



# acsa

## AGINCOURT COMMUNITY SERVICES ASSOCIATION

### Annual Report 2015



#### ACSA MISSION STATEMENT

We are a non-profit, multi-service agency at the heart of Agincourt addressing needs and empowering children, youth, newcomers, homeless and underserved communities to build a better tomorrow.

#### ACSA VISION STATEMENT

Working with Scarborough Residents to Build Strong and Healthy Communities

A very special thank you also goes to all the individual, corporate and private donors and partners that help Agincourt Community Services Association to make a difference in the community.



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[www.agincourtcommunityservices.com](http://www.agincourtcommunityservices.com)

Created by : Wendy Luu

# About ACSA

## ACSA's Vision Statement:

"Working with Scarborough Residents to Build Strong and Healthy Communities"

## ACSA's Mission Statement

We are a non-profit, multi-service agency at the heart of Agincourt addressing needs and empowering children, youth, newcomers, homeless and underserved communities to build a better tomorrow.

In response to the fast-changing community of Agincourt in the 1970's, eight local churches came together to build on the work that Holy Spirit Catholic Church had been doing to assist local residents who were in need. Reverend Bruce Scott from Knox United Church devoted much of his time in launching Agincourt Community Services Association (ACSA). ACSA opened its doors for the first time in a little white church on the corner of Birchmount and Sheppard. The fledgling agency started by offering supports such as information and referral, emergency food and clothing and by providing a space called "The Family Life Centre" where professionals could provide supportive counseling to people in the Agincourt area.

Today, ACSA addresses a variety of issues including systemic poverty, hunger, housing, homelessness, unemployment, accessibility and social isolation. Over the years ACSA has been funded by all levels of government, several foundations, schools, local faith communities, and The United Way of Greater Toronto and York Region. Its strength remains in the original concept: To act as a bridge between people who need help and those who can provide it. For over 40 years the backbone of the organization has been the army of volunteers who help run an array of programs. While the original concept has remained the same, some of the methods have changed: more and more ACSA helps people to help themselves by providing 'hand up' programs rather than 'hand out' programs. Programs have also changed to reflect the ever-changing community needs. Community Engagement enables entire neighborhoods to work together to identify common issues of concern and to address them as a community. ACSA

continues to ensure our programs and services are relevant and current to the needs of the communities we serve.

Rev. Bruce Scott said in 1970, "ACSA is an expression of genuine concern for community needs. It involves the wider community working cooperatively for the common good and it is tangible evidence of people helping people." With ongoing community support, ACSA will continue to serve Scarborough through the provision of services and partnerships for a better tomorrow.



# JUNE

## 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
Fathers Day						
26	27	28	29	30		

# Embracing Changing Times

The past year has been a remarkable year where Canada opened its doors to welcome 26,000 newcomers from Syria. Canadians took matters into their own hands and immediately banded together in communities everywhere to welcome our newest citizens. Not only were our Newcomers embracing all the new things that this country had to offer, we as individuals and certainly Agincourt Community Services Association embraced those that needed us most in a nimble and responsive manner...after all that's why ACSA exists. As I reflect 2015, I see the many times we must all embrace the many changes that come our way, it's not always easy, but it's what we must do to grow and remain relevant in a sector that is ever changing and continue serving those most marginalized within our communities.

The success of the type of work we do rests with the success of our clients - thousands of clients who access our food bank weekly and receive emergency food packages to help make ends meet when their money runs out; or our newest Canadians coming to ACSA, anxious and worried about what life holds in store for them in their new country. Agincourt Community Services Association opens its doors to our community's most vulnerable every day, including weekends and statutory holidays. Our mission is to respond and meet the ever changing needs of our Scarborough communities.

In December, I had the privilege of sharing Christmas morning with our guests at ACSA main site and I was overwhelmed by the number of people that joined us that morning. A team of dedicated volunteers were in the kitchen rustling up a breakfast fit for royalty and the Agency was filled with music, chatter and people laughing and enjoying one another's company. As I was leaving, one of the guests stopped me at the door and whispered how grateful she and her husband were to have ACSA and the supports they receive. Once again, I was reminded of the importance of why ACSA exists but I was also reminded in that moment that ACSA endured a hard hit in 2015, a \$50,000 loss in funding in the Drop in Program. So many people counting on this lifeline service faced potential closures or diminished services.

*"It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change."* —Charles Darwin.

The need for ACSA's services continues to exist in our communities, where people from all walks of life struggle to create a life that reflects their hopes and desires for themselves and their families. We're here to help them along that journey as we work together in achieving a common goal of improving the lives of people living in poverty in our communities. As an Agency, we must maneuver cutbacks, mitigate funder expectations and constantly stretch funding to meet the increased needs we see. We must embrace all that comes our way in a manner that keeps us true to ACSA's mission and vision and work alongside our funders and elected officials to demonstrate the increased needs in our communities and ultimately the impact of our work and how we must work together to improve conditions on a community level while advocating for changes on a systematic level as well.

I would like to take this opportunity to express thanks to ACSA's many funders, donors and clients for their ongoing support and commitment. A heartfelt thank you to ACSA staff, I am truly humbled and proud of the work you do every day, it is my privilege to work alongside each of you. Finally to the ACSA Board of Directors, thank you for your time and ongoing commitment to the work of this outstanding Agency and to those whose lives we aim to impact on a daily basis. We served over 70,000 individuals this year and together we are making a difference in our community.

With gratitude,

Lee Soda  
Executive Director

# JULY

## 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 <b>Canada Day</b>	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

# Change and Responsiveness to Needs - The Hallmark of ACSA and our Great Country

As I reflect on my last five years as a member of the Board of Directors of ACSA, the theme that emerges is one of constant change and how the agency responds to changes. We live in a very dynamic time where global events are no longer something that happens on the other side of the world. Whether it is political, social or economic, we all feel the impacts of changes - those that are near to us and those that happen far away. The community and clients served by ACSA reflect these changing needs. The leadership and staff of ACSA quickly respond to these changing needs, immediately mobilizing to seek funding for programs that are relevant and timely to better serve. There is no better example that personifies the responsiveness to changing needs than to look at how Canada and ACSA welcomed our newest citizens from Syria. We all watched the news last December as our new prime minister personally welcomed Syrian newcomers to Canada. And those of us on the board watched in awe as Lee and her team wasted no time to apply for funding to assist our newest citizens. The relevance and endurance of ACSA and our great country are both built on understanding and responding to change. It's our collective hallmark and what defines us. Last year we celebrated the 40th anniversary of ACSA and I would say that you likely share my utmost faith and certainty that ACSA will continue to be relevant and enduring to whatever the next 40 years brings.

I would like to thank our members for your continued support of ACSA. To our clients, we exist to serve your broad and diverse needs and you have our utmost commitment that we start every day looking for new ways to do this. To my fellow board members, a very special thank you for being engaged and providing insightful guidance to the agency.

Kindest regards,

Georgia Woods  
Chairperson, Board of Directors



# AUGUST

## 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 <b>Civic Holiday</b>	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

# After School Programs

## What We Do

The ACSA After School Program had a successful 2015! Our 12 After School Program locations run Monday to Friday, during the hours of 3pm-6pm and serve over 35 children in each school location. Our programs are for children 6-12 years old and promote healthy development through increased physical activity, nutritious snacks, a health and wellness curriculum, homework support and cultural awareness. Every day we work together with over 400 children to help build life skills and to increase resiliency in children. We are thankful for the support of our partners at the Toronto District School Board, Toronto Catholic School Board, Home Depot, IBM, Professional Engineers Ontario, Everblast Play Company (Dynamix), Millennium Bakery House and Diliso's Fine Foods Ltd, and of course to our provincial partner Ministry of Tourism, Culture and Sport.



*"We have been fortunate to have ACSA provide our after school program for the past [three] years. It is a great opportunity to service our grade 1-6 students who do not have an after school program in the community. The program leaders provide an incredible program that engages our students through cooperative play activities, social skills and active, physical activity in our gymnasium. Along with this, providing them with a nutritious snack after school is so beneficial after a long day at school. We consistently have a wait-list of students wishing a spot in ACSA's program. Our parent community equally is thankful for being granted the chance to have ACSA in our school. We certainly look forward to our continued partnership."*

- Principal at Timberbank Jr P.S  
Anna Epitropou



# SEPTEMBER

## 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5 Labour Day	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

*What I like about after school program is that we play lots of games and we also get snacks. Plus, we do many creative and interesting things such as colouring our flags, cooking and lots more. I think they should keep after school program next year because kids would like the games, that we play and they will like the snacks we get. Also for some games they would separate little kids and big kids to make it fair. I really enjoyed after school program since I was in Gr 1 and or 2. I think kids would like this program because its fun, energetic and many more.* -Sanja Sasikaran Grade 4

**For more information contact: ACSA Child and Family Centre  
416-299-9872**

# Community Engagement

## What We Do:

Community engagement is a process by which people become actively and genuinely involved in:

- Defining the issues of concern to them;
- Making decisions about factors that affect their lives;
- Formulating and implementing policies;
- Planning, developing and delivering services; and
- Taking action to achieve change

Projects in this department include:

- Action for Neighbourhood Change Dorset Park and Steeles-L'Amoreaux (ANC DP and ANC SLAM)
- Civic Awareness Project (CAP)
- Tenants, Involved, Educated and Ready to Respond (TIERR)
- Resident led projects such as Reach Out Project Engagement (ROPE), as well as the Resident Action Grants (RAGS)
- Neighbourhood planning tables such as Steeles-L'Amoreaux Strength in Partnership (SSIP) and the Dorset Park Network
- Scarborough Civic Action Network (SCAN)



## Successes of 2015

- Over 600 people were engaged through the City of Toronto's poverty reduction strategy
- There were over 40 resident led projects that engaged over 1000 residents across Dorset Park and Steeles-L'Amoreaux
- Residents gave the mayor a signed petition with over 500 signatures, as they were concerned about pedestrian safety in the neighbourhood
- Over 120 residents graduated from the civic awareness project, many of whom are now taking on leadership roles in their own community
- Over 80 women participate in the Women's English Circle and are now getting involved in their community
- Over 60 community partners worked with residents on community networks to promote positive change in community



# OCTOBER

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## 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10 Thanksgiving	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

*"I deputed downtown at City Hall for the City's Poverty Reduction Strategy, as I wanted to see change. I live in Toronto Community Housing and the conditions are horrible. I wanted to make it better for myself, my mother and my son. Councillor Raymond Cho approached me after my deputation and he said he could help me. Within a month, I started to see changes in my building. I am now sharing this story with others, as a way to encourage others to get involved and have their voices heard" – Suganthine Sivakumar*

**For more information contact  
ACSA Dorset Park Community HUB  
416-292-6912 ext 300**

# ACSA Chester Le Community Corner

## What We Do

Chester Le Community Corner provides access to services and programs for residents, as well as opportunity for residents to lead initiatives of their own. In 2015, over 20 different programs ran out of the space ranging from youth drop ins to seniors programming to community kitchens to a program that provides mental health supports for women. These programs are offered by ACSA, as well as a wealth of other community partners, including but not limited to, Youthlink, Yee Hong Centre for Geriatric Care, Toronto Employment and Social Service, Oxford Tutoring, Wordswell and more.



## Successes of 2015

- Over 25,000 walked through the doors of the Chester Le Community Corner in 2015 for a variety of programs, services and events
- Chester Le hosted its first TIFF in your Park event that brought over 300 community residents together to watch a movie in the park
- A group of more than 150 Tai Chi practitioners got together at Chester Le Park, doing Chinese deep breathing exercises, Chinese traditional shadow boxing, Tai Chi sword, Tai Chi fan, and Tai Chi soft ball, to participate in a new exciting initiative of 100 in 1 Day Toronto co-presented by United Way Toronto & York Region and Evergreen.
- Chester Le residents experienced an Aboriginal Day which was composed of aboriginal smudging ceremony at the Chester Le Park, a traditional drumming ceremony, and two Aboriginal workshops delivered by Patrick Nadjiwon and Aurora Felix from the Three Sisters' House.

# NOVEMBER

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## 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11 Remembrance Day	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

*"I am happy that the community center provides the school children with free tutoring program, which is very helpful to both children and parents. I felt embarrassed and stressful every time my children asked me to help out with her homework. I can speak little English so have no idea about her questions. The tutoring program solved my problems. My daughter enjoyed attending the program and never missed one. "*

*---Lili B., a single mother from Oxford Tutoring program*

**For more information contact:**  
**ACSA Chester Le Community Corner**  
**416-491-3456**

# ACSA Child and Family Centre

## What we do?

ACSA's Child and Family Centre offers programs for parents, caregivers and children 0-6 years old. These programs focus on early childhood education through play-based learning. Parents/caregivers and children work together on activities to help strengthen parent-child relationships while educating parents and caregivers on their child's individual growth. The programs offered include Creative Play, Fun with Friends, Kindergarten Readiness, and various parenting workshops.

ACSA's Child and Family Centre offers programs free of charge, 6 days a week (Monday-Saturday).

## Successes of 2015

During the summer of 2015, ACSA's Readiness to Learn Program was offered to 140 children who were preparing to start Junior Kindergarten in September. This program was offered at three different locations and helped increase children's independence, cognitive thinking and social growth when transitioning them into school.

ACSA's Child and Family Centre, in partnership with ABC Literacy Canada and HSBC, held our first Family Literacy Event to help promote literacy among children 5-10 years old. This event served over 80 families and engaged children and parents various reading activities and provided parents with resources and tools to continue supporting their child's learning at home.



# DECEMBER

2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
<b>Christmas</b>	<b>Boxing Day</b>					<b>Christmas Eve</b>
						<b>New Years Eve</b>

*"I like the following about the creative play program... It has a small class size that allows more one on one interaction between kids and staff member interactions. [There are] interactive activities during circle time to get kids engaged, such as [the] good morning train asking each child to say their name [and] jumping while singing to "ABC" song. [There are also] crafts and other special activities for the day, a different one every day. A volunteer is available to help out so the lead teacher has more time available to interact with kids. Last but not least, friendly staff, caring staff."* -Xiaoping Li

**For more information contact:  
ACSA Child and Family Centre  
416-299-9872**



# ACSA Dorset Park Community HUB

## What We Do

Dorset Park Community HUB is a one stop shop where residents can access services and programs, as well as where residents can access community space to run initiatives and programs of their own. ACSA is the lead agency of the HUB, which houses 10 other anchor partners who offer a range of programs from mental health services to employment supports to youth programs to a low vision clinic. Partner agencies include:

- John Howard Society of Toronto
- Family Association for Mental Health Everywhere (FAME)
- VHA Home HealthCare
- Extramile Ministries
- CNIB
- ACCES Employment
- Youth LEAPS
- Toronto CPR
- Chinese Canadian National Council Toronto Chapter
- Dorset Park Neighbourhood Association



## Stats & Success stories

- Over 50,000 walked through the doors of the Dorset Park Community HUB in 2015 for a variety of programs, services and events
- The HUB hosted 10 community events that engaged over 1500 community members
- Residents led over 10 different programs, including but not limited to, Zumba, Happy Women's Club, International Language Classes, Women's English Circle, Multicultural Kitchen, Garden, Multicultural Cooking, serving over 700 community members

# JANUARY

2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 <b>New Years Day</b>	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

*"I have been a resident in Dorset Park for over 11 years now. I am a very caring and social person and volunteering in the food bank gave me the opportunity to develop my English skills while helping the members in my community. Also, having no other family in this country other than my children, the community hub became my second home. I have had really great memories here and have made wonderful friends."*

*-Ghada Al Kalaa*

**For more information contact:  
ACSA Dorset Park Community HUB  
416-292-6912 ext 300**

# Drop-in Services

## What We Do:

- ACSA's Drop-in provides basic needs and supports to homeless people and those who are precariously housed. We provide access to meals, showers, hygiene products, clothing, computers, phones and lockers.
- Our staff members talk to people about their lives, their concerns and their challenges. We provide access to a doctor, foot nurse and The Mobile Dental Clinic; we refer to these outside services that come to ACSA, as well as our own HOS programs.
- Our Drop-in also has creative and supportive programming in our Women's Group and Art Group. In addition, we take groups out on a much-needed break from the difficulties they face. In 2015, the Drop-in community enjoyed the Royal Ontario Museum exhibit on Pompeii.



37,085 Meals (Breakfast, lunch and snack) were served to homeless and marginally housed people.

# FEBRUARY

2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20 Family Day	21	22	23	24	25
26	27	28				

"They welcomed me in with open arms" – a Drop-in participant

For more information contact:  
Drop-in Workers 416-321-6912 ext. 235 and 236

# Financial Empowerment & Problem Solving (FEPS)

## WHAT WE DO:

The Financial Empowerment and Problem Solving (FEPS) program provides financial education, advocacy and problem-solving services to low-income people. FEPS services are free, confidential, one-on-one, and include information and referrals to income support programs and financial services providers. We provide hands-on help with:

- Completion of income tax returns,
- Applying for government benefits,
- Solving financial problems and questions related to letters received from CRA,
- Changes to child tax benefits,
- Accessing bank services,
- Managing debt, credits and liens,
- Accessing social assistance and other income benefits,
- Managing personal resources,
- Accessing savings and asset building opportunities and
- Protection from financial fraud and abuse



# MARCH

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### OUR SUCCESSES:

Last year FEPS helped more than 2,300 people with their financial issues, including 1,875 people served at our annual income tax clinic. During the tax clinic season we were able to help put over \$6,000,000 in refunds and benefits into the hands of many of our community members who need it most. . We facilitated 27 workshops, attended by 549 participants, increasing participant's knowledge about financial issues affecting their every-day lives.

For more information contact: Lay Lee Loh 416-321-6912 ext 245  
Irene Chan 416-321-6912 ext 246

# ACSA Food Bank

## What We Do:

For over 40 years, the Agincourt Community Services Association food bank has provided food assistance to members of the community in need. ACSA has been operating this essential service to meet one of life's basic needs, putting food on the table since 1974. Helping our neighbors feed their families and offering a hand up during tough times is really the essence of WHY ACSA exists. We serve a large geographic area in Scarborough from Victoria Park Ave, to Markham Road and from Lawrence Ave East to Steeles Ave. People who access the food bank come from diverse backgrounds. They may need short term assistance due to unemployment or adjustment to their new life in Canada or they may need long term assistance due to disability or hardship.



## Successes

- Joined Twitter in February 2015 @ACSAfoodbank
- September – Daily Bread Food Banks annual Whos Hungry report described gentrification of the city core putting pressure on the outer suburbs such as Scarborough where the need is higher and resources are scarce
- June – Lunch and Learn presented to hub partners titled ACSA Food Bank – Background and Presenting Issues
- Spring - Roadsport Honda donated a van filled with food in honour of our long serving volunteer, George Watson
- 1st September corn roast for clients and staff
- Fall – Rosewood Taxpayers Association annual food drive donated 3,672 food items
- December – Food Share donated 200 Good Food boxes to our clients making the holiday season healthier and brighter with fresh fruits and vegetables
- December - Volunteers and local schools and businesses donated time and food items to the annual Christmas Cheer food drive – Many thanks!

# APRIL

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
					Good Friday	
16	17	18	19	20	21	22
Easter Sunday						
23/30	24	25	26	27	28	29

Total Numer Served in 2015: 45, 391  
 Dietary Requirements: 25% no pork; 15% halal/no pork; 6% diabetic  
 Education: 19% grade 9-11; 24% grade 12; 16% college diploma; 18% university degree  
 Householder's Income: 11% no income; 17% ODSP; 20% child tax benefit; 29% Ontario Works

For more information contact: Food Bank Coordinator  
 Christine Markwell  
 416-292-6912 ext 319



# Food Security

## What We Do?

ACSA food security is working closely with local resident groups, public, private and non-profit partnerships to offer community members healthy, impactful, and effective community food and gardening programs and community initiatives with the support of diverse funding streams.

- Community Gardens
- Gardening workshops and programs
- Trips and excursions
- Community Kitchen Program
- Cooking Healthy Together
- Peer Nutrition Program
- Guest Chef Project

## Successes of 2015

At Agincourt Community Services Association (ACSA), we aim high for our food security program and strive for excellence, not only achieving the goals we set out but also exceeding expectations. Below is a list of our successful stories in 2015:

- **Day of Caring**  
Community and caring are at the heart of the United Way Toronto and York Region's Day of Caring at the Agincourt Community Services Association's Nashdene Community Garden.
- **Peer Nutrition Program**  
Helen, a program participant, experienced a greater fondness with the program when she discovered that Chinese Mandarin translation would be available to participants - her mother tongue.
- **Earth Day Clean-up**  
ACSA food security in partnership with different service providers and community partners organized the second Earth Day Clean-up on April 22, 2015.

# MAY

# 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 <b>Mothers Day</b>	15	16	17	18	19	20
21	22 <b>Victoria Day</b>	23	24	25	26	27
28	29	30	31			

*"We should have more movie night in the Chester Le Park because that brings the residents out. It was open environment where you can breathe the fresh air, enjoy the snacks, and talk to your friends close to you. It was fun for kids and families and a way of getting out of the house." ---Bibi H., a participant from TIFF in Your Park*

**For more information contact:  
Food Security Coordinator  
416-491-3456 ext 407**

# Homeless and Outreach Services Department (HOS)

## What We Do

- Street Outreach Services – links people who are on the street to housing
- Housing Help – helps people with housing issues
- Landlord Recruitment – works to increase the availability of market rent housing units
- Follow up Case Management – helps prevent a return to homelessness
- Massage Parlour and Micro-brothel Outreach – supports the well-being of women in the sex trade
- Opiate Addiction Services Project – support and information about opiate use and addiction



# JUNE

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
<b>Fathers Day</b>						
25	26	27	28	29	30	

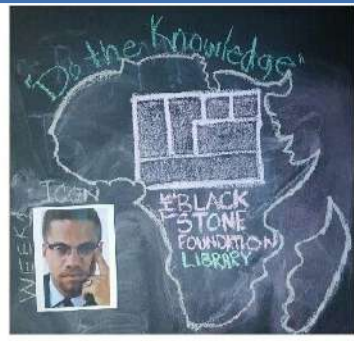
## Successes

- 18 Homeless people who were living on the street or in camps were housed by our Street Outreach Team.
- 213 Applications for Housing Connections, the route to subsidized or rent-geared-to-income housing were completed and updated.

*"I don't know what I would do without you – I would be living in a hole somewhere. You were really patient with me. You really helped me get on my feet."*  
 -- A Street Outreach Client

**For more information contact:**  
 Sara Clenyg-Jones 416-321-6912 ext. 225

# Making A Difference Project



## What We Do

The Making a Difference program provides life skills programming for young people aged 12-17 who have been in contact or are at risk of coming into contact with the justice system. The program works to address the needs identified by the participants and has included workshops on topics such as healthy relationships, career navigation, stress management and identity to name a few. Through partnerships with various community stakeholders the program has worked with young people in the Chester Le, Glendower, Dorset Park and Kingston Galloway communities.



New to ACSA this year is The Blackstone Foundation Library (BFL). Ontario's only Afro-centric focused loaning library located in the Chester Le Community Corner.

## Successes:

After attending "the change view awards" anti-stigma youth video competition ceremony for children and youth mental health week, one youth disclosed the fact that she had been suffering from depression to her parent. The videos that were presented at the event gave her the courage to have a conversation with her mother about her struggles and they are working together as a family to get the support they need. The DOJ program was able to expose this young person to the importance of not being ashamed of the mental health issues they are facing and why it is critical to get help in format that they could relate to.

One young person decided to face their fears head on and participated in our rock climbing excursion. Although he was extremely hesitant he was able to strap on the equipment and took some strides up the wall. The DOJ program was able to provide a safe environment for this participant to safely push past his fears. This experience increased his confidence in his self and his ability to do certain things.

# JULY

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1  <b>Canada Day</b>
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

*"I love coming to Do the Knowledge every week, I like learning about the new icons every week there is a lot of powerful people I never knew existed!"*

*"I like having a selection of books by, for and about Black people, the Black authors show a different perspective, one I can relate to. I've read 2 books so far now I want to read more! This program has really opened my eyes to how I can better deal with some of the issues I face on a daily basis"*

**For more information contact:**

**Natricia Drummond at 647-828-6912 [dnatricia@agincourtcommunityservices.com](mailto:dnatricia@agincourtcommunityservices.com)**

**Athena Wong at 647-688-6912 [wathena@agincourtcommunityservices.com](mailto:wathena@agincourtcommunityservices.com)**

# ACSA NEWCOMERS' CENTRE

**What we do?**

ACSA's Newcomers' Centre provides services to newcomers in Scarborough to assist them in their settlement and integration process. Established in 2010, the Newcomers' Centre has served thousands of newcomers to assist them in their wide array of needs such as finding a house, upgrading of skills, addressing immigration & citizenship problems, finding employment, navigating government systems and accessing resources.

**Successes of 2015**

- We are proud to exceed our target to serve newly arrived immigrants and refugees by 185% achievement and engage them in one-on-one support through intensive case management
- We increased the knowledge of 5110 newcomers as they engaged in our workshops and information sessions
- We collaborated with the Armenian Community Centre of Toronto and other sponsorship agreement holders to support the settlement needs of Syrian newcomers who have settled in Toronto as a result of the government of Canada's commitment to assist Syrian refugees
- Our Citizenship Test Preparation Workshops have consistently generated 100% passing rate of clients who participated in our in-person workshops and online webinars

Number of Newly arrived newcomers - 1480  
 Number of repeating clients - 4026  
 Number of info sessions & workshops – 319  
 Number of workshop participants - 5110



# AUGUST

2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7 <b>Civic Holiday</b>	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

*"My family is very glad to be in Canada especially that there are people serving newcomers like you! It is very important to talk to a settlement counselor to get updated information. They are so helpful! If we have not visited the Newcomers' Centre, we will not get the information we need to settle quickly in our new country!"* MARIA PATRICIA BUESER ESTEBAN, Newcomer from Philippines

*"I lost everything, but I have met the most amazing and caring settlement worker who means the world to me. Yes, we will still have my ups and downs, but with the help from the Newcomers' Centre staff, I know we have a great future to look forward to."* NADIA ZAHEER, Newcomer from Pakistan

**For more information contact; Newcomers Centre : 416-292-6912 ext 3**



# Seniors Program

## What We Do?

Seniors were kept busy in 2015 through programs provided at all of ACSA's locations. Programs range from a drop in to tai chi to food security. The one thing they have in common is their goal of breaking down the isolation of seniors and creating an environment where seniors' can thrive.

- Seniors cafe
- Seniors group at main site
- Seniors tai chi and yoga
- Supporting resident led senior groups out of the Chester Le Community Corner
- Supporting the Healthy and Happy Friendship Association (HHFA)



## Stats/success stories

- Over 1000 individual seniors were engaged through our seniors programming
- 6 residents leaders facilitated programming for 30 seniors through new funding received from the Seniors' Secretariat
- ACSA supported 6 new senior led programs out of the Chester Le Community Corner
- ACSA started new collaborative partnerships with partners such as Yee Hong Centre for Geriatric Care

# SEPTEMBER

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4 Labour Day	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

"The yoga program has helped me to relief stress and to feel better about myself. I have now met new friends and have become involved in other programs in the community "- Yoga participant

"The program has taught me a lot of new skills. I was able to practice my english, learn about health topics and learned how to make a bunch of different crafts"- Senior drop in participant

**For more information contact:**  
**Seniors Program**  
 416-292-6912 Ext 300

**What We Do:**

Taking Action to Achieve Growth & Success (TAAGS) focuses on supporting young people (12-24) who are currently, or at risk of, becoming negatively involved with peers and communities, increasing their chances of becoming violence involved. TAAGS believes the more we contact and involve ourselves in the lives of young people the higher chance we have to create supportive, trust worthy relationships and resiliency. Through this, we seek to decrease the negative interactions and involvements many youth in Scarborough face. Each practitioner provides multifaceted and diverse services based on the needs of the youth, for a period of 8 months with approximately 12-15 young people on their caseload at a time.

**SUCSESSES:**

- Decreases overall risk level of participants in the areas of school, community and peers.
- Overall decrease of committing new offenses amongst participants.
- Confirmed funding from the United Way to further explore barriers youth experience in accessing and maintaining employment.
- Reconnected almost all young people to school or employment, setting them up to meet their goals
- 71 young people completed the program in 2015



# OCTOBER

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9 Thanksgiving Day	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Success Stories:**

A 16 year old young lady was introduced to the TAAGS program through a local community centre. At the time, the youth was experiencing many physical altercations and conflicts in the community, issues at school, as well as challenges with her family. The challenges that she was experiencing at home eventually led her to leaving her house and living between friends' homes in the community. The TAAGS program supported this young woman with understanding the root of her conflict in the community, pro-social activities, academic support, conflict management, positive communication, and family mediation. As a result of this young lady's unwavering strength and determination to succeed, she is now living back at home with her family, making more positive choices in the community, excelling in school, and working part-time.

# Volunteering At ACSA

## What We Do:

Agincourt Community Services Associations' Volunteer Program is a place where community members— regardless of language, culture, religion, gender, immigration status or social status – have equal opportunities to contribute, impact and make positive changes that are meaningful to the community where we live, work, and play. Our Volunteer Program is mainly composed of people who live in the community and represent a variety of ages, ethnicities, cultures and languages

## Successes

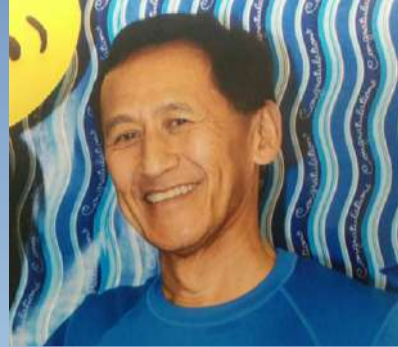
Through volunteering at ACSA, volunteers and students gained

- Customer service skills
- English and overall communication skills
- Expand social networks
- Develop a sense of belonging
- Satisfaction in helping those in need



*“After retiring over 5 years ago, I decided to volunteer at ACSA. I have worked in the Kitchen and drop in area serving walk-in clients for over a year now. It has brought more meaning to my life, a better weekly routine, and satisfaction in helping those in need. I also enjoy the social aspect in interacting with the clients, and working alongside others at ACSA who have similar intentions. Interaction with the clients also gives me better insight and understanding of some of the challenges that these people face in their lives. I took on additional duties to do income tax preparation for low income earners. It gave me great pleasure in knowing that I can perform these duties satisfactorily after being retired from office work for so many years. “*

*--Ken Chew*



*“ Through my placement experience at ACSA, I developed a better sense of self in the field of social work. ACSA provides students with a great range of opportunities to participate in. The staffs were very helpful and encouraging to work towards my learning goals and provided the best learning environment possible for all students.”*

*-- Amanda Antonyshyn*

# NOVEMBER

2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11 Remembrance Day
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

*“It was exciting to learn about the programs that Dorset Park Community Hub provides for their community members, as well as the clubs and classes that are offered. Seeing how passionate staffs are about the community has really sparked my interest even more to contribute at ACSA”*

*-- Vanessa Zeng*

For more information contact:

Jolie Chan

Volunteer & Outreach Coordinator

416-321-6912 ext 248

[cjolie@agincourtcommunityservices.com](mailto:cjolie@agincourtcommunityservices.com)

# Youth Outreach Workers

## What We Do:

The Provincial Youth Outreach Worker Program supports at-risk and high-risk youth and their families to better navigate and connect with services and pro-social opportunities in their communities to improve youth outcomes.

Youth Outreach Worker team provides one-on-one support to high-risk youth ages 12 to 29 and their families to prevent youth from further risk / violence. High-risk youth are youth who may be experiencing challenges related to mental health, addictions, trauma, relationship violence, human / sex trafficking and / or may be involved in criminal activities; and who have been involved in specific incidents or conflicts (fight at school, interaction with the police, sibling in conflict with the law) that increase their risks.

The YOWs also provide, prevention and intervention work to build neighbourhood and community capacity to engage and serve youth better. Our yearly target is 80 new youth per year following our working model of the Stages of change.



## Successes:

- Our Love Yourself First- The Truth Hurts Radio Girls Group applied and received the Laidlaw Grant on Rape Culture. The Truth Hurts consist of 4 girls that currently attend L'Amoreaux C.I in Scarborough between the ages of 15-16. The group conducted a series of topics which was captured through online podcasts.
- YOWs partnered with Formula 16, a beat making/ production program designed to give youth who are interested in music the opportunity to learn and create musical expressions.
- During the Month of February YOW facilitated Black History month Assemblies for Leacock C.I, L'Amoreaux C.I and David Mary Thompson. Bringing cultural insights and YOW program awareness to over 1000 Student attendees.
- Silver Springs youth group of approximately 13 youth, had the opportunity to attend several events and activities over the summer. This includes attending the PAN AM Games, Field Trip to the Daniel Spectrum Centre in Regent Park as well as participating in the annual Manifesto Festival of Arts and Culture, Dundas Square in downtown Toronto

# DECEMBER

## 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30
Christmas Eve New Years Eve	Christmas	Boxing Day				

- Two youths, one from the Chester Le community and the other from Silver Springs, submitted resumes and were interviewed at the CHAMPS Sports job fair mid July and were successfully hired and one youth from Chester was hired at CHAMPS through Tropicana Summer Jobs. All youth are extremely excited for their new employment endeavor and have thanked YOWs for their support.
- Two of our youth participants from Silver Springs, registered, participated and received their CPR/First Aid Training certificate. Our Youth have expressed interests in training several months prior and greatly appreciated receiving their new credentials

For more information contact: Youth Outreach Workers : 416-577-6912 or 647-654-6912

# Board of Directors



## **Georgia Woods, Chairperson**

Georgia Woods is an IT leader in Financial Services. She has almost 30 years of experience running development, infrastructure and information security teams in Canada and the US. She has been part of the ACSA Board of Directors since 2011.



## **Doug Brown, Vice Chairperson**

Doug Brown is a senior executive with over 25 years of experience in operational and finance roles within both public and private companies. Currently he is the CFO and Secretary of The State Group Inc., a \$300 million multi-trade contractor with operations throughout both Canada and the US. Prior to this, he has held senior finance roles with Enercare Inc (formerly The Consumers Waterheater Income Fund), Firan Technology Group and Slater Steel. He is a Chartered Professional Accountant (CPA) and a CA, and started his career at KMPG. His not-for-profit experience includes an earlier term on the Board of ACSA as well as a term on the board of Family Day Care.



## **Anupaa Ratnasingam, CPA, CA, Treasurer**

As a Vice President of Finance at Global Matrix, Anupaa Ratnasingam is responsible for the management of both Client and Corporate Accounting Departments. She is responsible for the administrative, financial, and risk management operations of the company, to include the development of a financial and operational strategy and the ongoing development and monitoring of control systems designed to preserve company assets and report accurate financial results. Anupaa has over 5 years of experience in public accounting with experience wide range of industries including: Health Care, Automotive and Technology. Anupaa has received her Bachelor of Business Administration (BBA) with Honours from the University of Toronto and is a Certified Professional Accountant and Chartered Accountant. Prior to joining Global Matrix, Anupaa worked at KPMG Toronto in the firm's Audit and Assurance Group, serving both public and private clients in Energy, Mining, Industrial and Manufacturing sector. Anupaa serves as the Treasurer of ACSA and is also a member of the Board's Finance committee. Anupaa is passionate about volunteering and contributing to build a better tomorrow for all communities.



## **Jay Paleja, Secretary**

Jay Paleja is a Corporate Management and Policy Consultant at the City of Toronto. At the City, Jay advises, informs and coordinates relationships with other orders of government to advance the City's strategic interests. Prior to this, Jay was a Policy Advisor at the Association of Municipalities of Ontario where he was responsible for supporting the administration of a \$500 million infrastructure program. Jay is a first term ACSA board member and he is excited and proud to serve the Scarborough community he grew up in. He received his Master of Public Policy from the University of Toronto and a Bachelor of Commerce from McGill University in Montreal. During both programs he was actively involved in student life, including the Graduate Student Union and Public Good Initiative where he provided policy and governance advice to a non-profit organization. In his spare time, Jay enjoys spending time with his wife and Labrador Retriever, Cooper.



## **Carol Cunningham, Director at Large**

An active and engaged resident of the Scarborough community, Carol is passionate about serving the most vulnerable populations in the area and has dedicated the past 33 years to doing so. Carol is the co-founder and Director of the not-for-profit organization Caring Community Connections, which developed and implemented initiatives for underserved community members with a focus on youth programs. During her time with CCC, Carol collaborated with ACSA, the Boys and Girls Club, and other local organizations to better serve the community at large. She has presented her keynote address, "Caring is Cool" - a message of empathy and compassion - to students and educators throughout Toronto. For 25 years, she participated in a specialized foster care program and is foster mother to over 80 young offenders.

Carol is also the proud mother of two grown sons with learning disabilities, who have fueled her second passion: advocating for students and children who learn differently. Her personal experiences empower her to share her knowledge and insights with parents and teachers, as well as with students. She has presented throughout Ontario and internationally. Her passionate message provides strategies for advocacy, empathy, and a host of ideas to assist special learners and their parents. Carol also trained students with the Toronto District School Board on assistive technologies.

Recently, Carol's desire to serve has grown from a focus on youth to include any person struggling with the demands of daily life. Last year, she worked with Out of the Cold, a program that provides meals and overnight shelter to the homeless. Carol is honored to be a returning board member for ACSA, having previously served from 2001 to 2007.



### **Naheed Dosani, Director at Large**

Naheed Dosani is a Palliative Care & Family Physician at Inner City Health Associates (ICHA) and William Osler Health System. He recently completed his fellowship in Palliative Medicine at the University of Toronto and prior to that, his Residency in inner-city Family Medicine, where he served as Co-Chief Resident of St. Michael's Hospital Family Medicine Residency Program. After completing his training, he founded PEACH (Palliative Education And Care for the Homeless), ICHA's newest program. He is a researcher, with projects underway investigating the impact of housing on health, social media as a tool for communication among healthcare providers and palliative care for heart failure patients. He teaches medical students & residents, serves on the Board of Directors for the Agincourt Community Services Association and serves on the Steering Committee for Healthcare Providers Against Poverty. Naheed is passionate about the social determinants of health, inner city health, global health equity and social media. You can follow Naheed on Twitter @NaheedD



### **Bryan Heal, Director at Large**

Bryan is the Accreditation Manager for child and youth mental health, youth justice and child welfare at the Canadian Centre for Accreditation (CCA). Prior to this he has worked in municipal policies and served for 9 years as a researcher, evaluator and consultant for public sector and non profit organizations in Ontario and internationally. During this time, he has audited community health and youth engagement programs serving street involved and multiply marginalized populations, provided strategy and evaluation services to youth serving and humanitarian relief organizations, and has served on knowledge exchange, technology and policy working groups of the provincial government and other funding bodies. Complementing service on the ACSA Board, Bryan is a Scarborough resident who has Co-Chaired the Dorset Park Community Hub Steering Committee, organized several Jane's walks, supports civic-building initiatives of the Greater Toronto Civic Action Alliance, and remains an active Panel Reviewer for United Way Toronto and York Region agency submissions. Bryan has an academic background in population health, and has completed undergraduate, graduate and professional training through McMaster University, Lakehead University, the Wellesley Institute for Urban Health, and the Public Health Agency of Canada.



### **Cameron A. MacDonald, Director at Large**

As Assistant Vice President and Counsel to Manulife Financial Corporation, Cameron advises Manulife's Corporate and Divisional Law groups on a broad range of legal and commercial issues. For Corporate Law, he is principally responsible for all corporate transactional matters, including public and private financings, intercompany transactions, and mergers and acquisitions. For Divisional Law, Mr. MacDonald oversees a team of legal specialists in Manulife's Montreal and Waterloo offices and is responsible for the provision of strategic legal advice and the oversight of legal issues relating to the business units within Canadian Division. Prior to joining Manulife in 2012, Cameron practiced with Osler, Hoskin & Harcourt LLP in the Corporate and Securities group. Cameron has represented senior management, boards of directors, acquirers, targets, selling shareholders, special committees, issuers and underwriters/agents in a variety of transactional matters, including public take-over bids (both hostile and friendly), proxy contests, structured product launches, fund mergers, corporate finance transactions and restructurings. Most recently, Cameron played a lead role in connection with Manulife's \$4 billion acquisition of Standard Life Canada and the related \$2.26 billion bought deal financing of subscription receipts.

Cameron holds a J.D. (with distinction) from the University of Western Ontario and a B.Comm. (with distinction) from the University of Guelph.



### **Krista Mahadeo, Director at Large**

Krista is a Certified Human Resources Professional with more than 20 years experience working in corporate environments, and is an active member of the Human Resources Professionals Association - Toronto Chapter. She immigrated to Scarborough with her family as a teenager from Guyana. Krista's past volunteer activities include Executive Member with Malvern Softball Association, a Candy Striper at Scarborough General Hospital, among other volunteer activities. Krista is very happy to be a new member of the ACSA Board of Directors, and is looking forward to working with everyone, and contributing to the development of our community.



**Paul Rook, Director at Large**

Paul Rook has been active resident in Scarborough for 40 years, as an educator, a political organizer and a participant in local organizations. He taught in three high schools - Agincourt, MacDonald and Pearson - within the area covered by Agincourt Community Services Association. For eight years he was full-time Vice-President and then President of the Scarborough district of the Ontario Secondary School Teachers Federation. Paul is a member of the Coordinating Committee of the Scarborough Civic Action Committee (SCAN). He was Chair and Vice-chair of the Scarborough Hospital Community Advisory Council and in this capacity represented our community on many hospital committees. Paul previously served as member of ACSA's Board and during that time was Board Chair, Vice-Chair and Secretary and Chair of our Policy Committee, when it did a complete review of our by-laws and policies. He trains people, who are obtaining their certification in dispute resolution and also teaches at the LIFE Institute at Ryerson University. He brings experience and skills in policy making, organizing, chairing meetings, decision making and dispute resolution to our Board.



**Naeema Tharani, Director at Large**

Naeema is a Strategy and Planning Specialist at Cancer Care Ontario, with experience working with multiple Public Health Units across Ontario. She has a Master's degree in Public Health, Bachelor's degree in Health Sciences, and a Certificate in Project Management. She is goal-oriented, evidence-focused and a strategic thinker.

Outside of work, Naeema is actively involved in planning and coordinating programs and events for youth, promoting leadership and community engagement. Naeema is excited to be an active member on ACSA's Board of Directors.



**Lois Williams, Director at Large**

Lois Williams currently works as a Public Health Nurse for the York Region. Having lived and worked with people of different cultures, including indigenous Canadians while living in various locations in Canada and around the world gives Lois a passion and cultural sensitivity engaging in a multicultural setting. Lois grew up in India and then as a nursing graduate volunteered to work in remote areas of Ecuador and Haiti. She and her physician husband worked in Northwestern Ontario with First Nation citizens both on remote reserves and at a base hospital. Following the birth of the first of her four children Lois volunteered in medical mission work in Nepal for a period of eight years. Whether in Thunder Bay or the GTA Lois continues to work in a wide range of volunteer roles.