



# SCARBOROUGH WOMEN'S CENTRE

24<sup>TH</sup> ANNUAL REPORT  
2005-2006

**"Empowering any woman wanting to leave an abusive or isolating situation, so that she can implement long term positive changes with confidence."**

Scarborough Women's Centre  
2100 Ellesmere Road, Suite 245  
Scarborough, Ontario M1H 3B7

Telephone: (416) 439-7111

Fax: (416) 439-6999

E-mail: [ed@scarboroughwomenscentre.ca](mailto:ed@scarboroughwomenscentre.ca)

Web: [www.scarboroughwomenscentre.ca](http://www.scarboroughwomenscentre.ca)

## **PRESIDENT'S MESSAGE**

The past year has been a very productive one for Scarborough Women's Centre. With the help of the Trillium Foundation we have hired a Volunteer Co-ordinator, thereby achieving one of our long-standing goals of strengthening our volunteer base. As you know the Centre has a small, dedicated staff, but we would not be able to reach out to so many women without the assistance of our kind volunteers. Our Volunteer Co-ordinator is integral to the recruiting and training of new volunteers, who allow us to continue to offer vital services to women in our community.

Financially, we ended our fiscal year in the black, and have been able to add to our emergency contingency fund. The Board, and Fundraising Committee worked very hard to achieve this financial security, and should be congratulated for their positive results. Increasing the Centre's sustainability is a priority for the Board, and we will strive to have another successful year.

On a personal note, I have been very honoured to be the President of the Board for this past year. It has been a wonderful learning experience for me. I've enjoyed representing the Centre, and I hope to continue to raise awareness of the Centre.

**Samantha Singh**

## **EXECUTIVE DIRECTOR'S MESSAGE**

I remember so clearly that cold March day in 1986. My first day at Scarborough Women's Centre! I was warmly welcomed by staff and volunteers, and found a place where I could make an impact on the community, while being appreciated for my skills.

Many things have changed in the 20 years I have had the honour to be part of Scarborough Women's Centre. Our sector has been subject to many challenges, related to limited resources and increased demand for service. What has not changed is the dedication of the staff, volunteers and Board of Scarborough Women's Centre as they work hard to make sure that women have the opportunity to move forward in their lives. And the women we work with continue to amaze me with how courageous and strong they are as they build brighter futures for themselves and their children.

I am grateful for the dedicated involvement of many different people, particularly the Board of Directors, committee members, Consumer Advisory Group, mentoring and information referral volunteers, facilitators, and staff. The ongoing support of funders and donors provides the means for effective use of the energy and heart of these wonderful women. The women who are our service users are also active in promoting the benefits of the Centre to their communities.

My special thanks go to Samantha Singh, President, following her first term in the role. We will miss Katie Wicik, Brenda Chalmers, Marie Campbell, Elaine Dandy, Xiaolin Ni and Sunita Kossta who are completing their terms on the Board.

I wish us all many more years of effective leadership in the community!

**Lynda Kosowan, MSW, RSW**

**STAFF & VOLUNTEERS  
2005 – 2006**

**Executive Director:** Lynda Kosowan

**Case Manager/Counsellor:** Tahereh Barati

**Coordinator of Volunteers:** Lata Patel

**Economic Self Sufficiency Program Facilitator:** Vivienne Kendry

**Volunteer Trainer:** Lambrini Soulos

**Summer Program Workers:** Sama Bassidj, Yennith Mina, Jennifer Mohan, Melissa Norton, Agnes Vuong

**Placement Student:** Maria Khan, George Brown College (Social Service Worker)

**Administrative Assistant:** Dolly Carlos

**Book keeper:** Ruth Hanson Book Keeping Services

**Webmaster:** Jennifer Mohan (volunteer)

**SWC FACILITATORS**

Victoria Arshad

Anne Marie Barker

Prabha Basoo

Angela Boucher

Stephanie Carrasco- Rodriguez

Eva Gelberger

Eva Halter

Brahm Siegal, L.L.B

Vivienne Kendry

Linda Litt

Susan Ludwig

Nicole McSweeney

Archa Mati

Darlene Montgomery

Michelle Mulgrave (CERA)

Tammy Nielson

Kerri Harris

Lambrini Soulos

Akiko Okamoto (Scarborough Breast Health  
Community Action Project)

## **BOARD OF DIRECTORS 2005-06**

Samantha Singh, President  
Kate Wicik, Vice-President  
Sarah Ahmed, Treasurer  
Brenda Chalmers, Corporate Secretary  
Yvette Bailey

Sunita Kossta  
Xiaolin Ni  
Jessica Shields  
Nadine Spencer  
Marie Veitch Campbell

## **BOARD COMMITTEES**

**ACCESS/PROGRAM EVALUATION COMMITTEE:** Kate Wicik (Chair); Lina Bavaro; Marie Campbell; Dorothy Clark; Clarissa D’Cunha; Marcela Kupfer; Abraka Okopsio; Lynda Kosowan (staffing)

**EXECUTIVE COMMITTEE:** Samantha Singh (President); Kate Wicik (Vice-President); Brenda Chalmers (Corporate Secretary); Sarah Ahmed (Treasurer)

**FUNDRAISING COMMITTEE:** Elaine Dandy (Chair); Yvette Bailey; Xiaolin Ni; Julie Sagara; Jessica Shields; Nadine Spencer; Lynda Kosowan (staffing)

**FINANCE COMMITTEE:** Sarah Ahmed (Chair); Freda Dong; Lynda Kosowan (staffing)

**GOVERNANCE COMMITTEE:** Samantha Singh (Chair); Marie Campbell; Lynda Kosowan (staffing)

**STRATEGIC PLANNING COMMITTEE:** Yvette Bailey (Chair); Sunita Kossta; Abraka Okopsio; Nadine Spencer; Lynda Kosowan (staffing)

## RESOURCE INFORMATION VOLUNTEERS

Usha Agarwal  
Yennith Mina  
Maria Khan

Loretta Fines \*  
Bharati Guha \*  
Yvonne Martin

## MENTORING / TUTORING VOLUNTEERS

Tamara Akopcan  
Dorette Blake  
Dushy Balamohan  
Nadia Barakheh  
Mohini Bindra  
Dorothy Clark  
Rebecca Chon  
Diana Chung  
Laura Dantis  
Maria A. Delicieux  
Dosalee Drakes  
Agnes Forfa  
Francine Hickman  
Resham Karna \*  
Pauline Larst  
Louise LeBlanc  
Candy Lee  
Joanne Lehrer  
Linda Litt  
Milena Marques

Marnie Miron  
Tanya Morris  
Kalia Musha \*  
Jennifer Oldham  
Danielle Olsen  
Shazelle Persaud  
Doris Peters  
Mitzy Pizio  
Anna Poshin  
Dovie Rochester  
Aminah Sheikit  
Reisa Slade  
Lesley Spiegleman  
Denise Springer  
Karen Stewart  
Loretta Traynor \*  
Mary Vigrow  
Pat Vienneau \*  
Dharshika Watson  
Yvonne William

**\* Received Ontario Volunteer Service Recognition Awards in 2005-06**



## FUNDERS & DONORS, 2005 - 2006

THANK YOU!



We are grateful to the people and groups contributing funds to the Centre. With your support, we can offer much needed services to Scarborough Women.

### **FUNDERS:**

City Of Toronto (Community Services Grants); Human Resources Skills Development Canada (Summer Career Placement); United Way Of Greater Toronto, Maytree Foundation and Ontario Trillium Foundation (Building Agency Capacity Project); The Government Of Ontario Through Ontario Women's Directorate (Investing in Women's Futures Program); The Government of Ontario through the Ministry of Citizenship and Culture (Summer Student Program)

### **INDIVIDUAL DONORS:**

Rabeya Ahmed; Sarah Ahmed; Tamara Akopcan; Joyce Archer; Vicki Bales; Yvette Bailey; Lisa Benvenuto; Aruna Bhagwandin; Angela Boucher; Marie Campbell; Lisa Casonato; Louise Choi; Eileen Chalk; Brenda Chalmers; Andrea Chisolm; Gloria Costello; Elaine Dandy; Ari Dassanayake; Mo Davies; Monica Davis; Sheryl Dyke; Lynn Fournier-Ruggles; Micheline Gravelle; Helen Giraudel; Sarojdai Harduwar; Kerri Harris; Evelyn Hill; Melanie Hubbard; Nigel Jagan; Mary Kainer; Larry Kosowan; Lynda Kosowan; Nan Kosowan; Sunita Kossta; Kelly Manning; Alice Matassa; M.E.Methrell; Dawn Michie; Darcy Miller; Hulda Mullings; Ada Murray; Rita Oster; Diane Pendock; Jeanette Thompson; Susan Tucker; Julie Sagara; Elizabeth Seres; Samantha Singh; Penni Stuart; Darlene Watman; Donald Wright; Kate Wicik

### **CORPORATE & GROUP SPONSORS:**

Agincourt Community Services Association/Information Scarborough; Cardinal Newman C.H.S; Chum Charitable Foundation; CIBC; Eli Lilly Canada; FNF Canada Company; George Weston Ltd; Green Shield Canada; Hydro-One Employees; IBM Employees Charitable Fund; Lee Tak Wei Fdn; Linda Lundstrom; Mackenzie Financial Charitable Foundation; Malvern Family Resource Centre; Malvern Cricket and Social Club; OPG Employees; OPG Employees Charitable Trust; Public Service Alliance of Canada; Royal Bank Foundation; Royal Canadian Legion; Scarborough Full Gospel Church; Scotia Bank; Teva Novopharm Ltd.; Unique Mobile Wash Inc; Walker Lynch Foundation; Zellers Inc

### **IN - KIND DONATIONS:**

Aurora Collectibles; Big Stretch Yoga Centre; Black Horn Dining Room; Bonnie Bickel; Boston Pizza; Brimark Cleaners; CN Tower; Crown of Jewels Salon; Christina Demeester; Curves; Druxy's Inc; Exclussif Spices; Hilton Toronto; HMTV; House and Home Media; JVC Canada; Keg Restaurants Ltd; Kelly Yutronkie; Kids Can Press; Lorraine Kimsa Theatre; Malvern Town Centre; Mandarin Restaurant; Manni Szigeti; Nathalie-Roze Fischer; Oasis Massage Therapy; Paramount Canada's Wonderland; Revlon Inc; Shiatsu Academy of Tokyo; Starbucks Coffee Canada Inc; Sinfonia Toronto; Shiatsu Academy; Stage Centre Productions; Sister's Eatery; Santos Place; Shoppers Drug Mart; Soulpepper Theatre Company; Spine Institute; The TDL Group-Tim Hortons; Tim Howe; Timex Canada Inc; Toronto Maple Leaf Hockey Club; Toronto Raptors Basketball Club; Theatre Passe Muraille; Tarragon Theatre; Vidal Sassoon Salon; West Hill Florist; Winners Merchant Inc; Wild Water Kingdom.

# **PROGRAMS**

**INFORMATION SERVICES**

**EDUCATION**

**CASE MANAGEMENT/SUPPORT**

**ECONOMIC SELF SUFFICIENCY**

**VOLUNTEER PROGRAMS**

**INVESTING IN WOMEN'S FUTURES**

**BUILDING AGENCY CAPACITY**

**WOMEN'S PLACE**

## **INFORMATION SERVICES**

### **2005-06**

Information referral continues to be an essential service of the agency. Information volunteers inform women about how they can best use the services of the Centre, or the community at large. For many women it is their first contact with our Centre, or the community service sector. It is a significant milestone in the life of a woman in transition, to speak to a volunteer or staff person who has time to listen to her situation, suggest options, and offer practical ways to address her concerns.

Volunteers are the backbone of this service, and participate in a seven session training program. This year, two of our Information Referral Volunteers, Bharati Guha and Loretta Fines, received the Ontario Volunteer Service Award for more than 5 years of service. Now that we have a Coordinator of Volunteers, she takes responsibility for their on-site supervision and on going development. As well, she has updated the Information Volunteer handbook. Another change this year was that we are now providing core training to all direct service volunteers together, followed by a specialized session on the area where they will be volunteering.

We have 2347 calls from individuals and agencies. Major issues of concern to women this year were education/training (27%); woman abuse (15%); and employment (12%); and emotional and physical health (11.5%). Women were also looking for financial and practical supports (8%); legal help (6%); and housing (5.5%). Women find us through their internet, or are referred by doctors, police, schools, and community agencies. Many were referred by word of mouth through a friend, member, participant, or Centre volunteer. We also heard from a number of agencies looking for advice about issues with which their clients were dealing.

Special thanks to the trained Resource Information Volunteers who so faithfully come to the Centre to speak with women in need of assistance, bringing their own life experience and fluency in a variety of languages to enhance the information service! We are grateful to the City of Toronto (Community Service Grants Program) for their support.

Please see the attached Information Referral Statistics.



## Information Referral Counselling Statistics

April 1, 2005 to March 31, 2006

Type of Contact:		Purpose of Contact:		
Telephone	1956	Individuals	Info re Problem/Service	2183
Walk-in	341		Crisis	43
E-mail	50	Agencies	Info re Problem/Service	121
Total Calls	2347	Total		2347

Issues: 3812 reported, some women had more than one issue

Education/training	1060	27.00%
Woman abuse	568	15%
Employment	456	12%
Practical supports (hsg,finance)	308	8%
Emotional health	232	6%
Legal	232	6%
Housing	208	5.50%
Physical health	208	5.50%
Children and youth	140	3.50%
Seniors	96	2.50%
Settlement and ethno-racial	92	2.50%
Lesbian	4	
Other	208	
Total	3812	

Referral sources: (of 293 reported)

Community agency	85
Friend/ SWC vol/member/participant	57
SWC Promo material /website	57
Health services, hospital, clinic, doctor	20
Directory/info service	12
Phone book	12
Education - school, college etc	6
Media	4
Police, court, legal	3
Other	37

Cachment area: 1772 reported

Scar	1628
Toronto	92
North York	24
Markham	16
Other 905	8
Etobicoke	4

## **EDUCATIONAL PROGRAMS 2005-06**

Many women first get connected with the Centre when they hear about our educational programs. These small group programs provide wonderful opportunities for women to learn with others who have overcome similar challenges, even though their racial, cultural and other diversities may be very different. This sharing and support in a safe learning environment is very significant for women who are eager to learn new skills and build stronger lives.

Each course or workshop program is offered by a trained facilitator and/or expert in their field to 12-20 women. Our foundational courses are: Building Self Esteem; Assertiveness; and Dealing with Anger. As well, there are special workshops on topics like Family Law; Stress Management; Decision-Making; and Healthy Relationships. Training and ongoing development is also offered to volunteers who will go on to provide direct service as resource information volunteers, or supportive mentors/tutors. Information about courses and workshops offered; and results achieved can be found in the following pages.

We thank the facilitators who create a safe environment where women can learn together and move forward. We are grateful for support from the City of Toronto (Community Services Grants Program), Ontario Women's Directorate (Investing in Women's Futures), and individual and corporate donors.

### **OUTCOMES REPORTED BY PARTICIPANTS:**

552 women attended courses, workshops and forums. Some women reported more than one outcome. Others were not asked to report outcomes following volunteer development sessions or public forums.

Developed life skills to move forward 182 (16.3% of total)

Made positive changes 179 (16%)

Built self confidence 158 (14.2%)

Built communication skills 144 (12.9%)

Solved personal problems 131 (11.7%)

Employment related results 122 (10.9%)

Built support system 87 (7.8%)

Registered for further training 60 (5.4%)

Left abusive situation/makes plans to leave abuse 53 (4.8%)

### **REPORTED REASONS FOR PARTICIPATION IN EDUCATIONAL PROGRAMS:**

Emotional Health 62%

Emotional Health/Economic Independence 23%

Emotional Health/Violence Prevention 7%

Emotional Health/Economic Independence/Violence Prevention 8%

Economic Independence 14%

**EDUCATIONAL PROGRAMS 2005-06**

Courses	2005-06	Registered	Subsidies		Attended	Completed	Hours of Service
			Full	Part			
The Gathering	Apr, Sept & Mar	24	24		24	24	390
One on One Mentoring	Apr, Oct	20	3	1	16	15	384
Building Self Esteem -	Apr, June Oct, Mar	69	23	4	46	43	432
Assertiveness	Apr, Jun & Feb	27	11	3	20	16	256
Women's Support Group	Apr	7	-		5	3	40
Depression and Anxiety	May	10	3	1	9	9	54
Dealing with My Anger	Oct	9	1	2	5	4	60
Stress Management	Nov	10	3	2	9	9	54
Self Esteem and Relationships	Nov	21	9	1	9	7	96
Volunteer Training	Feb	19	6	3	16	15	261
Understanding My Anger	Feb	13	4	1	6	6	72
Prepare for Success: The Secrets of Personal Effectiveness	Mar	9	3		7	7	42
<b>Totals</b>		<b>238</b>	<b>90</b>	<b>18</b>	<b>172</b>	<b>158</b>	<b>2141</b>

Workshops	2005-06	Registered	Subsidies		Attended	Completed	Hours of Service
			Full	Part			
Discover the Power in Your Words	April	10	6		5	5	10
Releasing the Power in Your Voice	April	7	2		5	5	10
Assertiveness in Intimate Relationships	May	15	2		9	9	18
Exploring Healthy Relationships	May	8	1		3	3	6
10 Keys to Navigating through Change	May	23	1		14	14	28

<b>Surviving the Diet Mania</b>	<b>May</b>	<b>60</b>			<b>60</b>	<b>60</b>	<b>60</b>
<b>Exploring my Personal Power</b>	<b>May &amp; Mar</b>	<b>38</b>	<b>10</b>		<b>16</b>	<b>16</b>	<b>32</b>
<b>Assertiveness at Work</b>	<b>May &amp; Nov</b>	<b>27</b>	<b>4</b>		<b>13</b>	<b>13</b>	<b>26</b>
<b>Self Care</b>	<b>June &amp; Nov</b>	<b>34</b>	<b>5</b>		<b>25</b>	<b>25</b>	<b>50</b>
<b>Getting Rid of Clutter</b>	<b>Sept &amp; Feb</b>	<b>33</b>	<b>12</b>		<b>31</b>	<b>28</b>	<b>56</b>
<b>Assertiveness and the Power in Your Words</b>	<b>Oct</b>	<b>25</b>	<b>4</b>	<b>1</b>	<b>12</b>	<b>12</b>	<b>24</b>
<b>Grounding Your Self Esteem in Meditation</b>	<b>Oct</b>	<b>14</b>	<b>3</b>		<b>7</b>	<b>7</b>	<b>14</b>
<b>Assertiveness in Intimate Relationships</b>	<b>Oct</b>	<b>15</b>	<b>2</b>		<b>9</b>	<b>9</b>	<b>18</b>
<b>Recharge Your Relationships</b>	<b>Nov</b>	<b>22</b>	<b>8</b>		<b>18</b>	<b>18</b>	<b>36</b>
<b>Women's Health: Menopause and Post-Partum</b>	<b>Nov</b>	<b>50</b>			<b>50</b>	<b>50</b>	<b>50</b>
<b>Rebuilding Self Esteem</b>	<b>Dec</b>	<b>20</b>	<b>4</b>		<b>11</b>	<b>11</b>	<b>22</b>
<b>Building Self Esteem - Winter</b>	<b>Jan</b>	<b>14</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>14</b>
<b>Stress Busting through Creativity</b>	<b>Feb</b>	<b>11</b>	<b>3</b>		<b>11</b>	<b>8</b>	<b>16</b>
<b>Stop Procrastinating - Take Action</b>	<b>Feb</b>	<b>12</b>	<b>1</b>		<b>12</b>	<b>9</b>	<b>18</b>
<b>Mastering Change In Our Lives</b>	<b>Feb</b>	<b>24</b>	<b>3</b>		<b>11</b>	<b>11</b>	<b>22</b>
<b>Self Esteem and Your Inner Voice</b>	<b>Feb</b>	<b>24</b>	<b>7</b>		<b>18</b>	<b>18</b>	<b>36</b>
<b>Dressing for Success</b>	<b>Mar</b>	<b>11</b>	<b>1</b>		<b>11</b>	<b>8</b>	<b>16</b>
<b>Building Positive Support Networks</b>	<b>Mar</b>	<b>15</b>	<b>2</b>		<b>8</b>	<b>8</b>	<b>16</b>
<b>Discrimination It's Against the Law</b>	<b>Mar</b>	<b>9</b>	<b>4</b>		<b>4</b>	<b>4</b>	<b>6</b>
<b>Is Your Voice Working for You</b>	<b>Mar</b>	<b>17</b>	<b>3</b>		<b>10</b>	<b>10</b>	<b>20</b>
<b>Totals</b>		<b>538</b>	<b>91</b>	<b>2</b>	<b>380</b>	<b>368</b>	<b>624</b>
<b>Grand Total</b>		<b>776</b>	<b>181</b>	<b>20</b>	<b>552</b>	<b>526</b>	<b>2765</b>

## **CASE MANAGEMENT/COUNSELLING SERVICE 2005-06**

The Case Management Service has served 275 women in transition in the year 2005-06. Women who used the Case Management/Counselling service were referred by their family physicians, social workers, EAP workers, CAS workers, and other agencies.

They received counselling and support on issues such as grief, domestic abuse, work harassment, and communication. The goal of our service is to support women as they move towards economic and emotional independence.

I am going to give you a summary of what we talked about, and how women learned to have access to their internal and external resources to enrich their lives.

Women who had experienced loss shared with me their memories of beloved ones—mainly their parents and spouses - who passed away in the last 10 years. They talked about the socially accepted process of grief on their lives. They experienced depression, anxiety and isolation due to the social forces of “letting go of” the people they had lost, which caused them to feel pain and obligation to “move on. During the therapeutic conversation, they were able to explore ways of “moving on” without cutting off the impact of their beloved ones’ memories in their lives.

Women who experienced abuse spoke of the effects of abuse on their identity, and their motherhood and womanhood. During our conversations, they discovered parts of their identity that were overshadowed by abuse. They recognized and identified patterns of abuse and were able to take a different stance. They realized that they have strengths and abilities that could support them to move towards their preferred way of living their lives.

Women who faced sexual harassment in the workplace discussed their issues and became more aware of their legal rights. Due to harassment at work, some weren’t able to continue their jobs and received no support from the company they worked for, and some got laid off and lost their jobs. During our conversations, we addressed the underlying reasons for sexual harassment in the workplace and explored the effects of patriarchal views on women’s rights issues.

Women with communication difficulties were able to talk about what constrained them from voicing their thoughts and feelings when they interact with others at home and at work. We looked into these constraints and how they have been reinforced in society and discovered ways of opening up space for their voices as they listen to other voices. As a result, they developed positive views of themselves, and valued their own voices.

At the end, I would say that year 2005-06 was a challenging and productive year for many women who came to the Centre. I was honoured to witness their growth and to stand with them at times of difficulty.

Tahereh Barati, Case Manager/Counsellor

**CASE MANAGEMENT SERVICE OUTCOMES**  
**2005-06**

275 women used the service  
200 were new service users  
156 completed their plans (some women started their plans in the previous year)

**Economic Independence**

84 women used the service  
66 were new service users  
36 women completed their goal plans

Outcomes reported during this calendar year include:

12 registered for further training  
10 obtained employment  
5 improved their English Conversation/Literacy skills  
5 implemented a job search plan  
2 started her own business

**Emotional Health**

58 women used the service  
44 were new service users  
39 completed their goal plan

Outcomes reported during this calendar year include:

18 recognized their own strengths  
17 increased their self-esteem  
12 developed emotional independence  
8 registered for further training or family counselling  
8 have increased self-care strategies

**Violence Prevention**

103 women used the service  
90 were new service users  
81 completed their goals for using the service  
22 left their abusive relationships

**One to One Mentoring/Tutoring Matches**

30 women were matched with a mentor or tutor  
Focus of the matches were:  
English Conversation: 21  
Women in Transition/Leaving Abuse 9

## **THE ECONOMIC SELF SUFFICIENCY PROGRAM 2005-06**

This program is designed for a woman who has left her abusive situation, but is at risk of returning because she needs to develop skills for economic and emotional independence. It begins with an intensive 40 session group, focused on healing from abuse, developing life skills, and planning for the future. Case management and mentoring are then offered to support women in the difficult transition away from abuse and poverty towards independence and joy.

This year, we are working to re-finance the program, following completion of the National Crime Prevention Strategy funding. Ontario Women's Directorate made it possible to offer a group in Spring 2005, and we have continued mentoring and case management support for women who have completed the group.

Special activities include a Cooking Club provided by Agincourt Community Services Association with a United Way grant, and a Holiday Party where children's gifts are distributed through the generosity of Chum Charitable Foundation and the Scarborough Chamber of Commerce/Toronto Board of Trade. These activities provide a networking opportunity for many of the 85 women who have gone through the program since its inception in 1999. They have an opportunity to share with women who have been through the same situation, and feel proud of the progress they are making in their lives. Thank you so much to everyone who has made it possible for women to have a second chance to build a brighter future for themselves and their children.

### Program Statistics:

10 women completed group module 1, healing from abuse  
9 completed group module 2, developing life skills  
8 completed group module 3, planning for the future  
14 continued with mentoring and/or case management

Women reported the following outcomes during the period:

- 15 registered for further training
- 6 obtained employment
- 1 started her own business

As well, women reported outcomes which include

- decreased isolation
- increased self esteem
- progress in building independence skills
- their children's behaviour improved at work, school and home, as the children were given opportunities to heal from the abuse they had experienced, and their mothers learned new parenting skills.

## **VOLUNTEER PROGRAMS**

### **2005-06**

Our volunteers are at the very heart of our programs.

- Supportive mentors serve as our front line workers for women who need one on one support to make significant changes in their lives to meet their individual goals.
- English Conversation/Literacy Tutors provide practical one on one support to assist women who are registered in or have completed a formal literacy program, by facilitating language skills practice in an informal and sociable setting.
- Resource Information and Referral volunteers are frequently the first contact at SWC, helping women to find resources that will assist in the transition to independence.

This year we received a grant from the Trillium Foundation to allow us to especially focus on our Direct Service Volunteers and the programs they make possible:

- We hired a Coordinator of Volunteers, Lata Patel in June 2005, and Wendy Halse took on the position in April 2006.
- Volunteer recruitment methods were expanded to include posting on websites and the implementation of Information Sessions, held every four months, for potential volunteers. Volunteers can also submit their applications through forms posted on our own website.
- Training programs have been revised to include a six week Key Skills Training module, common to all direct service volunteers plus one specialized session for each of the three direct service roles. Volunteers report increased confidence in their skills and a better understanding of the different roles. “We feel we are making a definite contribution to our community.” Volunteers also report that the skills they develop are valuable in their personal roles in the community – as parent, neighbour or friend.
- Another training session has been added, bringing the total number of sessions to three, offered in Fall, Winter and Spring.
- Ongoing evaluation of the training curriculum has been implemented, with input from volunteers and our Consumer Advisory Group.
- Work on Volunteer Program Policies and Procedures began in earnest and will continue throughout 2006/7.
- Of special note: Six of our long term volunteers were honoured by the Ontario Government at the Volunteer Service Awards, an evening highlighted with the award presentations, speeches and entertainment.

Thank you to all of our volunteers whose contributions benefit our entire community.

Wendy Halse, Coordinator of Volunteers

## **INVESTING IN WOMEN'S FUTURES**

**2005-06**

The Government of Ontario through Ontario Women's Directorate funds our work with women on violence prevention and economic independence. Women meet with the Case Manager to make a plan for positive change in their lives and/or request a support match and/or self-register for educational programs. Other women participate in the ESS program to achieve their goals for economic independence, free of violence.

Women obtain their goals for economic and emotional independence, and freedom from abuse with the support of this program. This past year, we tracked the following results:

- 67 women are pursuing further training
- 47 women left their abusive relationships
- 93 women completed their goal plans re dealing with abuse
- 19 women obtained employment
- 3 women started their own businesses
  
- Violence Prevention – 143 new women participated
- Economic Independence/Economic Self Sufficiency – 299 new women participated

Based on training received through OWD, we are working on incorporation of a recently developed approach, called the Sustainable Livelihoods Model. This model is an enhancement to the approach we take with women, viewing them holistically, and recognizes the need for a woman to receive support in all aspects of her life in order to make an effective transition.

We are grateful to Ontario Women's Directorate for their ongoing support and encouragement. Thank you so much!

## **WOMEN'S PLACE STOREFRONT**

**2005-06**

Women's Place Storefront continues to thrive in its outreach to isolated women in the Malvern community. Our Executive Director co-chairs the Advisory Committee which supports Malvern Family Resource Centre in its operation of the program. The advisory committee includes Agincourt Community Services Association/Information Scarborough; Family Services Association of Toronto; Scarborough Women's Centre; a representative of the Rouge Valley Health System: Centenary Site; and Tropicana.

Women come to Women's Place are provided with a safe place to get information about their options, and the resources available in the community to meet their needs. It is located in a mall setting which Malvern women find easy to access. As well as information services, visitors can also access the internet for employment search, or staying in touch with family and friends back home; and events which show-case the services of a particular community agency. Community volunteers provide the information counselling in many different languages. A highlight this year was the Community Kitchen for senior women, and an ongoing outreach to young women.

We look forward to our continued involvement with Women's Place as it provides a vibrant force for positive change in the Malvern community!

## **BUILDING AGENCY CAPACITY PROJECT**

### **2005-06**

The Building Agency Capacity Program (BAC) is an initiative of a partnership of funders (The Ontario Trillium Foundation; United Way of Greater Toronto; and Maytree Foundation) to improve services for newcomers and disadvantaged people in the under-served communities of Toronto.

Scarborough Women's Centre is one of five small to mid-sized organizations chosen to participate in this project, which began in 2003. Our priority in year one and year two, was to strengthen the Centre's infrastructure so that we can then focus on program issues from that firm foundation. Program issues for newcomer women and women with disabilities are the special focus in the final year of the program, which will end in December 2006.

Our accomplishments this year on the BAC work plan include:

- Sustainability/Fundraising:
  - Training for Board members and Fundraising Committee members in presenting requests to donors in person
  - Finalizing donor recognition and stewardship mechanisms
  - Consultation re improving fundraising events
- Board and committee development:
  - Implemented a more streamlined structure for the Board and committees
  - Inaugurated the Governance committee, responsible for nurturing the work of the Board of Directors
  - Developed a Board calendar
  - Developed terms of reference for committees
- Human Resources – volunteers:
  - Consulted volunteers and clients on the recognition, support and development needs of volunteers
- Human Resources – members
  - Consulted with membership re their needs and their perceptions of membership; and with similar agencies on membership participation and development
- Agency bylaws:
  - Revision of agency bylaws to update them in light of agency growth and current best practices was approved by the Membership at the September 2005 Annual General Meeting
- Access:
  - Review of the program and service needs of newcomer women who do not speak English as a first language; and newcomer women with disabilities, including consultation with stakeholders, staff, volunteers, community agencies. This process will continue until December, and will focus on collaboration and partnership with community agencies.
- Ongoing capacity building
  - Development of a review process to gauge the accomplishment of goals during the BAC project; and to identify ongoing capacity building issues to be addressed

# **COMMITTEES**

**ACCESS & PROGRAM EVALUATION**

**FINANCE**

**FUNDRAISING**

**GOVERNANCE**

**STRATEGIC PLANNING**

## **ACCESS/PROGRAM EVALUATION COMMITTEE REPORT 2005-06**

This year the Access Committee amalgamated with the Program Evaluation Committee and existed ad hoc. The focus was on the strategic direction of increasing accessibility of our existing services to meet the needs of diverse Scarborough women. In doing so the Access/Program Evaluation Committee continued to collect information about the women involved in the Centre to develop an accurate sense of who is participating in the Centre, and where the gaps exist.

Furthermore, we continued to identify barriers to access for people with disabilities. In doing so we completed, and had the board approve, a policy on accommodation for the Centre, in the winter of 2006. We also reviewed the recommendations from the accessibility audit and developed a strategy for responding to the recommendations either immediately, short term, or long term.

We then consulted the Consumer Advisory Group on these issues. With the focus of maintaining and enhancing planning and monitoring activities, we ensured that the feedback from the Consumer Advisory Group was reflected in agency plans and activities

Our goal has been to expand existing services to assist the needs of diverse Scarborough women. In doing so we assisted in the design and information gathering process for the Building Agency Capacity project on program needs for newcomer women.

We continue to strive for the Scarborough Women's Centre to be an accessible place where diverse women are empowered to give back to other women and their community.

Kate Wicik, Chair

## **FINANCE COMMITTEE REPORT 2005-06**

The goal of the Finance Committee is to ensure that the funds entrusted to us are spent wisely, with accountability, in order to fulfill the strategic directions of the Centre.

- Worked with ED and reviewed monthly financial and cash flow statements to identify expected income and expenses, and accumulation of unrestricted reserve
- With ED input, ensured that unrestricted reserve was protected and continued to grow
- Reviewed on an annual basis, the financial policies and procedures to ensure effective, efficient and reliable handling of funds
- Ensured that Board members were apprised of all relevant financial matters on an ongoing basis
- Ensured that Board members have basic knowledge and understanding of financial matters by providing training session at annual retreat
- Ensured adherence to the 2005-06 budget with ED input
- Chaired regular meetings of finance committee to review progress of business plan and resolution of finance issues.

Sarah Ahmed, Treasurer

## **FUNDRAISING COMMITTEE 2005-06**

The fundraising committee with the board continued to work on our connections and networking exercises to see who we knew that would help the Centre. We contacted, phoned, wrote, emailed and reminded our friends, colleagues and co-workers that the Centre does extremely valuable work that is more than worthy of a donation. The fruits of our labours? Over \$52,000.00 was raised by remembering who our friends were and who they worked for.

Last fall's Speaking of Women event focused on Women's health and life issues. We cried about the Baby Blues and stepped forward in time to laugh and cry some more about Menopause. Every woman and one man, in the audience could appreciate the severity and the hilarity of these situations. And like all SWC events, a fun time was had by all. Moving forward to the spring, we hosted our Inspired by Design spring luncheon. With top ticket sales and one of our best silent auctions ever we learnt about how Interior Design and Feng Shui could simplify and beautify our lives. These two events raised a total of \$13,500 with the spring event raising the bulk of those funds (\$9,500.00)

We received support from many Community fundraising events this year. The Malvern Cricket Club, Cardinal Newman High School, the Chinese Ladies Golf Association and Nathalie-Roze's Crafternoon Tea all hosted events in our honour raising a combined total of \$4,500.00.

The committee is currently working on our fall event entitled "Sold to the Highest Bidder" which will be a silent auction only event, hosted by a celebrity Emcee. This event will have many "money can't buy" items available appropriately to the highest bidder.

This has been an exciting year full of new ideas and events. In total we raised \$84,511 through various events and initiatives, which goes to support the Centre, our programs, and most importantly, to benefit our clients. The committee is looking forward to continue with that momentum and make 2006 – 07 an even greater success. Thank you for your continued support.

Elaine Dandy, Chair

## **GOVERNANCE COMMITTEE REPORT 2005-06**

This is the first year that the SWC has had a Governance Committee to support the Board to be more strategic and organized. The members of the Governance Committee were Samantha Singh (Board President), Marie Campbell (Board member) and Lynda Kosowan (Executive Director).

The work plan of the committee was very ambitious but we were focused and worked diligently to move swiftly through the goals and projects set out for this year.

Our tasks included:

- Reviewing the skills and experience required on the Board, and identifying and recommending to the Board candidates as prospective Board members;
- Reviewing, updating and reporting to the Board on the orientation and continuing education program for the Board, to promote better understanding of up to date business, affairs, and good governance practices.

The major accomplishment was the development a Board calendar which clearly outlines activities for the Board to complete each month. The Board calendar can appear daunting at first glance but we believe that we have allocated the various activities and responsibilities so that it can be easily managed each month. The Committee had great synergy, and we look forward to using the tools developed to better support the Board to govern the SWC and maintain the momentum to keep the SWC moving forward.

Marie Campbell, Co-Chair

## **STRATEGIC PLANNING COMMITTEE REPORT 2005-06**

The purpose of this committee is to identify and monitor the overall direction that the agency business and services need to move in, through consultation with stakeholders and ongoing environmental scanning. Each committee and agency program builds their business/work plans to achieve these overall goals. The business plans identify the strategic direction, goals to be achieved, strategies to make it happen/by whom and by when.

The Strategic Planning Committee accomplishments in 2005-06:

- Consulted with staff, volunteers and committees to set new strategic directions for 2006-09
- Reviewed the business plans of the Board and each Board committee and provided feedback if needed
- Monitored progress of each committee on its plans, and reported to the Board on this progress
- Reviewed recent policy documents and studies on community issues and women's issues to keep abreast of trends and developments in our sector and our community; developed a brief trends analysis report for review by the Board to assist in its decision making and planning
- Worked with BAC consultants to assess the program and service needs of newcomer women who don't speak English.
- Developed a contingency plan for the agency, in consultation with all Board committees

Our new strategic directions for 2006-09

- Increase Sustainability
- Expand accessibility of existing services to meet the needs of diverse Scarborough women - includes a concern re space for programming, and accessible space for women with disabilities
- Build effective partnerships/collaborations where appropriate - includes programming, administration, and location as possible areas
- Strengthen the human resource base
- Raise profile of SWC in the community

Yvette Bailey, Chair



SWC Board Retreat –February 2006  
Held at Education Wife Assault



Board Celebration of Lynda Kosowan's, 20<sup>th</sup> Anniversary as  
Executive Director of SWC – March 2006



May 2006 - Fundraising Event  
Speakers Stefan Alessi and Sharon Hay

ONTARIO VOLUNTEER SERVICE AWARDS CEREMONY  
APRIL 2006



Loretta Traynor (5 years Supportive Mentor) with Bas Balkissoon, MPP



Loretta Fines (5 years Information Referral) with Bas Balkissoon, MPP



Kalia Musha (5 years Supportive Mentor) with Bas Balkissoon, MPP



Bharati Guha (5 years Information Referral) Bas Balkissoon, MPP



Our Wonderful Volunteers of SWC with Lynda Kosowan, ED