



AGINCOURT
COMMUNITY
SERVICES
ASSOCIATION

Bridging The Gaps In Our Community

AGINCOURT COMMUNITY SERVICES ASSOCIATION | 2016 ANNUAL REPORT

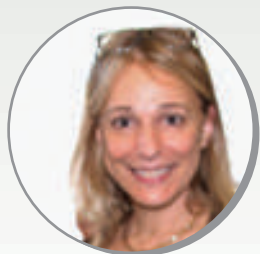
Letter from the Executive Director

Agincourt Community Services Association has been a pathway for thousands of individuals in the community. Ultimately the pathways and bridges we help forge are the over-arching goal to creating the conditions that enable newcomers and vulnerable populations to become valuable and contributing members of society. ACSA's Board of Directors, Leadership Team, ACSA Staff and Volunteers all work to promote programs, services and, public policies that facilitate the integration of those most vulnerable and support their communities to build leadership and capacity.

2016 was no exception for ACSA forging ahead and continuing to build the capacity of those most in need of supports and bridging them to opportunities in the community and beyond. It's my privilege to work with and for our service users every day and watch them gain new skills and reach unbelievable heights. From the smallest miracles that occur daily in our Child and Family Centre where children learn how to recite the alphabet and build structures "high to the sky" to life changing moments where a newcomer woman was able to leave her long-time abusive marriage because of the love and support of the women-led English Circle at the Dorset Park Hub or the daily safe haven provided to dozens of individuals struggling with homelessness through our Drop In and Community Supports programs at our ACSA main site.

I am always so grateful to our supporters, our volunteers and staff who show up everyday and make all of this work possible with passion, unrelenting dedication and commitment. Thank you all, our annual report this year links the work of ACSA to building bridges in our communities and helping those most in need access vital programs and services or creating pathways for people to build and shape their own bridges in order to create their vision of stronger healthier communities.

Together we are stronger!

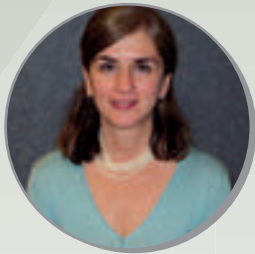


Lee Soda
Executive Director



Letter from the Chair, Board of Directors

As I reflect back on 6 years as a member of the ACSA Board of Directors, I leave almost as I came in - convinced that agencies like ACSA are a vital part of the community. They are vital because of their passion to service residents with needs. They are vital because they have their pulse on what matters most to residents and are a window into the community for governments, volunteers and funders. They are vital because they bridge those needs with the programs that deliver those services. Lee and her team are unrelenting as they write proposal after proposal to gain the funding they seek to create those programs for the community. They are not always successful bidders but that does not deter them from their mission and their passion - to be that bridge to the community. I wish Lee and her team continued success and ask all of you in whatever capacity you have to recognize and support the vital work done by ACSA and other agencies. For this annual report, we asked the board members to write a personal message and reflect on why they chose to serve on ACSA's board. I hope you enjoy each epistle.



Georgia Woods

Chair, Board of Directors





Throughout 2016, the Corner has offered
over 20 different programs
including

8 youth programs,
9 family programs,
and
7 senior programs



Chester Le Community Corner

The ACSA Chester Le Community Corner provides a variety of programs and services for children, youth, families and seniors directly to the Chester Le community and throughout Steeles L'Amoreaux. The Chester Le Community Corner remains the connection for residents to access services throughout ACSA including the income tax clinic, toy drives, school supplies, health and wellness workshops, resident engagement initiatives, food security supports, and the gem of Chester Le is the newly expanded community garden.

Throughout the past year the Corner has adjusted programming to reflect the changing needs of the community. Collaboration with community residents and partner organizations has allowed us to build capacity among residents so together; we can take steps towards creating a healthy, strong community.

Children and youth accessing the space have participated in increased programming, which includes Kung Fu martial arts, woodworking workshops and beat making workshops. Seniors have remained active by participating in weekly tai chi sessions, ping pong games and dance practices. Families have come together to cook and share meals, as well as, participate in family specific programs requested directly from community members.

SEPTEMBER

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

Did you Know?

- Based on community interest, ACSA, in partnership with East Metro Youth Services offered a Strengthening Families program to residents residing directly in Chester Le. Families had an opportunity to share a meal together and then practice positive communication skills, improve relationships and access supports for their families.

For more information:
please contact 416-491-3456

ACSA Child and Family Centre

 **ACSA'S AFTER SCHOOL PROGRAM SUPPORTS 450 CHILDREN** 
MONDAYS - FRIDAYS, FREE OF CHARGE

ACSA's Child and Family Centre has been a great connector in bringing families together in the community through the various programs that it offers. Serving children ages 0 to 4 and their caregivers Programs give parents a place to gather, play

with their children, encourage social interactions with peers and learn, play and grow holistically. Our children's programs are joyful, and celebrate children at all stages of their development.

Our after school programs make a positive impact on the community by enabling children from 12 community schools access a positive, safe and caring environment where children can interact with each other and be physically active.

The programs offer children a healthy snack, planned activities, creative expression, literacy supports, and homework supports. The programs run everyday after school with caring and consistent staff at every location. Two parent working families, limited childcare spaces rising cost of child care are alleviated in these communities by having access to this community based afterschool program.



OCTOBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9 Thanksgiving	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Did you Know?

- *Our Child and Family programs are often the first programs children and families attend after settling in their new community.*

*For more information:
please contact 416-299-9872*



Community Engagement



Over 50 residents graduated from the Civic Awareness Project leading to more active civic engagement throughout Scarborough

Action for Neighbourhood Change (ANC) Dorset Park and Steeles L'Amoureux have been working over a decade to create bridges for residents to make positive changes in their community and in their lives. The ANC projects have contributed to creating stronger more cohesive communities in Dorset Park and Steeles L'Amoureux connecting people to resources and community assets.

The Civic Awareness Project (CAP) has provided newcomer residents with a community-based participatory learning journey of Canada's democracy. Both ANC and CAP have supported residents to become engaged leaders in the community working with various stakeholders to develop strong partnerships, infrastructure, and funding opportunities.

Community engagement is the engine driving ANC and CAP. It is a process by which people become actively involved in:

- Identifying issues of concerns to them
- Actively making decisions about issues that affect their lives
- Formulating and implementing policies
- Planning, developing and delivering programs and services
- Taking action to achieve change

Projects in this department include:

- Action for Neighbourhood Change Dorset Park
- Action for Neighbourhood Change Steeles/L'Amoureux
- Neighbourhood Planning Tables: Steeles/L'Amoureux Strength in Partnerships (SSIP) and the Dorset Park Network
- Civic Awareness Project (CAP)
- Scarborough Civic Action Network (SCAN)



NOVEMBER

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		

Did you Know?

- 2017 marks the 10th Anniversary of Dorset Park Day. Over the past decade, the event has attracted over 8000 residents.
- That 15 residents volunteered their time to facilitate Mental Health workshops, Tai Chi sessions, and Nylon Flower making classes to hundreds of residents.

For more information:
please contact 416-491-3456 ext 411

Pay it Forward

Generous donations from our supporters help us reach more community members in need of a hand up.

Our food bank is always looking for donations. Items such as rice, dry pasta, peanut butter, canned meats and fish, beans, macaroni and cheese, and pasta sauce are desperately needed. If you wish to hold a food drive in your workplace, faith organizations, school, and/or agency, give us a call and we can assist you.. Our homeless and outreach services department is always in need of sample size hygiene products and new towels are welcome for our shower and meeting basic needs program.

Every summer, we seek donations of school supplies to assist low income families giving them a head start for the beginning of a new school year. In a recent Daily Bread Food Bank survey, 60% of food bank clients do not have enough money to purchase school supplies for their kids. If you wish to do a school supply drive in your workplace, faith organizations, school, and/or agency, give us a call and we can help. Financial donations are also accepted and if you wish to donate money to ACSA, you may drop off or mail a cheque madeout to Agincourt Community Services Association. A receipt will be issued for donations of \$20 or more. All donations may be dropped off at our main location 4155 Sheppard Ave East, Suite 100 during office hours or you may also donate online at www.agincourtcommunityservices.com

				
<p>A \$20 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> create 1 hour of programming for 30 children or 15 youths <input type="checkbox"/> buy 12 pairs of socks <input type="checkbox"/> buy healthy snacks for 10 children <input type="checkbox"/> donate to where most needed 	<p>A \$100 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> buy a winter jacket <input type="checkbox"/> buy 2 pairs of winter boots <input type="checkbox"/> buy 3 pairs of running shoes 	<p>A \$50 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> buys healthy meals for 10 people <input type="checkbox"/> buys 10 lbs of healthy green vegetables <input type="checkbox"/> buys 7 lbs of fruits 	<p>A \$10 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> buy 1 soccer or basket ball <input type="checkbox"/> buy healthy snacks for 5 children <input type="checkbox"/> buy 3 body washes <input type="checkbox"/> buy 5 deodorants 	<p>A \$20 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> give 20 seniors 1 hour of programming <p>A \$10 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> give TTC fare to 5 seniors or 3 newcomers to attend programs
<p>ACSA agincourtcommunityservices.com/donate</p>	<p>ACSA agincourtcommunityservices.com/donate</p>	<p>ACSA agincourtcommunityservices.com/donate</p>	<p>ACSA agincourtcommunityservices.com/donate</p>	<p>ACSA agincourtcommunityservices.com/donate</p>

DECEMBER

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 Christmas Day	26 Boxing Day	27	28	29	30

Did you Know?

- The Food Bank runs solely on donations.
- Children lose an average of 4 pairs of mittens every winter. Donations of winter mittens / gloves and hats are always welcome and appreciated.

Dorset Park Community HUB

The Community Hub is a bridge to a multitude of programs and services for community members, residents and stakeholders. The community hubs' array of services and community partners all under one roof, means that residents and participants' have access to more than one service or program in the same place. This can mitigate ones stress levels, transportation costs and reduce barriers for participants. The Dorset Park Community hub is home to nine partner agencies, including residents living in the Dorset Park Community. There is ongoing, intentional work being done to ensure the hub is more than a co-location for our partners but rather a place where collaboration and integration of services and wrap around care is offered to best meet the needs of our communities. The Dorset Park hub opened its doors in November 2012 and strives to represent and best serve the ever changing and evolving needs of the community.

Over 50,000 people visited the Hub last year to access a variety of programs & services ranging from:



people together. These events bridge the social gap between residents, it allows residents to socialise with each other, share information and learn from each other all while getting to know your neighbour better. Hub Partners also extend themselves into the community by collaborating on initiatives such as the Community Sweep, outreaching at various buildings, community centres, libraries and community events. The Community Sweep allows Hub Partners to go out into the community and share information about programs and services offered at the Hub, encourages residents to come into to the Hub and partners also learn about what is needed in the community and determine gaps.

In addition to programs and services the Hub is also a bridge to the community, it brings communities together through various community events such as the Spooky Halloween Event, Family Day Celebrations and numerous events that continually bring



JANUARY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 New Year's Day	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			

Did you Know?

- 2016 was our fourth consecutive Community Sweep, where partners reach out to the community and share information about the Hub and its services. Thousands of flyers have been handed out and delivered to people's homes. We want people to know about this essential community asset.
- The Dorset Park Community HUB has 9 community partners providing services to the community, and welcomes over 300 people daily coming in for various programs and services.

For more information:
please contact 416-292-6912



Financial Empowerment and Problem Solving

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 give hands-on help.

Last year, FEPS helped create a bridge to financial empowerment for almost 3,400 people by:

- Filing 2,243 tax returns during the tax season that put \$7,862,264 into the hands of low-income people in our community.
- Providing one-on-one support to 800 people regarding financial matters such as:
 - Help with resolving Canada Revenue Agency related problems (including filing up to 10 years of back taxes)
 - Resolution of debt and credit issues
 - Education about the importance of banking services
 - Personal budgeting and asset building
- Giving 11 workshops to 340 people covering both basic topics such as the importance of filing taxes, budgeting, and credit issues; as well as workshops tailored to the needs of specific client groups, such as issues affecting low-income seniors or parents of young children. We also trained 36 volunteers to complete income tax returns with a special emphasis on the benefits available to people living on a low-income.



FEBRUARY

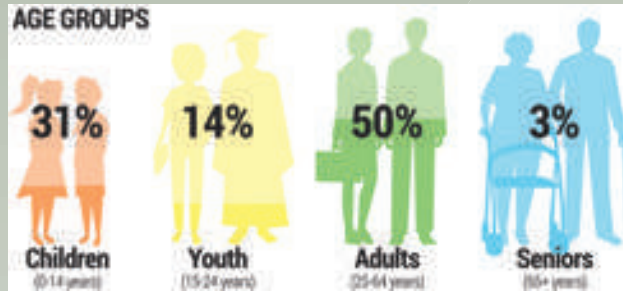
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Did you Know?

- Many City of Toronto social services require you to have your tax filing up to date? (Examples: Ontario Works, social housing, Day Care subsidies, etc.)
- You may be eligible for up to \$3 more dollars for every \$1 you save for your child with disabilities?

For more information:
please contact 416-321-6912 x 245 or 246

Food Bank



The ACSA food bank recognizes that individuals and families in the community are struggling with food insecurity and provides a food supplement at the Dorset Park Community Hub with additional supports and programs available through ACSA and other community partners. Through the participation of volunteers, placement students, and community groups, the ACSA food bank is a meeting place for those who want to help and those who are in need of food assistance. The ACSA food bank serves all individuals and families experiencing hunger through a client-centered service model based on the empowerment and self-determination of marginalized groups. Clients living in north-west Scarborough can access weekly or choose to visit our two local community partner food banks. The goal is to support those in need while advocating for changes in income security, housing, and employment. A cornerstone program of ACSA, the food bank has been helping people since the 1970's.



MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11 Daylight Saving (Begin)	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30 Good Friday	31

Did you Know?

- *Calling all home gardeners.... The food bank accepts garden produce!*

*For more information:
please contact 647-723-9238*

Food Security



Chester Le's 500 ft² garden can provide ample growing space for 32 families



Food deserts. Rising prices. No garden space. The families who come to the Agincourt Community Services Association face a host of challenges, making it difficult to guarantee food will be on the table from day to day.

That's where we come in. Our Food Security department offers year-round programming to increase access to good, healthy food. With community gardens, cooking programs, and nutritional education, ACSA takes a holistic approach to challenging food insecurity.

We highlight gardening, nutritional education, and cooking as the key ingredients to better food access and food literacy. In our programs, we promote self-determination and leadership by centering participants as the experts of their own experience.

Our department offers two main programs for community members: Community Gardening and Cooking Healthy Together. Allowing over 100 families access to fresh, organic produce and physical exercise, ACSA's four gardens increase food security for many communities in the Steeles-L'Amoreaux area. Linking parents, caregivers, and children, Cooking Healthy Together offers nutrition education for isolated young families, accessible in locations across Scarborough.



Neighbourhoods with communal green and gardening space experience up to a 50% decrease in crime rate

APRIL

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Easter Sunday	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					

Did you Know?

- Gardeners at ACSA love to grow culturally relevant food unavailable in Canadian chain grocery stores, such as Afghan leeks, Chinese winter melon, and Caribbean callaloo.
- One standard garden plot at Chester Le can yield over 100 lbs of produce.

For more information:
please contact 416-491-3456 ext 413



Homeless and Outreach

Our job in Homeless and Outreach Services is to try to get rid of the barriers that people face when they are in a crisis. If someone is homeless and has nowhere to stay but on the streets, there are ACSA services that will help them find a better choice for their health and well-being. Our Street Outreach will support them and help them to get into housing. Until that happens, they may need a referral to a shelter. Housing Help will support people to find more affordable places to live, while Housing Follow-up and Hostels to Homes provide case management to those who have more complex needs. EPIC helps avoid evictions so people can stay in their apartments. Our Drop-in is the core where anyone can come and find a hot meal, information, referral to our other programs, and someone to talk to who cares about helping them jump over the obstacles and hurdles that might be getting them down or making them struggle.

15 people a day use computers to do job and housing searches and to stay connected through email and social media



MAY

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 Victoria Day	22	23	24	25	26
27	28	29	30	31		

Did you Know?

- 7-10 people take their daily shower at ACSA's main site drop in.
- Canada has the second highest prescription rate for opioids in the world. In Ontario, data shows 14 per cent of people filled a prescription for opioids. That's 1 in 7 people being prescribed opioids.

For Housing Services please call 416-321-6912 ext 240,
for drop in services ext 236 or if you are being evicted, call ext 225

Newcomers Centre

ACSA's Newcomers' Centre is pleased to share its successes in bridging support for newcomers to assist them in their settlement and integration to Canadian society. The year 2016 was a year of collaborative work with multi-sectoral groups to support the Syrian newcomers' settlement in Canada. The Immigration, Refugees & Citizenship Canada (IRCC) allocated additional funding for the Newcomers' Centre to hire Arabic speaking staff to welcome and provide support to Syrian newcomers arriving at the Pearson International Airport and provide settlement support thereafter. We also launched the Syrian Newcomer Project funded by United Way of Greater Toronto & York Region which supported 553 Syrians in acquiring training, licensing and certification to practice an occupation in Ontario. Out of 553, 438 have found jobs and the rest either moved on to continuing education opportunities or are still improving on their language skills. This initiative opened up more employment opportunities for Syrian newcomers. Our team continued its efforts to provide case management support, Citizenship Preparation Workshops, newcomer orientation sessions and programs for youth and seniors. Collaboration with all levels of the government, the private sector and grassroots organizations have been explored and successfully completed.

3051
NEW ARRIVALS SERVED



JUNE

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

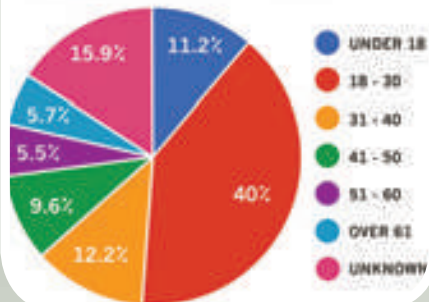
Did you Know?

- The Newcomers' Centre is the first and only settlement service provider to offer live and recorded webinars on Citizenship Test Preparation in Canada?*

*For more information:
please contact 416-292-6912 ext 3*

Volunteers: Beautify our Community

VOLUNTEERS RANGE FROM
UNDER 18 TO OVER 61



Everyday our volunteers invest their energy, time, and talent to support programs and services of ACSA. Through our volunteer program, individuals are encouraged to pursue civic responsibility to give back to our society. Our volunteers come from different walks of life as students, parents, newcomers, and seniors who come together to support, shape and impact our community. ACSA provides volunteers with opportunities to engage in meaningful programs and activities. Through their involvement, we unite people from diverse backgrounds to commit and work toward a common goal. ACSA works alongside with our clients and volunteers to foster mutual trust, respect, and empathy. Our volunteer program acts as the bridge to foster relationships that adds value to the community by utilizing the experiences of caring individuals through involvement in the community. Volunteers' involvement help ACSA nurture our services and create a vibrant community. Together, we innovate, collaborate, create, and attain goals to serve the community.



JULY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Canada Day	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				

Did you Know?

- *Our oldest active volunteer is celebrating her 86th birthday in 2017!*
- *Our volunteers are exceptional! Our Executive Director started at ACSA as a volunteer!*

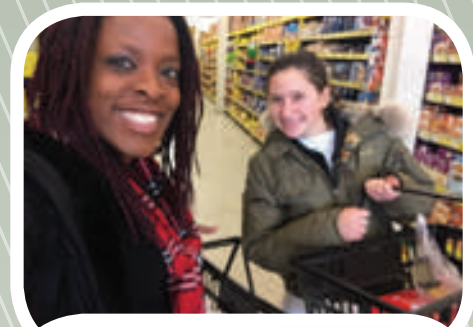
*For more information about volunteering,
please contact 416-321-6912 ext 248*

Youth Programs

Making A Difference Program: The youth team's office is open daily for informal counselling, mentorship, referrals and other supports. Some of the workshops provided through the Making a Difference program, were gardening, woodworking, African drumming, trips to historical sites, poetry, Recording and Beat Making, art projects and financial literacy. Life skills, coaching and mentoring is implemented into all programming which aims to empower youth ages 12-17 to make positive contributions to society, make better choices and increase their sense of confidence, and respect themselves and others. All contributing to helping our youth successfully deal with important life challenges.

Taking Action to Achieve Growth & Success (TAAGS) is an intensive 8 month, anti-violence program engaging Scarborough youth and families. The team consists of 7 practitioners who will be working with youth ages 12 to 24 across Scarborough who have diverse needs. Practitioners work to increase strengths and support in areas that require further development. This includes resource allocation, therapeutic supports, connections to program and social skill development.

Youth Outreach Workers provide one-on-one support to high risk youth ages 13-29 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, or may be involved with criminal activities.



Youth outreach supported 245 youth in the last year in the following areas:



AUGUST

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6 Civic Holiday	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	

Did you Know?

- The number of youth in TAAGS reduced their contact with the police during the program from 58% at intake to 25% at the discharge of program.

For more information:
please contact 647-218-6912 or 647-458-6912

Board of Directors



Georgia Woods
Chair

I joined ACSA six years ago after an agency tour organized by my company. While I lived and worked in Agincourt, I did not appreciate at that time, the breadth of work agencies like ACSA do. Yes, we think of agencies in the context of food banks or collecting and dispersing clothing to the community. But a tour of ACSA opened my eyes to the real purpose of agencies and that is centred around being that bridge, that linkage between the community and the broader needs of its residents. I knew then that I wanted to be part of this extremely important aspect of what makes the community I was part of function.



Doug Brown
Vice Chair

Every volunteer gets involved with an organization because they hope to make a difference. ACSA retains their volunteers because you can see you make a difference. Being involved on the Board in the past, I saw first hand the incredible work ACSA does, and the people that are impacted. When Lee reached out to me to see if I'd be interested in rejoining the Board, I jumped at the opportunity.



Anupaa Ratnasingam, CPA, CA,
Treasurer

Anupaa Ratnasingam, CPA, CA is a highly accomplished, results-driven senior finance management executive with experience in operations management, business process improvement, financial system implementation, financial reporting, financial analysis, audit, budgeting, forecasting, compliance, treasury, customer relations and human resource administration. A well-rounded principal and team-player, capable of establishing rapport with all levels of staff and management utilizing solid leadership, communication and interpersonal skills. Anupaa has over 12 years of experience in wide range of industries including: Health Care, Manufacturing, Automotive and Technology. Anupaa has received her Bachelor of Business Administration (BBA) with Honors from the University of Toronto and is a Certified Professional Accountant and Chartered Accountant. 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 and in empowering youth, women and children.



Jay Paleja
Secretary

ACSA serves as my bridge to Agincourt, connecting me to the community where I was born and raised. ACSA doesn't just connect us to critical services, it connects us to each other and makes Scarborough a better place to live. This sense of community and its contribution to home is the reason I joined the Board three years ago. I'm honoured to contribute to the Board which makes sure the foundations that keep the bridge standing stay strong.



Carol Cunningham
Director

I have been an active and engaged resident of the Scarborough community for 35 years. My passion is serving the most vulnerable populations in the area. As 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, I became more aware of the needs of youth in the community. Our small organization did not have the capacity to meet the crisis many of the young people were facing. ACSA, an agency that serviced adults, was interested in getting more involved with youth. I was honored to be asked to be on the board of this vibrant organization to help develop a focus on at risk youth.



Bryan Heal
Director

It is a pleasure to serve on the board of directors of an organization that has had such a profound impact in the lives and fabric of Sarborough. A number of years ago I was studying and working part time, while living in a Dorset Park area building where there had not been a great deal of interconnectedness among neighbours. And then I attended a local Jane's Walk. Organized through ACSA's Action for Neighbourhood Change and resident leaders in the community, the lasting memories are of different people coming together to share, learn, meet their neighbours and forge lasting connections. Inspired by the passion of others, the range of initiatives I found myself connected to included future neighbourhood events, food programming and tax clinics, civic engagement initiatives around safety, infrastructure and community need, and planning for the Dorset Park Community Hub. ACSA staff, residents, volunteers and partners are what helped bring every idea to life, impacting countless lives in the process - as a bridge to neighbours, a bridge to networks, a bridge to civic engagement, a bridge to opportunity.



Cameron A. MacDonald
Director

For many years my life was singularly focused on academia as I progressed through my undergraduate studies and then law school. Once I finally emerged from law school and was able to start practicing law I felt a renewed sense of duty to give back to my community but for years I didn't know how I could best apply my skills. In my earlier years I took great satisfaction from helping out my local agencies who lent support to those who were struggling with homelessness and food insecurity and so when the opportunity to join the ACSA board presented itself I was delighted to take the challenge on given the broad range of services that our agency offers to Scarborough residents and beyond. ACSA truly is a remarkable place that helps people from so many different walks of life and I feel privileged to support and contribute to the agency in this capacity. It's nice to be able to give back and lend my legal skills to something focused on people and helping them improve their lives and I am so proud of ACSA's staff and many volunteers who make this happen every day – it is truly inspiring.



Paul Rook
Director

As a resident of Scarborough for over 40 years, I have taught in four collegiates in the ACSA area (Agincourt, Macdonald, Pearson, Thomson) served as Vice-President and President of the Scarborough District of the Ontario Secondary School Teachers and been a political activist and campaign organizer. In these roles I developed many connections throughout Scarborough and became aware of the growing needs and problems in our community.

ACSA's excellent programs and outreach for youth and children inspired me to volunteer at ACSA. Since being on the Board I have been impressed by the many bridges that ACSA has built within Scarborough both through its programs and its strong ties with other agencies. As a teacher, I am pleased we have reached out to youth at risk through innovative initiatives such TAAGS. When the Syrian immigrants arrived we reached out to this community and provided them with an array of services that helped them to connect to jobs, education, and language training. ACSA has built other bridges into local communities through its programs to empower people to promote their own concerns and solve problems. Through Scarborough Civic Action Network (SCAN), which ACSA is part of, I have been able to use my political and organizational knowledge to assist in this initiative.



Naeema Tharani
Director

Passion. Dedication. Commitment. These three words can be used to describe the tireless efforts of ACSA's staff and volunteers. It is due to these three words that ACSA has consistently and continuously demonstrated success in bridging the residents of Scarborough with much needed services and supports. It is also due to these three words that I continue to serve on ACSA's Board of Directors. I truly believe ACSA is making a difference in the lives of Scarborough residents and I am proud to support their efforts in working towards a brighter future.



Lois Williams
Director

Bridges. They connect people with others, with resources and to essential needs while overcoming barriers and physical challenges. I have seen the importance of bridges. Not just the big steel structures but rope bridges and small walking bridges over deep rushing rivers and ravines. This is what I saw was so critical in the nearly ten years we lived in the remote areas of Nepal. The provision of these small yet critical connectors made a huge impact on people, health, villages and travellers. Now I have the privilege of being on the ACSA board building bridges right here in Scarborough. While I don't live in Scarborough I have been coming here for many years to various parts of the area to visit friends, attend a local church and to spend time with my daughter, son-in-law and granddaughter who live in Scarborough. ACSA gives me again the opportunity to set policies for building bridges among those who are desperate for a way across the chasm of poverty, illness and hunger and more. ACSA –is a bridge building service that does this.



Stanley Szeto
Director

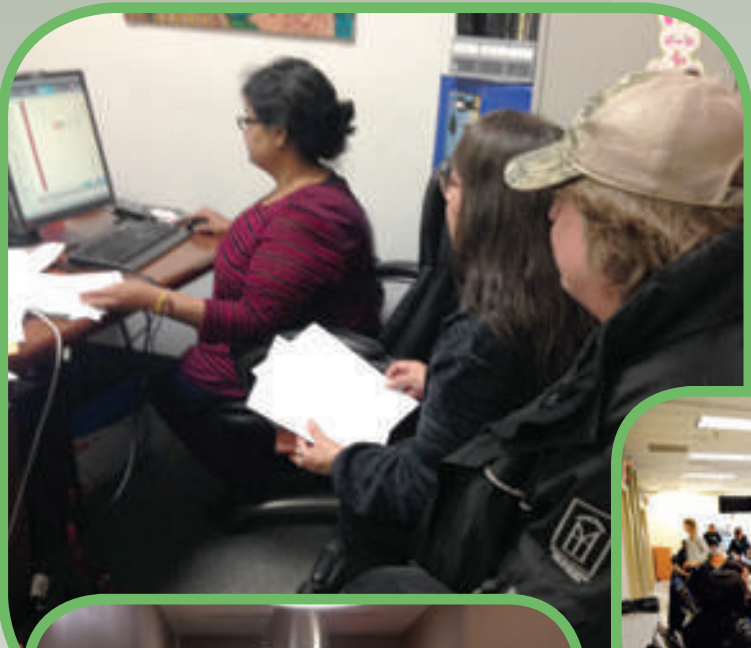
Stanley is a Senior Accountant at Staples Canada with a Bachelor of Commerce (H.B.Com.) from Laurentian University. Stanley joined the Board of Directors of Agincourt Community Services Association (ACSA) to be involved in a non-profit organization in his backyard that helps address the issues facing his community and to develop personally and professionally. Born and raised in Toronto and living in Agincourt for the past 15 years, it was important for him that organizations like ACSA existed and to provide the bridges and pathways to programs and services that help the community emerge from being isolated and marginalized. This past tax season he volunteered at the tax clinic, a program that served over 2,500 clients generating over \$9.8M in refunds and benefits. This and the many programs and services provided by Financial Empowerment and Problem Solving (FEPS) team helps community members build the knowledge to manage their finances.



Vinitha Gengatharan
Director

ACSA serves as a bridge to many new comers to the region and provides a hand up to lead newcomers to chart their path in Canada. Over the last 40+ years, ACSA has been a consistent advocate on behalf of the marginalized and vulnerable people in our communities. I have been involved with ACSA for the last 7 years and was the former Chair of the Board of Directors. Having arrived in Canada at the age of 11, and experienced what it's like to be a new comer and an immigrant, I have spent my time engaged in activities that provide settlement services to newcomers, and promoting their integration and success in our communities. I was born in Jaffna, Sri Lanka and grew up in Flemingdon Park and Scarborough, and am aware of the needs, challenges and the dreams and aspirations of the community that surrounds ACSA. I chose to be involved in ACSA because of its multi-service agency model, their range of services, the professionalized staff who offer much needed services with community engagement and community based solutions as a core value.





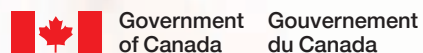
ACSA MISSION STATEMENT

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 goes to all the individual, corporate and private donors and partners that help Agincourt Community Services Association make a difference in the community.



Agincourt Community Services Association

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ACSA Dorset Park Community Hub

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ACSA Child and Family Centre

4139 Sheppard Ave East
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Tel: 416-299-9872



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www.agincourtcommunityservices.com