

Together We Grow

AGINCOURT COMMUNITY SERVICES ASSOCIATION | 2017 ANNUAL REPORT

Letter from the Executive Director

ACSA is seen as a resource, advocate, and valued partner in the multiple communities we serve. Since our humble beginnings in the early 1970's when caring and compassionate community members recognized the changing needs of the Scarborough landscape, ACSA has existed to offer a hand up and bridge the gap between those who need with those who can help.

Today, ACSA owes a debt of gratitude to those feisty community members. Together they demonstrated that by working/coming together, change can happen. Newcomers are constantly demonstrating how their contributions continue to add to the fabric of our society. Together, with our communities we have learned to stand taller, speak more clearly and demonstrate with confidence that by focusing on the needs of the most disadvantaged in our midst and implementing a systems approach to addressing their needs...everyone benefits.

ACSA continues to evolve and grow in ways that reflect the changing needs of our communities. Along with the residents who work, live and raise their families in Scarborough, ACSA takes a client-centred approach to service delivery and we're constantly looking for new partners and strategies to build capacity in our communities. Together, we work to broaden our reach and build leaders from within communities as this has proven to have the most effective impact on the individuals we serve.

Today, ACSA has 5 different sites, each filled with staff and volunteers ready to serve and begin the journey of connecting people to the programs and services they require or desire. I'd like to thank the staff, volunteers and Board members of ACSA for putting people first, and with respect and dignity always! It is my privilege to work alongside each of you. Together with all of you and our community, we have improved the lives of so many people. As you read through our Annual Report you'll see the evidence of ACSA's growth and how we're making a difference in the lives of so many.

With gratitude,

Lee Soda

Executive Director



Letter from the Board Chair

As we reflect on another groundbreaking year for ACSA, we celebrate a diverse multi-service organization which was rooted in, built by, and continues to grow with, its community.

From Agincourt to Chester Le, Dorset Park to Scarborough Village, 2017-2018 has seen ACSA's footprint grow to provide critical programs, services and "hand up" supports to residents and communities – now from locations in four distinct Scarborough neighbourhoods.

Looking ahead, we are excited to see ACSA transition in 2018 toward a renewed strategic framework to guide the organization for the next three years. Its development in recent months was built on a foundation of valuable input, ideas and feedback from residents and community members, staff, volunteers, board members, partners and funders. It is, as it has always been, a story of collaboration. As you read through the remainder of this report, you will see several more examples and stories of diverse people and stakeholders from all corners of the ACSA family coming together to lend their voices, perspectives, talent and energy toward a common cause.

On behalf of the board of directors: Thank you. Whether you have committed time, energy, dollars, ideas and/or input, the contribution you have made in making ACSA what it is today is forever appreciated.

With an eye to the future and excitement for the possibilities ahead, we looking forward to the entire ACSA family continuing to develop, grow and succeed, together.

Bryan Heal

Chair, Board of Directors



September

Chester Le Community Corner

At The Chester Le Community Corner (CLCC), residents have access to children, youth, adult and seniors programming, all of which directly impact the needs and interests of residents from Chester Le and throughout Steeles L'Amoreaux.

During the summer of 2017, youth and residents from Chester Le were given the opportunity to participate in the creation of a community mural, funded by Street Art Toronto. This mural was created after several community consultations and took 10 weeks to complete, with the leadership of artist Adrian Hayles. The final images reflect different seasons, representing a community experiencing transition and growth and also uses animals to reflect diversity and community values.

Over the past year, the Corner has focused on community engagement efforts, including events, programs and workshops. These events have provided the community with interactive opportunities to engage with one another, in efforts to decrease isolation and promote unity amongst all residents. Community engagement efforts are supported in partnership with ANC, Toronto Community Housing and Crisis Response and has engaged between 250-300 residents per event.

CLCC continues to advance with residents and youth engagement as its central focus, to help support the growth of communities across Steeles L'Amoreaux.



09 SEPTEMBER



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ACSA Chester Le Community Corner welcomed over 1000 visits from youth over the past year, who attended programs such as: Kung Fu, dance, art and leadership development

October

Child and Family Centre

Whether it's through play-based activities or connecting our families from one service to another, the ACSA Child and Family centre continues to support our communities. In 2017, we provided services in 12 different schools supporting our communities and children through after school program, and programs that support families with children 0-6 years in multiple Scarborough neighbourhoods through our early years programs.

Over the past year we were able to extend and welcome families from other neighbourhoods such as Markham, Ajax and North York, a testament to the growing need for quality, community-based programs. The rising need for services allowed us to respond and extend our services in order to support numerous families in need of early learning programs.

Families typically begin their journey with us in the infant programs and grow into the full day kindergarten and eventually into our youth based programs. It's a pleasure and privilege to grow with the families in our community. These transitions have shown us the importance of our authentic programs and the added value we bring to our community. ACSA's Child and Family Programs provide quality programs and services that would not be possible without the support from our families and friends in the community; our partnerships in the community make us stronger and able to respond effectively and efficiently as needed.



10 OCTOBER



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ACSA's Child and Family department employs over 30 caring and consistent staff each year to care for, nurture and build relationships with our communities' children and families

November Community Engagement

ACSA's community engagement department actively works with residents to promote positive change in their community. Community engagement is a process by which people become actively involved in:

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

Action For Neighbourhood Change Dorset Park and Steeles-L'Amoreaux engages residents to become leaders in their community through building capacity and working with all levels of government and various stakeholders to bring about strong partnerships, infrastructure and opportunity to their community. Both ANC projects support numerous resident-led initiatives including, but not limited to, the Dorset Park Neighbourhood Association, the Steeles-L'Amoreux Neighbourhood Association, the Windy Way Garden, the Health and Happy Friendship Association, the Women's English Circle, as well as various youth-led groups.

Steeles/L'Amoreaux Strength in Partnerships (SSIP) and the Dorset Park Network Neighbourhood Planning Tables: are networks that brings a variety of stakeholders together (residents, service providers, businesses, politicians) to share information and work collaboratively on community wide initiatives.



11 NOVEMBER



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We have 68,616 residents who live in Steeles / L'Amoureux
Youth and seniors make up 39% of the overall population in Steeles / L'Amoureux
Residents in Dorset Park have received over \$400,000 worth of community grants in the last 10 years to implement community programs and projects
The Windy Way Garden is named that because of the wind tunnels where it is situated
Many newcomers, despite having lived in Canada for many years, lack basic knowledge about Canada's political system

December 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 organization, 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 organization, school, and/or agency, give us a call and we can help. Financial donations are also accepted and if you wish to donate money

				
<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"/> buy healthy meals for 10 people <input type="checkbox"/> buy 10 lbs of healthy green vegetables <input type="checkbox"/> buy 7 lbs of fruits 	<p>A \$10 DONATION WILL</p> <ul style="list-style-type: none"> <input type="checkbox"/> buy 1 soccer or basketball <input type="checkbox"/> buy healthy snacks for 5 children <input type="checkbox"/> buy 2 body sweaters <input type="checkbox"/> buy 2 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 www.dailymbreadfoodbank.com/donate</p>	<p>acsa www.dailymbreadfoodbank.com/donate</p>	<p>acsa</p>	<p>acsa</p>	<p>acsa www.dailymbreadfoodbank.com/donate</p>

12 DECEMBER



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23/30	24/31	25 Christmas Day	26 Boxing Day	27	28	29



The Food bank is solely run on donations

January

Dorset Park Community Hub

The Dorset Park Community Hub offers a variety of programs, services and initiatives for community members and residents all under one roof. The Hub is more than a location; it is a space for the community to gather, connect and build relationships with one another. There is an emphasis on collaboration and how partners and residents can come together to make the hub a vibrant community space.

The Hub offers a variety of programs including employment supports, youth education programming, seniors programs, kitchen programs, a food bank and much more. The Hub is home to ten partners including: Dorset Park Neighbourhood Association (resident office), John Howard Society of Toronto, Family Association for Mental Health Everywhere, Extra Mile Ministries, VHA Home HealthCare, ACCES employment, CPR Toronto, Youth Leaps, Aisling Discoveries and the Chinese Canadian Council Toronto Chapter.

Over 2017, the partners and community came together to participate in events like the Halloween Haunted House and the Christmas Cheer program. Hub partners also participated in the annual community sweep and went door to door in the community, building awareness of the hub and learning more about the community.



01 JANUARY



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57% of those living in Dorset Park have a mother tongue other than English

Those coming into the hub speak over 20 different languages

More than 220,000 people accessed the hub for programs and services since its opening in 2012

February

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 more than 3,600 people in our community by:

- Filing 2,571 tax returns during the tax season that put \$9,617,000 into the hands of low-income people in our community. This not only makes a huge difference in the lives of the families and individuals themselves, but benefits the whole community, since people tend to spend most of their money in their own neighbourhoods.
- Providing one-on-one support to 905 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 15 workshops to 174 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 38 volunteers to complete income tax returns with a special emphasis on the benefits available to people living on a low-income.

If you would like some help with any of these things, call to make an appointment today! 416 321 6912 x 245 or 246



02 FEBRUARY



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You may be eligible for up to \$3 more dollars for every \$1 you save for your child with disabilities

You can file taxes even if you don't have a Social Insurance Number (SIN)

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.)

Call us at 416 321 6912 x 245 or 246 for an appointment to file your taxes

March Food Bank

In 2017, the ACSA food bank began discussion and planning for a transition to the shopping model in 2018. The shopping model is considered the most anti-oppressive approach to charitable food provision. The ACSA food bank hosted United Way Days of Caring for those in the business community to volunteer their time and gain more understanding of the presenting needs of clients.

The Christmas Cheer 2017 food drive was launched with a day spent visiting classes at Agincourt Public School during which the nutritional needs of food bank clients were emphasized, opening up a broader discussion of food insecurity. The food drive took place over four busy days during which community members, schools, and the business community collected food donations from participating organizations and then sorted and stored the food in our donated storage at ACI.

Overall, 2017 was a year of reflection and discussion about how changes at the grassroots level can have a positive impact on food insecurity.



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38% of client families were new clients in 2017

April Food Security

ACSA's food security programs aim to increase community food skills, nutritional knowledge, and provide participants with access to free/ low-cost nutritious foods. The food security department works in partnership with a variety of community groups to manage three community food gardens in the Agincourt area. By providing space to grow food, the community gardens act as a platform to enhance food security, promote a local food system, and encourage skills-sharing. In addition to food gardens, ACSA's food programs include cooking and nutrition programs that equip families with skills to incorporate food bank items, garden-grown vegetables, and inexpensive supermarket foods into a nutritious, family-friendly meal. Produce comes from the garden whenever possible- participants cook together, eat together, and take home recipe and leftovers.



04 APRIL



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Good Friday

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Easter Sunday

Easter Monday

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It costs on average \$197.55 a week to feed a family of 4 in Toronto

May Homeless and Outreach Services

As all of ACSA grows, the HOS Department grows and helps support clients of other departments, as well as responding to the direct needs of our participants, clients and community. The past year has seen substantial changes in the number of our services. We now have five workers who help people stay housed, in a stressful time when paying the rent is a very hard thing to accomplish. Those workers are case managers who take steps with their clients to ensure that they have medical, social and economic supports to have healthy and successful tenancies. We have also helped dozens of people who have been very close to being evicted by saving their housing or finding new tenancies.

In HOS we grow to help more people in different ways, always seeking to fill gaps and strengthen people to grow and live well in their communities.



05 MAY



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Frank O'Dea was homeless before he co-founded The Second Cup

June

Newcomers' Centre

ACSA's Newcomers' Centre is pleased to share its successes in helping newcomers grow in their process of settlement and integration. In 2017, The Newcomers' Centre served 2572 new arrivals to the country. It was a year of collaborative work with multi-sectoral groups to support not only the Syrian refugees but refugees coming from different parts of the world. The Newcomers' Centre was able to strategically engage the community to take part in helping our recent newcomers who settled in Scarborough. The birth of the Syrian Newcomer Project funded by United Way Toronto & York Region benefitted over 500 Syrians to acquire their skills training and certification to get connected to jobs. More resources came afterwards coming from private donors, faith-based groups, businesses, and other levels of government funding. As a result of this overwhelming success, skills training has been extended to include support for translation of documents to help newcomers register in continuing education, credentials assessment, TOEFL/IELTS exam, etc.

This was also a pilot year for our Online LINC Program, a free online language support to increase the language skills of newcomers and help them in their daily social interactions and acquisition of Canadian citizenship. Adding an online language support to our current settlement program made the project more robust, cost-efficient and cost-effective in that clients are being served using a fraction of the cost of a traditional LINC setting. This program eliminates childcare costs, transportation and classroom rentals while helping newcomers save time, energy, and money by attending classes from the comfort of their homes. Our Online LINC Program is recognized by the IRCC and included in the YMCA Language Assessment choices for language training referral.

New arrivals – 2572

Newcomers benefitted from skills training - 305



06 JUNE



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The Newcomers' Centre has served newcomers coming from 108 countries from all over the world

ACSA is one of the first agencies in Ontario to host an Online LINC (Language Instruction for Newcomers to Canada) Program

July Volunteers

Every day our volunteers invest their energy, time, and talent to support programs and services offered at ACSA. Volunteers build resiliency, cohesion and social inclusion in the community. Our volunteers come from different walks of life as students, parents, teachers, newcomers, corporate businesses, and retired individuals 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 towards a common goal to serve and support our community.

Volunteers fuel the fires of social change through supporting our Food Bank; breathe life into environmental causes through contributing to our community gardens; share knowledge to educate and build capacity in others through our Afterschool Program; and bring comfort during times of need in our Homeless Drop-In and Outreach Department. ACSA works alongside volunteers to foster mutual respect and trust with the community members we serve. Volunteers' involvement helps ACSA nurture our services and create a more vibrant and engaging community.



07 JULY



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More than 200 new volunteers joined ACSA to passionately and selflessly serve the community

Our volunteers contributed over 17,500 hours

Our volunteers speak more than 31 different languages

August Youth Programs

The Provincial Youth Outreach Worker Program is a multi-agency outreach initiative designed for marginalized youth in underserved neighbourhoods. Youth Outreach Workers (YOW) engage youth ages 12-29 years old through meaningful connections to services, experiences and support systems within their communities and beyond. The YOW program is funded by The Ministry of Children and Youth Services and has been with ACSA since 2006. ACSA's YOWs are focused in the Steeles/L'Amoreaux community and have partnered with many organizations in the last year bringing events and programs to young people in our communities. YOWs partnered with Toronto Community Housing to take approximately 25 youth, parents and community leaders from the Chester Le community on a field trip to the MSLE LaunchPad in downtown Toronto, to participate in several team building and inter-generational knowledge sharing exercises.

YOWs supported summer programming in Chester Le that was facilitated by ArtStarts and Zero Gun Violence Movement, turning stories and community experiences from youth into a theatrical performance. YOWs partnered with Africentric cultural arts organization, Rites of Passage, for their 2018 Black History Month celebration at L'Amoreaux Recreation Centre, providing drumming circles, music and poetry. This event had approximately 300 participants which included, parents, grandparents, youth and community leaders.

Taking Action to Achieve Growth & Success is a 5 year program providing intensive supports to young people between the ages of 12-24 who can be described as some of Scarborough's most vulnerable. Many of the TAAGS interventions focus on violence prevention and intervention by way of supporting mental health challenges, criminal justice involvement, multi-generational experiences of trauma and connection to meaningful, community-based services such as employment, programming, housing and ongoing clinical supports. Each TAAGS practitioner works with approximately 13 youth for a period of 8 months offering young people the much-needed supports, mentorship and coaching from a caring and consistent adult that all young people need in their lives.



08 AUGUST



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We have accepted 654 referrals since January 2014 and we are on track to see over 400 young people successfully graduate from the TAAGS Program

The TAAGS program has seen significant reductions in various of risk in the young people we support- these areas include school, peers, community and the personal/individual level

ACSA's Youth Outreach Workers provide over 60 referrals a year connecting young people to essential services like employment, housing and education. We also provide young people with volunteer experience in house, at ACSA Mental Health and housing are two of the primary reasons young people require support in the YOW program

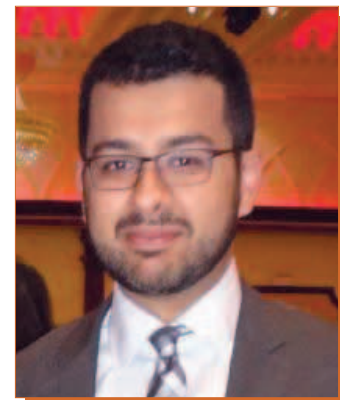
Board of Directors

"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 Scarborough. 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 - growing them to make real and lasting change, together."

"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."



Bryan Heal
Chairperson



Jay Paleja
Vice Chairperson

“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 firsthand 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.”



Doug Brown
Treasurer

“I’ve been member of the Scarborough community for the past 16 years. It has been a pleasure having an opportunity to give back to the community and be part of the board of directors of ACSA for the past two years, an organization that works tirelessly to help move people out of poverty. Together, We Grow. It takes a village, an entire community, working together that will help ACSA continue to grow and touch the lives of even more people. I have previously volunteered at the tax clinic, a free program that has served over 2,600 clients this past season helping people get refunds and benefits that they are entitled to. This is one of many programs and services provided by the Financial Empowerment and Problem Solving (FEPS) team that helps community members build the knowledge to manage their finances”.



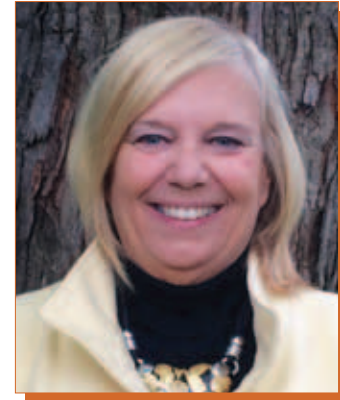
Stanley Szeto
Secretary

"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.

Recently, my desire to serve has grown from a focus on youth to include any person struggling with the demands of daily life. I returned to the board hoping to engage local faith communities and private business to take an active role in helping members of our community."

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

When I retired I wanted to continue to use the skills I had developed by volunteering in our community to help deal with its needs. Fortunately I had become aware of ACSA because of a connection that was created as a result of Agincourt C.I. donating its Christmas Cheer money to ACSA. This connection and 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 TAGGs. 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. The strength of the connections that ACSA makes is shown through the fact that myself and three other current Board came back to join the Board after serving our initial 6 years.

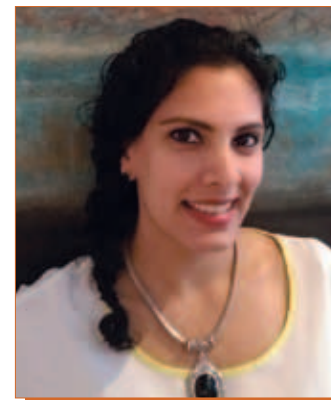


Carol Cunningham
Director



Paul Rook
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.”



Naeema Tharani
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. “



Lois Williams
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 Flemington 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."



Vinitha Gengatharan
Director

"I am honoured to serve as a Director of ACSA. Growing up and now practicing law in Scarborough has provided me with insight into the diversity of the people who live in the area and a unique perspective on the needs of the community. I have always tried to give back to the Agincourt neighborhood from hosting mock trials at local schools to presenting legal seminars at the library. Joining the ACSA Board allows me to continue giving back to the community through an organization that has dedicated and experienced staff committed to working with the most vulnerable people in Scarborough. I look forward to assisting with reinvigorating the legal services program provided by ACSA and broadening our fundraising efforts to ensure the



Yasser Lone
Director At Large

“My family and I immigrated to Canada in 1979 through the sponsorship from a family in Canada. We first arrived and settled in Kingston, Ontario. Eventually we moved to Toronto. I grew up near and lived in Scarborough for close to 20 years. You have pockets in Scarborough that are vibrant and areas that are underserved, that’s where ACSA plays an important part in our social fabric by providing the needed services to these underserved communities. I was excited when I was chosen to be a part of the board on ACSA because I truly believe in their work and I’m committed to help in any capacity required of me. I believe in paying it forward, to help others as others have helped my family and I when we first came to Canada. I truly believe that our transition in Canada would not have been as smooth without the help from the sponsoring family, of which I owe a great debt of gratitude. The services that ACSA provide have helped many families in similar situations and I’m proud of being part of this great organization.”



Chi Tran
Director At Large

acsA AGING COURT COMMUNITY SERVICES ASSOCIATION
Quick Glance at our Programs & Services
 4155 Sheppard Ave East, Suite 100, Toronto, ON, M1S 1T4 | 416-321-6912

ACS A Main Site
 4155 Sheppard Ave East, Suite 100, Toronto, ON, M1S 1T4 | 416-321-6912

- Homeless Drop In & Outreach Services
- Housing Support Programs
- Opioid Use & Harm Reduction Services
- Massage Parlour & Micro-Brothel Education and Outreach
- Mail box and Voicemail Services
- Financial Empowerment and Problem-Solving (FEPS)
- Income Tax Clinics
- Civic Awareness Projects

ACS A Child and Family Centre
 4139 Sheppard Ave East, Toronto, ON, M1S 1T4 | 416-299-9872

- Parent & Early Childhood Programs
- Parenting/Parent-Child Workshops
- Teen Moms' Drop In
- After School Programs

ACS A Chester Le Community Corner
 201 Chester Le Blvd, Toronto, ON, M1W 2K7 | 416-491-3456

- Youth Programs
- Seniors Programs
- Food Security Programs
- Community Gardens Program
- Steeles/L'Amoreaux Action for Neighbourhood Change (ANC)

ACS A Dorset Park Community Hub
 1911 Kennedy Road, Unit 105, Toronto, ON, M1P 2L9 | 416-292-6912

- Newcomers' Centre
- Food Bank
- EarlyOn Child and Family Centre
- Resident Engagement Initiatives
- Dorset Park Action for Neighbourhood Change (ANC)
- Community Development Projects

United Way, Government of Canada, Government of Ontario, Toronto

ACS A provides programs and services for families, children, youth, seniors, homeless, newcomers, and the vulnerable populations in our community.

Help us create a healthy, strong and productive neighbourhood.

We need YOUR help!







Agincourt Community Services Association

4155 Sheppard Ave East, Suite 100,
Toronto, Ontario, M1S 1T4
Tel: 416-321-6912
Fax: 416-321-6922

ACSA Chester Le Community Corner

201 Chester Le Blvd, 2nd Floor
Toronto, Ontario, M1W 2K7
Tel: 416-491-3456

ACSA Dorset Park Community Hub

1911 Kennedy Rd, Unit 105
Toronto, Ontario, M1P 2L9
Tel: 416-292-6912
Fax: 416-292-6913

ACSA Child and Family Centre

4139 Sheppard Ave East
Toronto, Ontario, M1S 1T1
Tel: 416-299-9872

ACSA Scarborough South Drop In

202 Markham Rd,
Toronto, Ontario M1J 3C2
Tel: 416-267-0115

ACSA VISION STATEMENT

Working with Scarborough residents
to build strong and healthy
communities

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.



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Visit us at our website :
www.agincourtcommunityservices.com

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.



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