In response to the fast-changing community of Agincourt in the 1970’s, eight local churches came together to build on the work that the Holy Spirit Catholic Church had been doing to assist local residents who were in need. Reverend Bruce Scott from Knox United Church devoted nearly half 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. Its strength remains in the original concept: To act as a bridge between people who need help and those who can provide it. For nearly 35 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 can continue to serve Scarborough through the provision of services and partnerships for a better tomorrow.

Highlights of our History

1970 Local churches collaborated to form ACSA to help newcomers to the suburb of Agincourt.
1978 Moved to more accessible premises on Shippard Ave East
1979 Information Agincourt became Information Scarborough at the request of the City of Scarborough
1990 Alternatives Program (now called Food Security) added to focus on hands up activities. Offering marginalized, low income individuals with tools to help themselves.
1998 Success By Six programs initiated
1999 Introduction of homeless services to assist the homeless population in Scarborough
2002 ACSA moves main office to 2600 Birchmount Rd; 4139 Shippard Ave become the ACSA Child and Family Centre; Early Years Challenge Fund Programs began operation
2003/04 OSIS (Off the streets into shelter), SCPI
2004 (Supporting Communities Partnership Initiative), Youth and expansion of Child and Family Centre
2005 The legacy of Community Development work begins with the opening of the Chester Le Community Corner; Jane Robson, ACSA’s Executive Director retires
2006 Opening of Action for Neighborhood Change Community Engagement Project in Steeles-L’Amoreaux
2007 Opening of Action for Neighborhood Change Community Engagement Project in Dorset Park
2008 Opening of Malvern Healthy Community Cupboard

Today over 60 funders enable us to serve 71,000 community members.
As a policy board we do not manage the staff. Therefore, we only interact with the staff members who attend the Board meetings - Gael Gilbert, Lee Soda, and Elizabeth Lis our Finance Manager. Each brings important talents. Gael meets and dialogues with an enormous number of individuals and groups that are important to the success of ACSA, including funders, donors, other agencies in the community and politicians. She brings two invaluable abilities to ACSA. She can see new opportunities and goals and then persuade people to help ACSA fulfill them. Lee’s upbeat attitude and energy inspire the whole organization, as she oversees our programs. She has an incredible grasp of what is happening in all of our programs and is constantly writing proposals to expand these programs. Together Gael and Lee make a great team. Elizabeth is the person who makes sure that bills are paid and the financial statements are up to date. We are reviewed by the United Way every three years. Elizabeth and the Finance Committee answered the Review Committee’s written questions so well that there was little else that needed to be asked at the meeting. At the review one member of the Review Panel asked me if I was proud of our staff. The answer is a resounding yes and that includes everyone who is employed at ACSA.

Two of our long serving Board members Jennifer Scott and Jean Dell’Agnese are leaving the Board this year. As Chair, Jennifer did an excellent job of steering the Board through a period of rapid growth. During her two year term the by-laws and policies were completely rewritten, an effective strategic plan was put in place and ACSA grew into a much larger agency. Jean has been our Treasurer. Her knowledge of accounting has been invaluable in helping the Board stay on top of the rapidly growing and changing financial picture. In her spare time she volunteers in our tax clinic. I would like to thank both for their outstanding contributions, as ACSA Board members.

As you read about Agincourt Community Services Association, throughout this Annual Report, two things become very obvious. First, ACSA not only continues to successfully serve a wide variety of groups in our community but that service is expanding to meet growing needs. Second ACSA is an innovative agency, which is being recognized more and more for its leading programs, in a number of areas.

Two elements are required for a multi service agency like ours to be successful. One is a committed, and skilled Board of Directors, where everyone participates. The second is a passionate, creative and hardworking staff and volunteers. At ACSA we are very fortunate to have both elements in place. Just as importantly there is an excellent working relationship between our Board and its staff.

As Chair it has been a pleasure to work with our Board, during the past year. At the meetings there is creative dialogue and when we reach a decision it is usually by consensus. All our Board members serve on at least one of the Board’s committees, with some members being on three of the five committees. To get this level of commitment in any group is rare.

Our committees have been very effective during the past year. The Policy Committee has reviewed the by-laws and has made some improvements, which you will be voting on today. The Nominations Committee has continued to find excellent new members for the Board. Three of these individuals will be added to the Board at this AGM. The Finance Committee continues to amaze with its thorough reports and with explanations of these reports, which make sense to those of us who do not have a background in business and finance. Our Fundraising Committee has been the most active this year, as it plans for our 35th Anniversary Gala, which occurs on September 23rd. As this is a fundraising event, a lot of work has gone into creating a sponsorship package, contacting people and finalizing the many details for the first event of this type that ACSA has ever held. When I attended a Fundraising Committee meeting, I was impressed by the skill level, creativity and energy of the participants.

Every agency has goals which it must meet. At our annual retreat we reviewed our three year Strategic Plan (2007-2009) and I am pleased to report that we have met or will meet all of the goals of that plan, by the end of this year. One of reasons we know this is that Gael Gilbert Executive Director and Lee Soda our Program Director have altered their monthly reports so that they relate to the Strategic Plan objectives. This alteration was suggested by the Board members and Gael and Lee quickly came up with a very effective reporting system, which has pleased everyone. This is just one example of how our Board and senior staff work well together.

Paul Rook, Chair ACSA Board of Directors
Executive Director's Report

Gael Gilbert, Executive Director

2008 was a stellar year for Agincourt Community Services Association for many wonderful reasons. Through the generosity of both the United Way and the City of Toronto, our agency was fortunate to benefit from a Capacity Enhancement Project which provided invaluable expertise to assist our board and staff with the much needed work of renewing by-laws, policies and procedures and building upon the many strengths of our board and staff. This project has equipped our agency to meet the challenges and demands placed on us by an ever expanding community, and the multitude of issues our programs and services help us design responses for.

The Community Engagement initiatives in Glendower, Dorset Park and Chester Le have enabled those communities to identify issues and work toward addressing them through resident councils and neighbourhood groups. Vibrant, active partnerships have grown out of these projects and have created numerous opportunities for diverse communities that had previously been fraught with racial, linguistic and cultural barriers to come together to forge bonds that will benefit these communities for many years. In Chester Le the City and Toronto District School Board have come together to build a new daycare facility and community centre which will provide the area with a wonderful new space for programs, services and community events.

The agency has worked in partnership with many other service providers to ensure delivery of much needed resources to many of our underserved community members. ACSA facilitates or oversees over 60 different projects ranging from Habibti (a group which serves Muslim teen girls) to seven over 60 different projects ranging from Habibti (a group which serves Muslim teen girls) to seven

food bank in the Malvern area to serve the east end of our catchment and have nothing but praise for the many volunteers and donors who help feed the hungry in Scarborough.

I would like to take this opportunity to thank our staff, partners, funders, donors and volunteers who, together, ensure Agincourt Community Services Association is able to serve the community to help create better tomorrows.

Gael Gilbert, community center总监

2008年对于爱因菲尔特社区中心来说是一个多边合作的一年。有很多原因可以说明这一点。在多个联合基金会和多伦多市政府的慷慨帮助下, 本中心有幸参与了能力增强计划, 这计划提供了一系列的法律和财务管理条文用于我们的工作中, 使我们的董事会和工作人员受益匪浅。在我们遇到挑战和需求时, 此计划帮助我们扩大了社区服务, 解决了大众难题方面找出了答案。

此计划已在Glendower, Dorset Park and Chester Le 社区见成效，此前多年来这些社区中充满了种族歧视，语言和文化方面的挑战，现在他们已有能力处理这些问题并获得社区成员特别是家庭成员来解决这些问题，具有活力的积极的家长小组已在各种活动中脱颖而出，并为不同族群创造了许多机会。在Chester Le, 多市以及多伦多教育局联合创建了儿童看护系统，并为这些地区提供了良好的社区服务场所。

本中心已与其他服务机构联手致力于家长小组的工作, 以便能保我中心现有的服务项目或资源能够介绍给社区。

爱因菲尔特社区中心继续组织和监督超过60个不同的计划, 从Habibti(一个服务穆斯林女生青年小组), 一周7天为服务员提供服务, 包括失眠, 食物, 咨询及防卫工作。多伦多为我们提供了专业的心理医生, 所以能帮助我们更好地为服务者和客户的客户服务。北美

the economic climate in North America has had quite a profound effect on many whom we serve, as unemployment and its consequences have had a severe impact on those working in low paying jobs. We opened a second

Gael Gilbert, Executive Director

2008年对于爱因菲尔特社区中心来说是一个多边合作的一年。有很多原因可以说明这一点。在多个联合基金会和多伦多市政府的慷慨帮助下, 本中心有幸参与了能力增强计划, 这计划提供了一系列的法律和财务管理条文用于我们的工作中, 使我们的董事会和工作人员受益匪浅。在我们遇到挑战和需求时, 此计划帮助我们扩大了社区服务, 解决了大众难题方面找出了答案。

此计划已在Glendower, Dorset Park and Chester Le 社区见成效，此前多年来这些社区中充满了种族歧视，语言和文化方面的挑战，现在他们已有能力处理这些问题并获得社区成员特别是家庭成员来解决这些问题，具有活力的积极的家长小组已在各种活动中脱颖而出，并为不同族群创造了许多机会。在Chester Le, 多市以及多伦多教育局联合创建了儿童看护系统，并为这些地区提供了良好的社区服务场所。

本中心已与其他服务机构联手致力于家长小组的工作, 以便能保我中心现有的服务项目或资源能够介绍给社区。

爱因菲尔特社区中心继续组织和监督超过60个不同的计划, 从Habibti(一个服务穆斯林女生青年小组), 一周7天为服务员提供服务, 包括失眠, 食物, 咨询及防卫工作。多伦多为我们提供了专业的心理医生, 所以能帮助我们更好地为服务者和客户的客户服务。北美

The past year has been filled with exciting new programs and new families, mixed with the old favourites and our faithful regulars.

Back by popular demand was our kindergarten readiness program. This program is offered during the summer to those children who are entering kindergarten in the fall. In addition to our main site, the kindergarten readiness program was offered at Glamorgan Jr PS for the first time last summer and was such a success that we will run it again this coming summer! At St. Lawrence Catholic School, and a repeat performance at Glamorgan. The program allows parents and children to participate in an environment that prepares both child and caregiver with the excitement and challenges this transition brings for families.

During the regular school year we were able to keep our doors open to the families of Agincourt every day of the week. Programs continue to offer were creative play: a drop in program for children 0-6 and their caregivers, mixed with the old favourites and our faithful regulars. We have high school volunteers available to work with the children to mentor and offer support. All these programs are well attended and continue to be our neighbourhoods’ favorite place to come and meet.

We are a happy family of friends and neighbours who gather under one roof for the common good of the children, a warm and welcoming environment where everyone is welcome. This year we had the pleasure of partnering with several other organizations/agencies to offer our community a variety of programs. Some of these partnerships included: Toronto Public Health, Aisling Discoveries, Toronto District School Board, West Hill Community Centre. We thank all of our partners for their continued support.

We look forward to expanding our current programs and developing new and exciting programs for our families in the coming year.

COMMUNITY ACCESS PROGRAM

In 2008, we provided food relief to over 7,000 adults and 4,000 children in Agincourt and to over 3,800 adults and 3,600 children in Malvern. With support from various community partners, we have been able to help clients achieve a better quality of life. Supplementing access to food through our food bank assists families in mitigating the strain of making decisions over where to spend money; this includes food, shelter and recreation. This year, the Malvern Healthy Community Cupboard moved to a new home at Wigwamen located at 20 Sewells Rd.; here, Malvern residents benefit from a local and accessible food bank. In addition to the Malvern Food Bank at Wigwamen, in response to local feedback, we also introduced a breakfast club for the families that utilize the Malvern food bank. We believe no child should be denied access to life’s basic necessities, including beginning the day with a healthy and nutritious breakfast. Though the economy is waning, ACSA and its community partners are working even harder to reach those in need and we thank everyone for their ongoing support. Without you, we would not be able to continue and adequately meet the needs of our all clients. Huge thanks goes to our placement students from Centennial College, the School for Alternative Studies, and the Toronto Centre for Community Learning & Development, as well as the devoted team of volunteers from across the community who have helped us help the community.

Our Computer Access Program had a successful year with over 100 clients benefitting from our basic computer training. We have seen clients ranging from seniors who learned how to use e-mail, facebook to connect with grandkids to homeless clients who wanted to get connected to stay in touch with loved ones, all who benefited from the program.

In 2008, a number of successful drives were held. In August, our School Supply drive for children who needed backpacks and school supplies for school was held; we handed out over 200 backpacks filled with school supplies to local children and youth. Our Christmas Cheer and Partners program also ran smoothly and successfully this past winter. Reaching over 1000 children, ACSA, with your support brightened up the lives of children with stocking stuffers and toys to those who needed it most. It was also the first time that we extended our Christmas Food Hamps to clients in all our programs providing over 250 families with a food hamper to help celebrate the holidays. Christmas Cheer program received food donations and gifts from our community partners; with over 50 schools and churches participating in this yearly food drive and community initiative, our food bank warehouse was filled to capacity. We are immensely grateful to our volunteers and donors that make these yearly events so successful.
Food Security Program

The Food Security Program at Agincourt Community Services Association is working towards a nutritious and healthier tomorrow for the community based on our five As Approach to Food Security. The five As include, availability, accessibility, adequacy, acceptability and agency. On a daily and ongoing basis, Food Security Programs work to ensure all people, at all times, have access to adequate amounts of safe, nutritious, economic, culturally appropriate foods, produced in an environmentally sustainable dignified way. Offering various programs including Cooking Classes, Nutrition Workshop, Fresh Produce Markets, Gleaning Trips, and Community Gardens to a diverse population over the last year, we have practised, preached and promoted our five As!

Through out the year, classes such as Cooking Healthy Together and Cooking Clubs were held at various locations including Chester Le Community Corner, ACSA Child and Family Centre, T.C.H.C. to name a few. Practising and promoting the five As, knowledge and skills on how to prepare nutritious, low cost meals using ingredients that might be otherwise unfamiliar to participants and their family were demonstrated and taught to community residents. Our cooking programs have become instrumental in supporting newcomers; it has provided them with the confidence, knowledge and tools they need to eat healthy and well at a low cost. Classes have also empowered mothers, food bank users and isolated seniors to enjoy a higher quality and healthier way of life.

Food for the heart…

At the end of one of many cooking sessions in Glamorgan T.C.H.C. all participants were encouraged to prepare a dish which they had learned from the program or one which they wished to share with the class. One woman with a South American background brought to class a home-made pizza; which was one of the many fun recipes prepared in class. That day however, pizza was not the only food she brought. She also brought food from the heart and for the heart in the form of feelings. That day she brought feelings of excitement, joy and accomplishment; she was now able to make her son’s favourite food in an affordable and healthy way.

In addition to all the programs offered by Food Security, there is still more work to be done. That is why we have recently launched the addition of ‘Lunch Drop-In Presentations’. A new program designed to run during our homeless drop-in on Thursdays at St. Timothy’s. Informal sessions on particular food items and nutrition related information are now hosted to support the needs of our clients. Topics range from learning about different cultural foods to looking at the five food groups in Canada’s Food Guide.

Canada’s Food Guide for Seniors in BridleTown Park Church, Fresh Produce Markets and Community Gardens continue to be a successful part of the program. In the spring and summer of 2008, 21 fresh produce markets were held in the Glendower and Glamorgan communities. ACSA community Gardens continue to provide garden plots to marginalized, socially isolated newcomer families with the opportunity to grow organic vegetables and fruits to supplement their family food budget.

Seniors

Many newcomer seniors feel isolated and in need of social networks. According to the population structure of our communities, ACSA has created a number of different projects to best suit the needs of the community. Offering a wide range of essential services to Chinese seniors, participants can benefit from programs and services they need to keep active lifestyles within their community. ACSA hosts three extremely successful seniors groups in the community; Wednesday-Senior ESL Drop-in, Thursday-Healthy & Happy Friendship Association and Friday-Agincourt Seniors Club. Over the past year, ACSA has been successful in creating new friendships and networks amongst its senior’s community while enhancing their quality of life. In 2008 we hosted 108 sessions and 21 workshops to over 1000 seniors. As we continue to expand these fantastic groups, more volunteers are needed from our neighbourhood. We continue to welcome both new participants and volunteers to our seniors program.
YOUTH PROGRAM

ACSA's youth department has had a dynamic year, encompassing many victories, accomplishments and new ventures. Over March Break, we had thirty youth come out to participate in March Frenzy, uniting youth from Bay Mills, Chester Le, and Glendower! Furthermore, below are just two stories displaying how we have assisted our youth to reach their potential while promoting pro-social lifestyles in the Steeles-L'Amoreaux community.

Having recently been expelled from York Region District School Board, and being new to the Steeles/L'Amoreaux area, one young girl was lost; not knowing where to start looking for help or who to turn to, our Youth Outreach Workers were able to connect this youth with the supports she needed. Working with our youth outreach team and at weekly meetings at various high schools the youth navigated her way through the Safe Schools Act and was promptly enrolled in time for second semester. We are proud to say that she is doing exceptionally well!

Through positive school partnerships, one of the local high schools contacted us to intervene in a youth crisis situation. On the verge of being kicked out of his home, and unable to communicate effectively with his parents, youth outreach workers were able to engage with this young person and his family. Through utilizing and promoting conflict resolution skills, the youth was able to better understand the parent’s perspective; as a result, being able to remain in the household. In addition, the youth accessed community resources, beneficial to sustaining healthy family relationships and has secured summer employment.

VOLUNTEERS

Over the past 35 years, Agincourt Community Services Association has been indebted to the volunteers who partner with us to serve the community and to help better the community. It has been a phenomenal year in the volunteer department. Without the support and dedication of our volunteers, the programs and services we offer would be impossible to deliver. We saw more participation from the corporate world as well as program participants volunteering this year than in the past years.

This year was no different, 524 people (some of them who are program participants themselves) volunteered their time and talents in all of our programs, some behind the scenes and some right on the front lines. All together our volunteers contributed 18,046 hours of their time to the community, around 350 hours each and every week. We have volunteers here at all times of the day in our homeless drop in, youth programs, cooking classes, legal clinics, income tax clinics, on the Board of Directors and many more. Because of these individuals, we ensure that people who are hungry get fed, people who need help are helped and people who need information are informed. On behalf of the community and staff at ACSA, our heartfelt thanks go to each of our volunteers, ACSA wouldn’t be where it is without every one of you. Thank you for making a difference in the community.

PARENTING PROJECT

Over the past year the Parenting Project has seen a lot of growth. This year parenting groups were facilitated in three communities, Bay Mills, Chester Le and Glendower. We are proud to say that although the sessions have ended, these groups still meet today. In partnership with Parents for Youth, through Dr. Harvey Armstrong, and coordinated by an ACSA Community Engagement Worker, many parents and their families have benefited from the power of Tough Love Parenting Practises and ongoing local community and peer support. Due to our success of past years, parents who were ‘court mandated’ were referred to our groups and welcomed by the group members. In the Glendower community, the parents who attended the workshops got together and planned an event last February for Black history month; it was a huge success with 169 residents from Bay Mills, Glendower and Chester Le attending.

Having formed such strong bonds and comradely over the past year, parents who have participated in the Project have decided to form a permanent group to continue to support one another and others in the community through peer support and networking. They plan to meet weekly and host activities that will bring the Glendower and other Steeles/L’Amoreaux communities together. The group is now called the Glendower Steeles/L’Amoreaux Parents Group.

One parent’s story stands out from the rest over the past year. At the beginning of a series of sessions, one parent voiced scepticisms about the project after reading the ACSA flyer detailing the project. She decided to come ‘just once’ to see what it was about. During the weeks and months following, the group saw this woman be first to arrive and last to leave; she became an integral part of the group. She describes her life as being completely ‘turned around’, all of this partially due to the work done by Dr. Harvey Armstrong and the projects community worker. From isolation to integration, from having a case with the Children’s Aid society to complete closure of her files. Her story can only be described as the reason why the program exists.
Highlights
The past year has been quite busy for ANC Dorset Park as we continued to deepen our connection with the residents and understanding of the community. Among the many activities in 2008, the highlights include finishing of our community quilt; over 300 community members were part of creating and sewing individual squares, hosting a resident appreciation night where we were able to thank the community for all of their hard work and dedication to Dorset Park and finally, the first Annual Dorset Park Day community festival that engaged over 1000 Dorset Park residents.

Over six resident groups now meet on a weekly/monthly basis in Dorset Park. The groups engage over 100 residents and focus on a range of different needs and gaps in the community. Those groups include: Conversational English, Chinese cultural club, Glamorgan Women Go Green, Tamil sewing group, the Dorset Park Youth Council, Dorset Park Crisis Response and Dorset Park Community Connections. These groups have become quite active in the community. In 2008 they organized community potluck's, a community trip, set up a neighbourhood watch, community clean ups and the youth have been heavily involved in getting a sports pad for the youth in the community and have been heavily involved in advocating for various changes in their community.

ANC is about bringing residents together to make positive changes to build a stronger neighbourhood. This project is guided by the people who live and work in the community. In 2008 residents continued to work on the following priorities that they set after a visioning session: Community Programs/Services/Space, Education, Safety & Image

HIGHLIGHTS:
• Steeles/L’Amoreaux Neighbourhood Association meets monthly to plan and implement neighbourhood plans. There are 18 residents that consistently attend.
• Residents planned events for neighbours to build strong relationships with fellow residents, events included: Community Potluck, Community Celebration BBQ and Community Clean up day.
• Happy & Healthy Friendly Association (HHFA)-resident led Chinese seniors group was transitioned to ACSA to facilitate. Seniors from HHFA attend all ANC events, activities and some members sit on various committees for ANC.
• Outreach, information and referrals to programs/services
• Resident Based Crisis Response Team created: 11 residents are part of this group to respond to crisis when it occurs in the community.
• Residents organized training sessions on how to vote for fellow residents to attend during the Federal Election
• Safety and Crime Prevention Workshops were facilitated across the neighbourhood.
• ANC partnered with University of Toronto to conduct a Walkability research in community
• ANC-Steeles/L’Amoreaux was featured in the Toronto Star to highlight the resident engagement work being accomplished
• Overall, there are improved neighbourhood conditions and a renewed sense of pride/ownership of community.

Community Testimonials
Living in Scarborough for almost 11 years and in Canada for over 17 years, gives me the right to say that my neighborhood is the best. Very nice city, clean and friendly neighbors make me feel at home.

I used to live a normal life just like any other woman who stayed home to take care of her family, until last year when I heard about ANC. ANC had changed my life completely. They showed me the life outside my apartment walls, and one of them said that volunteering would change the way I see the world and it really did, it gives life a different taste. I started volunteering in Glamorgan School by being a part of the school council. My friend and I had the idea English Circle for women; we introduced the idea to ANC staff to make this dream come true. As a woman who was a stay at home mom, I knew many women in my community struggled to learn English and better their lives, their first priority was their children and so learning new skills like English came last. We worked very hard with the ANC Dorset Park team to figure out how we could support these women. I am extremely proud so say I am now the leader of the English Circle project. When I see the ladies happy and more confident with their spoken English I feel very happy and proud.

The book fair, the workshops and meetings I attend and finally the Community walk and much, each one of them gave me a whole new experience, knowledge and skills to better not only my own life and family but the community I live and raise my children in.

Thank you,
Lamyaa Hassan
Housing and Homeless Services and Programs

Homeless and Outreach Department

The Housing and Homeless Program goals at ACSA is to outreach to the homeless in Scarborough and provide them with the supports necessary to access affordable and sustainable housing. After Homeless people have been housed there is still more work to do. A Follow-up worker is provided and includes one year of case management support, ensuring rent is paid and connecting clients with their new community by helping to find resources. Clients often do not have enough money to buy food so we provide them access to our Hot Lunch program. Also isolation within their new community may be a concern because often clients move away from their friends, which can impact their social and skill development.

Services we offer:

Connect clients to Drop-In services:
- Connect clients to Drop-In programs so that they could increase access to basic needs and decrease social isolation.

Connect clients with Community Coordinator:
- Connect clients with Volunteer Coordinator to provide them with opportunity to gain work experience by assisting with various duties including unloading donation trucks and sorting and putting food away for the food bank.

Connect clients to Food Security Coordinator:
- Cooking lessons and techniques
- Introduction to different types of foods
- Provide access to nutritious food and nutritional information

Harm Reduction Supports:

Integration of the Harm Reduction component at ACSA allows community members to access supplies and information when the Outreach van is on the road. This year work was done towards preparing for the Scarborough Addictions Services Partnership (SASP) funding, which allows ACSA to develop peer training sessions, focus groups, workshops and client support groups, safer substance use, and support services. Kits are also now available at the front desk. We are working towards forming partnerships with other service providers in Scarborough, because we acknowledge that it is through strong partnerships that we are able to most effectively reach the people that need ACSA programs and Services.

Drop-In

Approximately 8,657 hot meals were served in our Drop-In program. Past participants have enjoyed the Thursday Hot lunch BBQs hosted by St. Timothy's Anglican Church. As well, the Scarborough Filipino Seventh Day Adventist Church have provided several meals to the community including one for Labour Day, and clients have also participated with the Toronto Drop-In Network (TDIN) East End BBQ. Our Drop-In program was open on the weekends during 2008 to provide relief from the heat and to provide the much needed Drop-In services, not usually available on the weekends in Scarborough.

Outreach

We continue to assist homeless people find their way off the streets and into affordable housing in Scarborough.

Chester Le Community Corner Summary

Number of Program Users: 9559 (aggregate numbers)
Number of Volunteers: 53
Number of Volunteer Hours: 746.43
Trainings/Seminars/Workshops/Forum Conducted: 160
Number of Participants in Trainings/Seminars/Workshops/Forum: 454
Number of Participating Partners in Trainings/Seminars/Workshops/Forum: 44

Chester Le Community Corner is a second home for many in the neighbourhood. It functions as a living room where people come to relax and socialize, a kitchen where people come to cook, and for many, a safe place where they can come for help, happiness and support. Through the Chester Le Community Corner, residents, both living in the TCHC property and private houses have been engaged. The development and implementation of community based programs and services that respond to the direct needs of the community have heightened and strengthened Chester Le.

Although the Corner has limited resources such as space and budget to support programming, its strong relationships with local service providers have lead to the sustainability and addition of new programs and services over the last year; we encourage you to come by to see what we have been up to. Moreover, the corner, over the last year has been able to mobilize an unprecedented number of volunteers. Like an army, they have provided unconditional support throughout the year and in varying capacities to the corner.

Chester Le is a high-risk neighbourhood that has a history of violent experiences as a result of community relationship breakdown and lack of resources. The Corner, through its programs has been able to gradually bridge the gap between various members of the community through community building programs. Through the corner we are able to engage people to come out and participate in building relations within the community and eventually break the barriers of social isolation.

Testimonials from Community Members

“The Corner gets me up and going in doing different things. Some enjoyable things to join are the cooking club, youth council, and the young women’s program. It’s a part of the ‘hood’ which means you should enjoy that part of your ‘hood’. The Corner means everything to me.”

(Youth Member)

“There are lots of programs going on in a small place. I am very happy to have this center because our children get involve in programs. The kids love the Corner and they don’t want to miss a day not visiting it. We need a bigger space for more programs.”

(Member of Moms’ Group)

“I came to Canada for many years but always feel lonely and isolated. Since coming to the Chester Le Community Corner my life has been changed. I took ESL classes, improved my English and now I’m able to have conversation with some people. I also joined the Community Garden program, have grown my favorite vegetables, met new people, and got to know different cultures.”

(Member of ESL Group)
BOARD OF DIRECTORS

PAUL ROOK, CHAIRPERSON
Paul Rook has been active in the Scarborough community for over 35 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 ACSA. For eight years he was full-time Vice-President and then President of the Scarborough district of the Ontario Secondary School Teachers Federation. He is Chair of ACSA and served as Chair of our Policy Committee, when it did a complete review of our by-laws and policies. Paul also volunteers at CICS, coaches alternative dispute resolution and is on the Board of the LIFE Institute at Ryerson University. He brings experience and skills in policy making, organizing and chairing meetings, decision making and dispute resolution to our Board.

Karen Donaldson-Howden, BASc, Director at Large
Karen possesses a Bachelor of Applied Science in Public Health, major in Health Promotion and has extensive expertise in the area of Community Development and Health Promotion. She successfully initiated and led the Community Development Initiative for Toronto Community Housing Corporation’s first redevelopment project, Don Mount Court. As a committed individual and leader in the area of community development Karen volunteers her time in the Scarborough area working with female youth and communities to build their capacity to reach their full potential and be their own best advocate, for themselves and their children. Karen is currently functioning as the Sr. Specialist of Health making, organizing and chairing meetings, decision making and dispute resolution to our Board. Her goal is to contribute to building a better tomorrow for underserved communities in the Scarborough area.

JEAN DELL’AGNESE, TREASURER
Jean has been an ACSA Board Member since 2004. She is a Certified Accountant (CGA) and has been a professional accountant for over 33 years. In her professional career, Jean worked within various ministries of Ontario Government and is currently semi-retired.

KEVIN CHEN, DIRECTOR AT LARGE
Kenneth Chen is a member of the Finance Committee on the ACSA board. He currently works as a director of structured products administration in the financial services field. As a Chartered Accountant, Ken provides skills in areas of finance and administration. For the past three years he has assisted with the running of the Bridletowne Park Church tax clinic serving community members in the Bridletowne area and beyond. He has also been involved with the Action for Neighbourhood Change program at Glendower. Ken has always lived in Scarborough and wanted to help the community by contributing as a member of the board.

MURRY FULCHER, DIRECTOR AT LARGE
Murray has been an ACSA Board member since fall, 2004. Presently retired, he was working as a stellar real estate agent for over 30 years. Murray has been a resident of Scarborough for most of his life and an active volunteer for many community organizations. His list of volunteer activities includes membership on the Unitarian Congressional and the United Nations.

VINITHA GENGATHARAN, DIRECTOR AT LARGE
Vinitha Gengatharan is currently the Director, International Initiatives at the University of Toronto Scarborough. Her responsibilities include managing International Agreements, delegations and coordination of International Initiatives at the University of Toronto. Previously, she served as the Assistant Director, Student Affairs at the University of Toronto Scarborough. In her role, she was responsible for providing leadership to the student affairs and student life portfolio. Vinitha has extensive experience working with community agencies for the last 15 years and has worked on projects that encourage University Students to engage with their community and community partners. She has also served as the Chair, Board of Stewards for Hart House. Having grown up in Scarborough and in Flemingdon Park, Vinitha is aware of the needs and dreams of the community and would like to be part of ACSA’s community based solutions.

BOLA OTARIKI, DIRECTOR AT LARGE
Bola is a Relationship Manager with RBC Royal Bank, and a Chemical Engineer. She came to Canada in 2006, one of the most accepting, accommodating and relaxing places to live in the world. She is always interested in positively touching the lives of the people around her and always takes up opportunities to give back to the community, a community that has given so much to her.

JENNIFER SCOTT DIRECTOR AT LARGE
Jennifer has been an ACSA Board Member since 2003, participating in the role as Chair and Vice-Chair. She is a Manager of Clients Services for the North York Community Care Access Centre and is a qualified psychotherapist. Jennifer has been a Agincourt resident for the past 30 years. She volunteered for the Heart and Stroke Foundation, the University of Toronto and was the past Chair of the Board for the Bridlewood Presbyterian Church.

MANNY SOUSA DIRECTOR AT LARGE
Manager of Community Relations at Enbridge Gas Distribution is responsible for the Company’s community investment program and oversees its Community Events program which supports and participates in more than 300 community events throughout Ontario. Mr. Sousa has more than 10 years of experience in corporate community involvement and engagement. He is a firm believer that a company must have a social license to operate by giving back to the community.
### STAFF LIST - 2008

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avanetta Vaughan</td>
<td>Early Years Program Facilitator</td>
</tr>
<tr>
<td>Beverly Srazen</td>
<td>Food Securities Coordinator</td>
</tr>
<tr>
<td>Bijan Ghahari</td>
<td>Housing Follow-up Worker</td>
</tr>
<tr>
<td>Catarina Oliveira</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>Celena Elias</td>
<td>Parenting Project Facilitator</td>
</tr>
<tr>
<td>Christine Ayre</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Christine Markwal</td>
<td>Food Bank Coordinator</td>
</tr>
<tr>
<td>Christopher Langer</td>
<td>Youth Outreach Worker</td>
</tr>
<tr>
<td>Cindy Zwickier</td>
<td>Homeless, Housing, and Outreach Coordinator</td>
</tr>
<tr>
<td>Dan Schwade</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>David Perenic</td>
<td>CAP Trainer</td>
</tr>
<tr>
<td>David Roy</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>Denise Bill</td>
<td>Creative Play Assistant</td>
</tr>
<tr>
<td>Donna Oates</td>
<td>Accounting Clerk</td>
</tr>
<tr>
<td>Elizabeth Liss</td>
<td>Finance Director</td>
</tr>
<tr>
<td>Eric Cheung</td>
<td>Community Outreach Coordinator</td>
</tr>
<tr>
<td>Eric Rubery</td>
<td>Outreach worker</td>
</tr>
<tr>
<td>Fauza Akram</td>
<td>Youth Programmer</td>
</tr>
<tr>
<td>Guel Gilbert</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Glenna Neshkiwe</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>Gloria Tan</td>
<td>Assistant Cook</td>
</tr>
<tr>
<td>Hadil Iss</td>
<td>Muslim Teen Girls Group</td>
</tr>
<tr>
<td>Hanan Kasam</td>
<td>Executive Administrative Assistant</td>
</tr>
<tr>
<td>Jamilah Mananbaya</td>
<td>Community Engagement Worker Chester Le</td>
</tr>
<tr>
<td>Jayon Julien</td>
<td>Youth Coordinator</td>
</tr>
<tr>
<td>Jenny Loh</td>
<td>Community Engagement Worker Chester Le</td>
</tr>
<tr>
<td>Kwende Kamba-Gayme</td>
<td>Community Engagement Worker Steeles-L’Amoureux</td>
</tr>
<tr>
<td>Lattasha Bird</td>
<td>Youth Outreach Worker</td>
</tr>
<tr>
<td>LaToya Morgan</td>
<td>Youth Services Coordinator Dotter Park</td>
</tr>
<tr>
<td>Laura Harper</td>
<td>Community Engagement Worker Dotter Park</td>
</tr>
<tr>
<td>Lee Sada</td>
<td>Program Director</td>
</tr>
<tr>
<td>Lexy Persaud</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>Malaun Gananendran</td>
<td>Community Engagement Worker Steeles-L’Amoureux</td>
</tr>
<tr>
<td>Margaret Kamal</td>
<td>Cook</td>
</tr>
<tr>
<td>Maria Moir</td>
<td>Homeless, Housing, and Outreach Coordinator</td>
</tr>
<tr>
<td>Marianna Narrala</td>
<td>Creative Play Assistant</td>
</tr>
<tr>
<td>Michele Larmet</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>Nadia Gouveza</td>
<td>Project Manager Dotter Park</td>
</tr>
<tr>
<td>Patrick Saunderson</td>
<td>Harm Reduction Worker</td>
</tr>
<tr>
<td>Penny Hansberger</td>
<td>Food Securities Facilitator</td>
</tr>
<tr>
<td>Pramila Javheri</td>
<td>Project Manager Steeles-L’Amourean</td>
</tr>
<tr>
<td>Res Collard</td>
<td>Outreach Worker</td>
</tr>
<tr>
<td>Robin Silverman</td>
<td>Relief OSIS</td>
</tr>
<tr>
<td>Sandy Koolblad</td>
<td>Community Coordinator</td>
</tr>
<tr>
<td>Sherry-Anne Bishop</td>
<td>Housing Follow-up Worker</td>
</tr>
<tr>
<td>Stacy Hudson</td>
<td>Program Assistant</td>
</tr>
<tr>
<td>Tammy Kidman</td>
<td>Accounting Clerk</td>
</tr>
<tr>
<td>Tracy Yu</td>
<td>Drop in Coordinator/Seniors Program Coordinator</td>
</tr>
<tr>
<td>Victor Beausole</td>
<td>LEARN Coordinator Dotter Park</td>
</tr>
<tr>
<td>Viuanti Persaud</td>
<td>CAP Trainer</td>
</tr>
<tr>
<td>Vivien Chung</td>
<td>Food Security Coordinator</td>
</tr>
<tr>
<td>Wenz Song Wang</td>
<td>Community Engagement Worker Chester Le</td>
</tr>
<tr>
<td>Yodi Tsegaye</td>
<td>Community Engagement Worker Dotter Park</td>
</tr>
<tr>
<td>Zohra Rahman</td>
<td>Youth Outreach Worker</td>
</tr>
</tbody>
</table>

### PARTNERS & IN-KIND SUPPORTERS

- And dozens of other businesses and non profits we work with annually through our partnerships.
**A CSA Snapshots**

**2008 Funders & Donors**

- 1098748 Ontario Ltd.
- Ace Bakeries
- Agincourt Baptist Church
- Agincourt Civitan Club
- Agincourt Collegiate
- Agincourt Pentecostal Church
- Alcoa Donor Fund
- Bell Employee Giving Program
- Bridlewood Presbyterian Church
- Canadian Tech Air Systems Inc
- Chartered Accountants of Ontario
- City of Toronto
- Curves
- Daily Bread Food Bank.
- Don Heights Unitarian Congregation
- Duca Financial Services
- Ebenezer United Church
- Enbridge Gas
- Estate of Jessie Frances Watson
- Federal Government
- First Alliance Church
- George Cedric Metcalf Charitable Foundation
- George Weston Limited
- Grace Christian Reformed Church
- HR. Professionals Assoc
- IBM Employees’ Charitable Fund
- Kennedy Public School
- Knights of Columbus Scarborough
- Knox Presbyterian Church
- Knox United Church
- Lynnwood Heights JR. P.S.
- Mazon Canada
- Morguard Investments
- Morrison Foundation
- Ogden Funeral Homes Limited
- Ontario Trillium Foundation
- OPG Employees & Pensioners Charity Trust
- Proscience Inc
- Province of Ontario
- Ralph & Maureen Phillips Foundation
- Rosewood Church of the Nazarene
- Rotary Club of Agincourt
- Rotary Club of North Scarborough
- Scientific Atlanta Canada Inc
- Sir William Osler High School
- St Bartholomew’s Catholic Women’s League
- St John’s United Church
- St. Paul’s Church L’Amoreaux
- St Timothy’s Anglican Church
- Tam O’Shanter Junior Public School
- United Way of Greater Toronto
- Volunteer Toronto
- Warden Full Gospel Assembly
- Wesley Chapel Free Methodist Church
- Weston Foundation
- Worldwide Church of God
ACSA MAIN OFFICE
4155 Sheppard Ave East, Suite 100
Toronto, Ontario, M1S 1T4
Tel: 416-321-6912
Fax: 416-321-6922

ACSA CHILD AND
FAMILY CENTRE
4139 Sheppard Ave East
Toronto, Ontario, M1S 1T1
Tel: 416-299-9872

ANC DORSET PARK
880 Ellesmere Rd, Suite 204
Toronto, Ontario, M1P 2W6
Tel: 416-332-0997
Fax: 416-332-9506

ANC STEELES- L’AMOREAUX
331 Glendower Circuit, Unit 6
Toronto, Ontario, M1T 2T7
Tel: 416-609-9393
Fax: 416-609-3896

CHESTER LE COMMUNITY
CORNER
160 Chester Le Blvd, Unit 142
Toronto, Ontario, M1W 2N1
Tel: 416-491-3456
Fax: 416-491-1686

Design courtesy of:
Arias Interactive Inc.
www.ariasinteractive.ca