their peers, and they often speak of the educators and lifeguards in high regard.*

*As working parents, the safe walk escort from nearby schools and bus stops is of utmost importance to us. The peace of mind that comes with knowing our children are well taken care of during their busy downtown commute is immeasurable.*

*The dedication, passion, and commitment to providing a safe, enriching, and enjoyable experience for our children has not gone unnoticed. We are truly fortunate to have found a program that not only meets but exceeds our expectations. University Settlement has become an integral part of our family's journey, and we eagerly look forward to many more wonderful years with University Settlement." – Dana and Tom*

## Music & Arts

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.

## HIGH FIVE® Accreditation

We were proud to be a HIGH FIVE® Accredited Organization. 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.



# Youth Programs

University Settlement is working with youth to create programs that would support them in building skills, and provide them with leadership development opportunities, along with support to overcome challenges and develop into strong, independent leaders.

## Youth Council

In February of 2022, we partnered with the University of Toronto for their Alternative Reading Week project to create a framework for us to implement a Youth Council for high school-age students at University Settlement. Many of the post-secondary students were recent high school graduates who partake in student leadership initiatives, making them an ideal choice in helping us frame our Council. In September 2022, we implemented the Youth Council. We currently have 20 active participants (ages 13-17) who meet monthly to support University Settlement special events such as the We Care and monthly theme events for Afterschool Program. Additionally, the Council has met for resume, cover letter, and job searching workshops. They have been able to volunteer to help our children's community field trips and attend local arts/sporting/cultural events in Toronto in partnership with Kids Up Front.



# Savannah & Clarissa Tam's Story

Savannah & Clarissa Tam will be joining as Junior Camp Counsellors in the summer of 2023 and wanted to share their journey

*"We volunteered for the past Summer Camp as Leaders in Training and were eager to be a part of the Youth Council to learn new skills. We have been a part of University Settlement since we were children at the Day Care, and then started going to the afterschool and summer camps. We have also been in the swim teams and remember the great times we have had at the events like the annual We Care Day, and the Grange Festival which is a lot of fun. We want to give back to University Settlement as we feel that we have learnt so much here and have formed great friends during our time here. The staff has always been supportive and given us tremendous opportunities to learn and experience things. We were given opportunities to visit the Rogers Centre, go on field trips, and have dinner with and get to know local Neighborhood Constable Officers." – Savannah & Clarissa*

## Leaders in Training (LIT)

We also run the Leaders in Training (LIT) program in tandem with our March Break and Summer Camp for youth ages 13-17 to develop their leadership, peer mentoring, professionalism, and communication skills while working with children in an urban setting. The LITs receive training on how to plan activities, games, sports, arts, etc., and are supported by their peers and staff. Many youth in our LIT program were once campers and were subsequently hired as Camp Counsellors after completing the program. In 2022, we had 16 youth complete the program.





# Fitness & Recreation

University Settlement offers affordable fitness, sports, and swimming activities. Our Grange Fitness Centre includes weights and exercise equipment for individuals to use at will as we provide personal training services to help people meet their goals. We offer weekly fitness classes such as Yoga, Flexibility Training, Strength training, Aquafit, as well as drop-in lane swims, badminton, and basketball. Through our fitness and recreation programs, we strive to help individuals enhance their physical, mental, and social well-being, ultimately improving their overall quality of life.

Our recreation programs strive to provide a sense of belonging and build support networks by connecting with fellow community members. We have offered free basketball for youth, and free leisure swimming to the community for families to have fun in the water. Our Fitness Memberships are offered reduced pricing for older adults and youth, with subsidies available to low-income families with children in swimming lessons.

## Family Swim Lessons

In 2022, we expanded our aquatics programming to include lessons for families. With this program format, groups of up to 4 people of any age may take part in a private swim lesson with a certified instructor. As a social service organization, we recognize that many newcomers may not have taken formal swimming lessons but can now learn alongside their children. Thus far, we have seen a family of 3 generations – grandmother, parent, and grandchildren - participate in our Family Swim lessons. It's a Win-Win-Win!





## In Conversation with Yvonne Whitlock

Yvonne has been a yoga and aquafit instructor with University Settlement for over 25 years and has received much positive feedback from clients. She is also an advisory Council Board Member and a past President of the Federation of Ontario Yoga Teachers. She is one of our many staff who embody the values of University Settlement in the most wonderful way. She is very responsive to the needs of her clients and is always ready to go the extra mile. She greatly respects and celebrates diversity in the community and within her group of students.

Here is what one of her students has to say – *“You nurture our bodies, mind, and souls with grace, compassion, and kindness. We are grateful for your caring teaching & boundless encouragement. You truly are a gift to us at University Settlement”* – Lisa

### **Q: Tell us a little bit about yourself and how you got to know of University Settlement?**

I learned yoga from a teacher from Calcutta, India and what moved me, was that yoga is a tool not just to keep the body fit but also the mind. This is the reason I completed a formal certification in Yoga and started teaching. A staff member at University Settlement referred me to the organization. I was happy to be a part of this establishment as I had heard about the support the organization provides to the community members. I am still moved by the stories and how many lives University Settlement has supported in changing.

### **Q: How has your journey been with University Settlement?**

It has been fantastic, the services provided to the community are excellent both in terms of providing services based on the changing needs of the community and great discipline while delivering quality services that are unparalleled. I see everyday people from diverse backgrounds come together and mingle with each other like a family. I have learned so much here and understood so much about different cultures.

### **Q: Would you like to share any experience that you had at University Settlement that stands out for you?**

Coming into University Settlement every day is a blessing. I always feel welcome by the way am greeted by everyone around as soon as I step in the doors. I also try to go the extra mile with my students because of the love and respect they have for me, and it is reciprocated. When I had my abdominal surgery the staff and students sent me recorded messages and that made me feel special, appreciated, and valued.





# Music & Arts School

We live by our belief 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. Our aim is to ensure that everyone has the opportunity to pursue their passion for music.

Located in Toronto, we offer classes at below for-profit rates, reaching students across the GTA. Additionally, we provide subsidies to children from low-income families, with 28% of enrolled children and youth receiving financial assistance in 2022. This support allows us to create a diverse and inclusive learning environment.

## Our Faculty

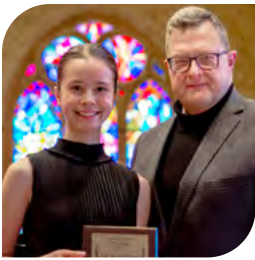
Our high-caliber faculty are dedicated to nurturing talent and foster a love of music in a safe and fun environment that celebrates success and promotes self-esteem, perseverance, and confidence.

## Our Lessons and Classes

With a wide range of offerings, students can choose individual lessons in piano string and woodwind instruments, percussion, and voice. Our classes encompass various genres, including classical, folk, pop, and jazz.

In addition to individual instruction, we offer group programs that cater to different interests. These 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. By maintaining low instructor-to-student ratios, we ensure a high-quality learning experience for all participants.





## Lily Yan MacDonald's Journey

Lily Yan MacDonald is a talented multi-instrumentalist and dedicated student at the Music & Arts School and an invaluable member of the Music & Arts School's Youth Chamber Ensemble. Over the past four years, she has studied piano and violin, impressing her piano teacher, Miguel Brito-Lopez, with her progress from Royal Conservatory of Music (RCM) level 5 to level 10.

Lily's musical achievements include receiving the Laraine Herzog Scholarship and the Marshal Adam Golden Music Award at University Settlement. Outside of University Settlement, she has excelled in piano performances at the YIP's Music Festival, earning first place in the Piano Level 10 List E class. Lily's high school string ensemble won a silver award at the National Music Fest competition in Canada.

However, music is not her sole passion. Lily also excels in sports, particularly field hockey, and she has a remarkable talent for mathematics.

Beyond her musical achievements, Lily is a dedicated volunteer at University Settlement's Music & Arts School, and generously contributes her time to assist ballet classes on Sunday afternoons.

Lily's first ballet class was at University Settlement when she was just four years old. With over seven years of ballet experience, she finds joy in using her skills to benefit the children, reflecting on her own journey and relishing the role reversal.

Lily acknowledges the pivotal role that University Settlement's Music & Arts School has played in nurturing her passion for piano. Her gratitude for the opportunities provided by the Music & Arts School shines through in her words and actions. Lily's journey is truly an inspiration, demonstrating not only her remarkable musical talent but also her dedication to giving back and her well-rounded excellence in various areas of her life.

*"I think taking piano at the Music & Arts School has brought out my passion for piano and without it I would not be the pianist and musician I am today." – Lily*

## Fostering a Diverse and Welcoming Space

As Toronto's oldest community music school, we have always prioritized radical inclusivity, and we remain steadfast in our commitment to fostering a diverse and welcoming space. The Music & Arts School is where the community comes together to create music and enrich lives through creativity, and we take great pride in that legacy.





# Seniors, Settlement & Social Services

## Seniors

Social isolation has long been a significant challenge for seniors, and the recent pandemic only heightened its impact. At University Settlement, as a designated seniors active living centre, we are dedicated to fostering connection and promoting active and healthy living among the senior community.

To address the needs of seniors and provide them with opportunities for engagement, we offer a wide range of weekly interactive recreational and social programs, available both in-person and online. These programs include Tai Chi and dance classes, performing arts groups, Chinese calligraphy, computer classes, and online conversation groups. By participating in these activities, seniors can stay connected, maintain healthy lifestyles,

boost their self-esteem, and improve their English language skills.

We also organize monthly educational workshops covering important topics such as estate planning, wills and powers of attorney, financial literacy, and elder abuse prevention.

# Wang Jinxiu's Story

Wang Jinxiu, a client with the Seniors and Social Service department at University Settlement, started working at the Scarborough Seafood Market in October of 2021. On her way back from work on a cold evening in January 2022, she slipped and fell. She continued with her day and didn't realize the pain as much. However, when she woke up the next day, her left hand was considerably swollen and painful. She was referred to the orthopedic specialist by her family doctor and was told she had a fractured hand. When she got home from the hospital, she told her employer about her situation.

Three days later, she got a call back from her employer, that she was fired and should come and collect her documents and unpaid wages. She was devastated to hear the news as she was the sole breadwinner and didn't know how she would pay for food and rent. She also had to care for her husband living with Alzheimer's.

Jimmy Lam, our Settlement Counsellor explained to her, that she can be eligible for Employment Insurance (EI) and

that, he would provide her with the support needed in filling in the application. However, when Jimmy saw the Record of Employment (ROE) Wang's employer had listed that she had resigned. On requesting again, the ROE said that she was dismissed.

Our Settlement Counsellor explained that for the EI, the ROE should state the correct reason based on facts. So after much altercations with her employer, Mrs. Wang got the correct ROE and was able to get the EI sickness benefit.

*"Mr. Lam helped me fight for my EI benefit step by step according to Canada's EI regulations. He treated my case as his own case and connected with relevant government departments. I can't explain my excitement, tears, and gratitude. In addition, Mr. Lam also helps us file tax returns every year and fill out the annual income report for the subsidized housing unit for the elderly that I rent. He also helps us with reading all the letters and documents that come from the government. Just saying a thank you cannot fully express my gratitude." – Wang Jinxiu*

## Settlement & Social Services

In addition to our efforts in creating a welcoming space for seniors, University Settlement extends free social services to all community residents. Recognizing the challenges faced by newcomers in resettling their lives in a new country, we have designated multi-lingual staff and settlement counsellors who provide essential services to facilitate a smooth settlement process. We work closely with individuals to develop personalized settlement plans based on their specific needs and goals.

Our services include one-on-one settlement counseling, translation, interpretation, referrals to community resources and information, general orientation to life in Canada, assistance with income tax filings, government forms, and applications.

In addition to working with individuals, we also deliver regular workshops and seminars on key topics such as housing, employment, healthcare, the Canadian legal system, banking financial management, and the process of becoming a Canadian citizen. These workshops provide valuable information and create opportunities for participants to make new friends and build connections within the community.





# Employment & Training

Gaining Employment and achieving financial independence is a crucial milestone towards self-sufficiency. University Settlement's Employment and Training program is dedicated to empowering individuals by providing customer service and call center training, job search resources, one-on-one career counseling. We help individuals navigate the job market and share strategies to help them overcome barriers to employment.

A key component of our program is the intensive four-week Customer Service and Call Centre Certificate Program. Participants strengthen their skills through hands-on practical experience in a computer lab followed by on-the-job training. This immersive approach allows individuals to strengthen their skills and gain valuable real-world experience to ensure long-term success. Participants receive ongoing coaching and job retention support for six months after program completion, enabling them to navigate the challenges of employment and maintain job stability. In 2022, our program had a 70% success rate in helping participants secure employment upon completion.

# Sogol Abedini's Testimonial

*"I immigrated to Canada in 2017. During the last seven years, Maryam Moghaddam, Settlement Counsellor at University Settlement has helped me improve my overall life in Canada including social, educational, and employment levels. My family and I received support in preparing for the Citizenship test to become Canadian citizens.*

*University Settlement has been a turning point and landmark in my life. After I met with the counsellor, I planned to study and finally found my dream career in the Toronto Police Service as a crime researcher and analyst. I was given the right advice to choose the best educational paths to obtain my current employment.*

*Obtaining a degree in Police Foundation and Crime and Intelligence Analysis prepares graduates for jobs in several fields, including policing and justice administration. I am so happy to know of University Settlement and the staff there who have helped me get closer to my career goals and provide me with social stability. I appreciate the incredible work done to help me lead a better and easier life in Canada."*  
– Sogol Abedini

## 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 and inclusive environment, students engage in spoken and written English, explore diverse cultures, and form meaningful connections with their peers.

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.

# 2022 Program Facts and Stats

Approximately

**572**

science experiments

**2,080**

creative activities

**62**

special events

planned for Day Care



**763**

sports and event tickets

used for children's programs

**150**

Lucy Tries Sports books

given out



**300+**

local school pick-ups

**80+ families**

signed up for the Toronto Star Santa Claus Fund



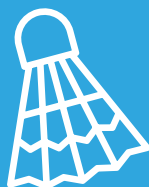
**431**

length swim, aquafit, and family swim sessions



**341**

badminton sessions



**800**

Second Harvest lunches

provided for children's programs



**403**

**Music & Arts  
School students**

enrolled



**8391**

**education/  
training sessions**

provided by the  
Music & Arts School



**94**

**students**

received subsidy

**2118 hours**

dedicated by volunteers



**2765**

**newcomers**

served under  
the IRCC program



**206**

**workshops**

conducted by  
Settlement Services

**171**

**students**

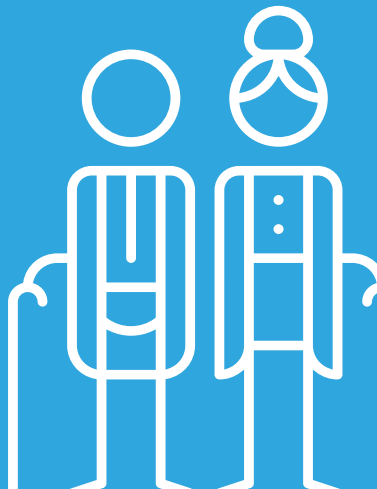
enrolled in  
LINC program



**9725**

**counselling  
sessions and  
workshops**

provided to seniors



**215**

**counselling sessions  
and workshops**

provided employment  
and training support



# Board of Directors 2022-2023

## Executive

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**Maureen Gans**  
*President*

**Hannah Riordan &  
Mulaho Hassan**  
*Vice President*

**Andrew Lam**  
*Secretary*

**Johanna Lim**  
**(CPA, CMA, PMP, Prosci)**  
*Treasurer*

**Danielle Rombough**  
*Member-at-Large*

## Members

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**Daniel Chou**

**Dariusz Szypula**

**John Amardeil**

**Joshua Grondin**

**Kasha Huk**

**Mark Van Ginkel**

**Myriam Gafarou**

**Rosalie Wyonch**

**Wendy Yang**

## Ex Officio

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**James Roy**  
*Past President of the Board*

**Raymond White**  
*Executive Director*

**Ausma Malik**  
*Toronto City Councillor, Ward 10*

***“The real strength of University Settlement is its staff and volunteers who help make our community a better place to live. It’s a pleasure and privilege to work alongside such a dedicated team and serve as a Board member of an organization that works diligently to make Toronto a better place for everyone.”***

– Hannah Riordan, Vice President



# 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

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Andrew Wolf  
Andy Chen  
Beverly Lewis  
Daniel Pirrie  
Lily MacDonald  
Michelle Simmons  
Patricio Llovet  
Sarah Pomper  
Ying Qi

## Day Care

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Melissa Fisher-Rozenberg  
Myriam Gafarou

## Community Programming

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Kwon Catherine Heesu  
Alej Lopez  
Insiyah Zavery  
Carol Zheng  
Aiden Hamitton  
Jayden Eng  
Miranda Lovie  
Cassandra  
Kye Hammond  
Ryan Wanchan Yu  
Gregory Udealor  
Serafima Telegina  
Francesco Cerra  
Nena Nehir  
Dusheng Liu  
(Bosco) Cheuk Hei Ng

Yichen Guo  
Elke Hoi Yiu Chung  
Tran Vu Tuong Vi  
(Yammies) Vo Ngoc Nhu Y  
Mahapara Ahona  
Florian Solero  
Thi Thao Quyen Tran  
Thanh Vy Le  
Suy Tan Phung

### **Volunteers for the Grange Festival Event:**

70 corporate volunteers from IFDS  
15 volunteers from Kiwanis Club of Casa Loma  
10 Volunteers from Braemar College Inc

## Social Services

---

Amy Ng  
Bernice Lai Yee Au  
Bojana Vojvodic  
Calum Gillespie  
Chi Mei Leung  
Christine mackle  
Connuie Li  
Derek McLean  
Derek Mclean  
Diana Chu  
Doris Fang  
Fiona  
George Shui  
Harry Fine  
Hong Shou Peng

Hung Ngan Shum  
Jen Zhang  
Jing Lu  
John Middleton  
Juliette Le Ferrand  
Karen Lorena Barragan  
Martinez  
Lily Ho  
Linda Lieu  
Ling Zhang  
Lucinda Fang  
Marhsa Khoury  
Melanie  
Peter Bok  
Po Ching Chan

Qing Yu  
Raymond Lau  
Rose Cheung  
Sherman Luu  
Shuping Hu  
Suan Chen  
Taoyan Guo  
Them Banh  
Tim Wah Cheung  
Tony Chow  
Tristan Cohen  
Wanda  
Wendy Mclean  
Wingchi Ma  
Yiju Guo

Yimin Bao  
Yingli Li  
Yingli Zhao  
Yucheng Ding  
Yuet Cheung  
Zhaoying Li

# 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

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### Foundations & Corporate Donors

Minstrel Foundation  
Ontario Trillium Foundation  
International Financial Data Services (IFDS)  
Glen Colborne Fund at Toronto Foundation  
The Star Charities  
Lucky Moose Food Mart  
The Saint George Society of Toronto  
Miller Knoll  
Second Harvest  
Kids Up Front Toronto

### Government of Canada

Immigration, Refugees and Citizenship Canada  
Public Health Agency of Canada  
Employment and Social Development Canada  
Youth Employment and Skills Strategy

### Province of Ontario

Ministry of Labour, Training & Skills Development  
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

Kiwanis Club of Casa Loma  
Longboat Road Runners  
Canadian Arabic Orchestra  
Corporation of Massey Hall and Roy Thomson Hall  
National Ballet of Canada  
Sinfonia Toronto  
Tapestry Opera

## Individual Donors

---

Adam Freeman  
Ahmadreza Pourzarabi  
Andrew Wolf  
Ansuya Pachai  
Brendan Heath  
Caitlin Campbell  
Carlos Soria  
Carol Kirsh  
Ceta Ramkhalawansingh  
Clara Suh  
Danielle Rombough  
Dariusz Szypula  
David Olds  
Dawn Tam  
Debra Elmhirst  
Earl Mitchell  
Gabriel Lengyel  
George Halpert  
Graeme Marhue  
Hannah Riordan  
Hong Chang  
James Roy  
Jeffery Callender  
Jessica Perkins  
Joan Gitelman  
John Baker  
John Williams  
(In memory of Albert Gladstone)  
Judith Golden  
Laraine Herzog  
Larry Steinhauer

Lizz Bryce  
Long Pham  
Marilyn Wilcoxon  
(In memory of Al Gladstone)  
Maureen Gans  
Mengxuan Zhao  
Mulaho Hassan  
Myriam Gafarou  
Nana Jokura  
Natalie Molin  
Pamela Chang  
Paul Greenwood  
Qazi Manzoor  
Qiong Liu  
Raymond White  
Rosalie Wyonch  
Ruth Chernia  
(In memory of Albert Gladstone)  
Sandy Miller  
Sara Vasconcelos  
Scott Bratman  
Stephanie Holbik  
Steven Luck  
Susan Sturman  
Sylvia Rickard  
Wan Lee  
Winnie Lee  
Anonymous Donor  
(In memory of Susan Barksdale)

*We are also grateful to the donors who gave anonymously. We greatly appreciate your contribution.*



# Grange Festival

At University Settlement, diversity, equity, and inclusion are at the core of who we are. We celebrate diversity and inclusion every day. Our many annual festivals and celebrations provide opportunities for communities to come together to honor and celebrate the traditions and customs of the diverse groups we serve.

Our 81st annual Grange Festival is another step in that direction. Held after a two-year hiatus due to the pandemic, the Grange Festival captures the essence of what we as an organization stand for, by providing an equitable platform for diverse communities to come together. The festival is a free public, outdoor fair with tables from all our community partners, and social service agencies serving newcomers, refugees, 2SLGBTQIA+, BIPOC community, children, youth, and seniors.

The celebrations of our 81st Annual Grange Festival filled Grange Park with almost 5,000 visitors and more than 100 volunteers and staff from University Settlement, sponsors, and partner agencies. The festival included engaging performances from local artists and provided them with a stage to perform, a range of fun-filled activities for all ages, and there were free snacks for everyone to enjoy. The festival has been a summer highlight for newcomer families, kids of all ages, young adults, and seniors living in the downtown core.

The festival has developed into a cultural mosaic, and the children and families who attended almost 85 years ago now shape our city and the communities we live in. What started off as the Spring Festival in the early 1900s, with music, drama, and neighbourhood parades, has become a regular event at University Settlement, referred to as the Grange Festival since 1935.

The Festival has grown over the decades but its roots remain grounded; it aims to support children and families in our community. As a fundraiser, it ensures that we continue to provide much-needed programs to families and children who live and play in the communities we serve. With sponsors like International Financial Data Services, Kiwanis Club of Casa Loma, and Lucky Moose, the festival raised much-needed funds that were used towards helping us support our Children's Programming. An investment in our communities is an investment in our future, we hope to continue to celebrate our diverse communities with this event for years to come.





# We Care 2022

Bringing together design firms for the annual We Care event during this time of the year has become a cherished holiday tradition, holding significant importance for University Settlement and the communities we serve. Over the past decade, Miller Knoll has brought joy to nearly 2,400 parents and children through their participation in the annual WE CARE holiday parties held at University Settlement.

This event has always been truly special, but its significance has grown even more after the prolonged hiatus caused by the pandemic. Children unleashed their creativity while crafting holiday gifts for their families, teachers, and friends at various craft stations staffed by volunteers from prominent design firms in Toronto. The event was filled with pizza, treats, and special festivities that were enjoyed by both children and adults alike. Organizing WE CARE is no small feat, even in the best of times.

WE CARE stands as a wonderful testament to what can be achieved when everyone comes together, especially during this year. It would be challenging to find a holiday event that better exemplifies the spirit of giving. We eagerly look forward to welcoming Miller Knoll back to University Settlement for the 11th WE CARE event next year. Our deepest gratitude goes to Miller Knoll and all the other design partners who have made this holiday season brighter for over 200 families this year.



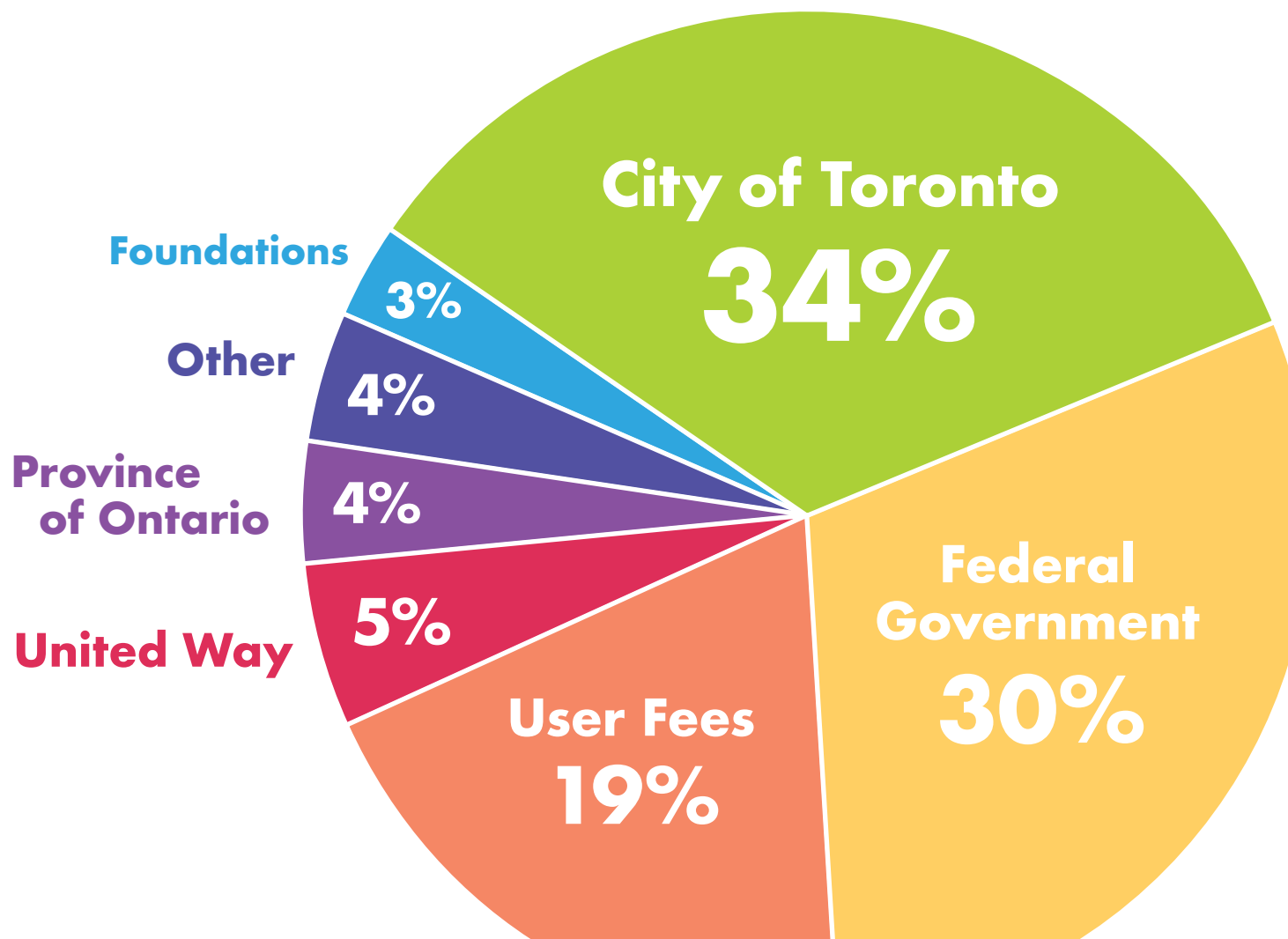
# Statement of Revenue and Expenses

Year Ended December 31, 2022

## Sources of Funds (2022)

# \$4,969,122

City of Toronto	34%
Federal Government	30%
User Fees	19%
United Way	5%
Province of Ontario	4%
Foundations	3%
Other	4%

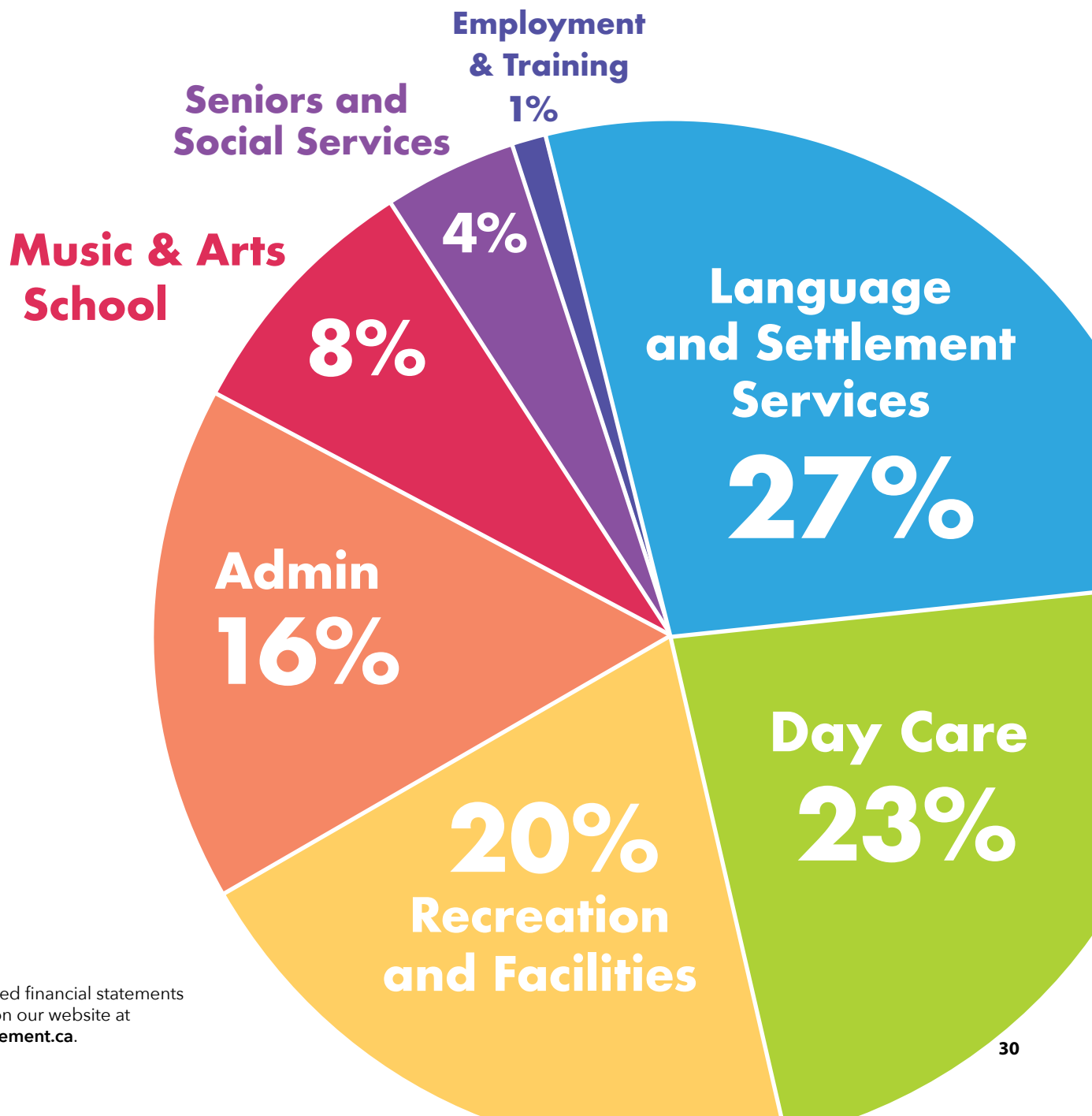


**Uses of Funds (2022)**

**\$5,110,751**

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Language and Settlement Services	27%
Day Care	23%
Recreation and Facilities Management	20%
Admin	16%
Music & Arts School	8%
Seniors and Social Services	4%
Employment & Training	1%



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



**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

