



SCARBOROUGH
WOMEN'S
CENTRE



transformation

2015-16 ANNUAL REPORT

A MESSAGE FROM OUR PRESIDENT & EXECUTIVE DIRECTOR



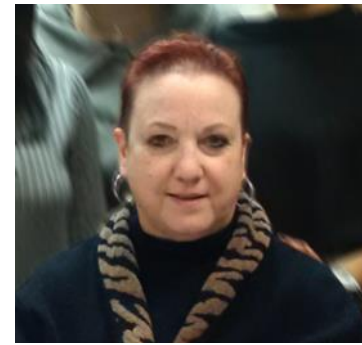
Much of the life-changing work that we do at Scarborough Women's Centre (SWC) incorporates the notion of transformation through transition. Transitions from abusive relationships to the safety of the Centre's services. Transitions from services into independence and economic security. Transitions from the trauma of sexual assault and harassment to whole, healed, and hopeful futures. Courageous transitions from fear and isolation to empowerment and hope. The words of one of our service members, "I can heal, and live the life I want" clearly illustrate the positive transformation and strength of survival our women experience through transition.

2015-2016 marked a year of transformation for Scarborough Women's Center, most notably for the:

- ♦ creation and adoption of an exciting new strategic plan,
- ♦ development of a new logo and SWC brand,
- ♦ updates to our vision and mission statements,
- ♦ modernization of our website design and marketing materials,
- ♦ establishment of a new Fundraising committee of the Board of Directors, and
- ♦ changes to our Access Policy to more clearly include seniors and LGBTQ communities.

We are growing and changing, just as the Scarborough area is growing and changing. As much as we celebrate change and transition in our daily work and as we eagerly anticipate the transitions envisioned in our new strategic plan, one thing remains unchanged: our commitment to our mission - to deliver programs and services to promote positive change for women in a safe, inclusive, and welcoming environment. Scarborough Women's Centre empowers women to become economically and emotionally independent for future success and to strengthen their local communities, free from violence. We thank you for sharing that commitment and for the many ways that you share your support to make these positive transformations possible.

Scarborough Women's Centre is a visible and vibrant presence in Scarborough offering services and programs which establish the building blocks to enhance the



transformation of our service users. As you'll read throughout the Annual Report, our commitment to our mission is demonstrated. However, when all is said and done, without the people who carry out the mission, the statement is just a hollow collection of nice sounding words strung together. It is the collective effort of people – on all sides of the service proposition – that brings the mission to life and gives its words meaning.

The partnership of people includes our Board of Directors, volunteers, staff, facilitators, funders, and generous donors whose gifts support the life-changing work we do. Most notably, our Executive Director, Lynda Kosowan, who this past year celebrated 30 years of service to the Centre, has played an integral role in fulfilling our mission to improve the lives of Scarborough women. Also key are the people working as partners in government, law enforcement, the justice system, social service agencies, educational institutions, and health care facilities who work with us to ensure that our mission takes hold. And most certainly, the mission is utterly meaningless without the courageous survivors we serve. Above all, it is their courage and hard work that culminate in the achievement of our mission. To all of the people who bring meaning and action to the words of our mission statement, and who are resolute in their path to positively transform, we offer our sincerest gratitude and our highest admiration.

The Centre also expresses its appreciation to Mary Heinmaa, who is completing her 3rd year as President and will now step in to the Past President role. Your heart and expertise have supported our continued transformation!

Mary Heinmaa

President, Scarborough Women's Centre

Lynda Kosowan, MSW, RSW

Executive Director, Scarborough Women's Centre



OUR PROGRAMS & SERVICES



Information Referral

Learning about resources that are available to women in their local community is key to supporting women in meeting their individual goals and this can be the first step for many women who engage with the Centre. This service provides women with an opportunity to discuss their situation confidentially, while receiving support and information tailored to their needs to empower them to find the solution that works best for them. Many women who utilize this service go on to access other resources that are available at the Centre. Staff at the Centre, professional placement students, and trained volunteers coordinate this fundamental and successful program.

Funding: City of Toronto Community Service Partnership grant and Service Canada Summer Student Program

The Information Referral program fielded **2,254** inquiries via email, phone & walk-in visits. Women sought out information about various topics, such as employment, education, physical & emotional health, practical supports, and safety.

Education

Learning new skills provides the building blocks for personal development which is essential in supporting women to achieve their goals for independence. The Centre provides education through courses and workshops for small groups, to suit each women's individual goals. Our education program covers a range of skills training and topics such as:

- Self-esteem, assertiveness, effective communication, anger management, stress management, conflict resolution
- Finding your life purpose
- Family law, dealing with debt, and healthy living.

Courses and workshops also provide an invaluable opportunity for women to build and maintain support networks with other women which can help to empower them to make difficult changes.

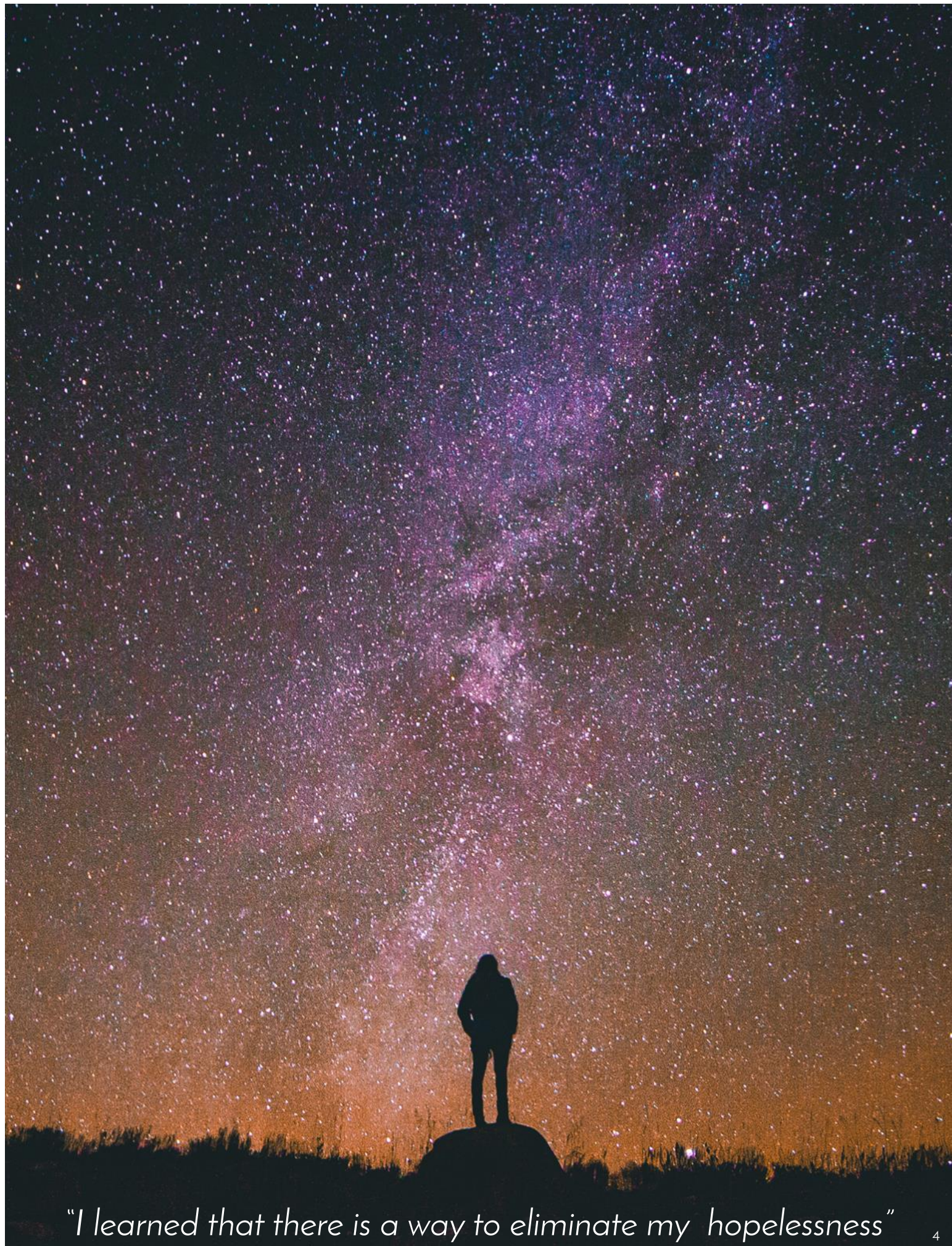
Funding: City of Toronto Community Service Partnership, Government of Ontario through Ontario Women's Directorate, JCS Canada Charity Fund, The McLean Foundation, Royal LePage Shelter Foundation

2577 hours of service via **70** workshops and courses attended by **579** participants resulting in

51% seeing an improvement in their emotional health

26% gaining life skills

13% finding economic security & **10%** taking steps to prevent violence in their lives



"I learned that there is a way to eliminate my hopelessness"

Counselling, Mentoring & Tutoring

A professional Counsellor at the Centre provides women with options to explore goals that they would like to work on so that they can understand and manage their challenges. Common issues which women discuss at the Centre include gender-based violence, healthy relationships, newcomer integration, emotional health, employment, and education. Counselling is provided on a one-to-one basis and primarily follows a cognitive-behavioural approach, although other models may be used based on each women's individual needs.

SWC also utilizes the expertise of trained volunteers to provide an additional level of support to women who access the Centre through the mentorship program. Volunteers participate in a comprehensive orientation program run by the Centre's staff before they are paired up with an appropriate woman based on her goals. Mentors and mentees plan activities to work on building a variety of skills through their weekly meetings. This can include improving language skills, job-hunting techniques, and support to women transitioning out of unhealthy relationships.

Funding: Government of Ontario through Ontario Women's Directorate, City of Toronto Community Service Partnerships, City of Toronto Investing in Neighbourhoods Program, RBC Foundation, Tippet Foundation, Royal LePage Shelter Foundation, Royal LePage Estate Realty, Ontario Realtors Care Foundation, McLean Foundation, JCS Foundation, Green Shield Foundation

630 hours of counselling service
led to 303 women achieving positive outcomes such as
developing life skills and improving emotional health (51%)
obtaining help navigating systems (20%)
increasing economic security (18%)
preventing violence in their lives (11%)



Miyako* was able to secure herself financially by working with various organizations to supplement her income. She has been able to advocate for herself and others in understanding mental health issues and dealing with the medical system. She has been able to set limits with others and maintain boundaries so that she does not remain in unsafe relationships.

* Names have been changed to protect privacy and confidentiality



Building Strong Futures: Young Women's Outreach

Our Building Strong Futures: Young Women's Outreach Program continued outreach efforts to work with and facilitate the empowerment of young women in the Scarborough community. We've expanded our services through the addition of the following:

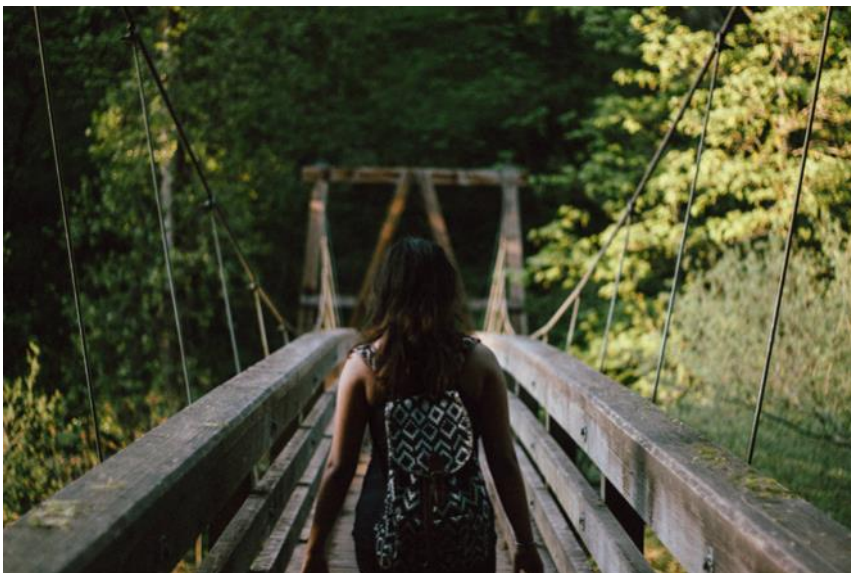
- New interactive workshops such as: Female Bullying, Assertiveness, Sexual Health and Street Smarts
- The introduction of S.A.S.S (Sisters Assisting Sisters of Scarborough); our mentor program where young women are matched with adult young women mentors. Mentees will establish new friendships and support networks, gain self-empowerment and efficacy, and become a source of support and guidance to other younger women.
- Established new partnerships with community organizations and local high schools where we facilitated discussions and encouraged a dialogue between student peers around awareness of the different forms of sexual harassment, what constitutes consent and where they can seek support in their school and community.

From working with a group of charismatic grade 7 & 8 girls at a local elementary school to hosting a summer segment of our Young Women's Leadership Development Program with an inspiring group of young women, our recent fiscal year brought many fun highlights and accomplishments.

We appreciate the efforts of our placement and summer students that have supported us through their work and insight into the needs of today's young women!

Sending a sincere thank you for the financial support provided by Mackenzie Financial Charitable Foundation, INTACT Foundation, The Kiwanis Club of Toronto Foundation, Johansen Larsen Foundation and Toskan-Casale Foundation & Unifor Social Justice Fund.

650 Young Women participated in the program
35% developed Life Skills, 24% worked on achieving personal goals,
19% gained skills related to Employment,
11% obtained useful information,
11% learned more about Young Women's issues



"I plan on being able to educate others...I will also try to correct myself and my actions."



"I can heal
and live the
life I want"



Expanding the Reach: Outreach to Women with Disabilities

"Attending these workshops gave me different ways to actually practice self-care, not just talk about it." This was a sentiment shared by participants who attended workshops offered by the **Expanding the Reach Program**.

This year we took a risk and included a recreational component to our workshops, which up to this point have primarily been discussion focused. We offered a variety of educational workshops on topics such as: belly dancing and body image, yoga and mental health, creating emotional toolkits, colour your self-esteem, and self-defense. In these workshops, participants learned how various recreational activities can be modified to accommodate different levels of ability. They also discussed how self-care is essential to personal and social transformation. We look forward to expanding on this learning in the future.

We would like to thank the City of Toronto: Community Recreation and Community Safety Investment programs and The Catherine & Maxwell Meighen Foundation for their support. We deeply appreciate our project partners: Birchmount Bluffs Neighbourhood Centre, East Scarborough Storefront, and Springtide Resources for their contributions.

306 hours of service delivering 15 workshops
attended by 135 women who used what they learned to
develop their life skills (42%), improve their emotional health (41%)
navigate systems (9%), increase their economic security (5%)
& prevent violence in their lives (3%)

Aaliyah* used to work full-time but was diagnosed with a chronic health condition so she had to move in with her parents, stop work, and take care of her health. Her parents helped her with her children. With the Counsellor, and by participating in courses and workshops, she worked on her health, controlling her emotions, and stress management and was able to return to part-time, and then full-time work. She has been able to re-establish an independent home with her children.

* Names have been changed to protect privacy and confidentiality





Grace* was a recent immigrant to Canada, her spouse and child came to Canada together. Upon arriving in Canada, her spouse abandoned her and their child and went to stay in another country. Since this time, she has set up networks and has set limits with her spouse. She has also set up financial assistance and is working on her English and preparing for employment.

* Names have been changed to protect privacy and confidentiality

Investing in Women's Futures

Investing in Women's Futures is funded by the Government of Ontario through the Ontario Women's Directorate. Through an accessible and anti-oppression framework that recognizes women's multiple barriers and identities, we provide VAW counselling and peer support, support to navigate systems, pre-employment training services, and life skills & self-esteem programs.

450 women served

194 received VAW Counselling and Peer Support

250 were supported in navigating systems (Ontario Works, healthcare, housing)

276 obtained support re: Employment (Workshops, pursuing further training/education)

350 increased their life skills and improved their self-esteem



"I have learned to accept myself for who I am"

Awards Received: Staff & Volunteers

2016 Scarborough Women's Centre Volunteer of the Year Awards

Lelia MacDonald (Management Advisory Services),
Jorge Orozco, The Rotary Club of Agincourt

2016 Ontario's Leading Women/Leading Girls, Building Strong Communities Award for Scarborough-Guildwood

Lynda Kosowan

2016 Ontario Volunteer Service Recognition Awards

Kiran Chandra

2015 TORONTO PanAm Games

Torchbearer representing the City of Toronto:
Lynda Kosowan

2015 Ontario Volunteer Service Recognition Awards

Simi Lachman

2015 Scarborough Women's Centre Volunteer of the Year Awards

Tory Lovekin



2015-2016 Financial Summary

Revenue	\$408,561
Expenses	\$400,168
Excess of revenue over expense	\$8393
Unrestricted contingency reserve	\$62,922

Please note that the full audit is available for review on our website
<http://www.scarboroughwomenscentre.ca/board-of-directors/>

Program Partnerships

SWC works closely with many different agencies and groups to provide effective programming to women in our community. We especially recognize our active program partners, including:

Expanding the Reach: Outreach to Women with Disabilities

Birchmount Bluffs Neighbourhood
Centre
East Scarborough Storefront
Springtide Resources

Building Strong Futures: Young Women's Outreach

Toronto District School Board
Toronto District Catholic School
Board
Malvern Family Resource Centre
YWCA Family Support Centre
TAIBU
UTSC Womyn & Trans Centre

Education

East Toronto GTA Health Team
Frontier College
Times Change
DOC Institute - DOCS for
Change

Counselling/Mentoring

Multi-lingual Community
Interpretation Services (MCIS)
YWCA
Volunteer Toronto

Student Placements

George Brown College: Assaulted
Women and Children's
Counsellor/Advocate Program
George Brown College: Social
Service Worker Program
Ryerson University: School of
Social Work
University of Guelph at Humber:
Family and Community Social
Services program
University of Toronto: Faculty of
Social Work, UTSC Community
Engagement Placements

Consultation

McMillan LLP
salesforce.com
Management Advisory Service

Inter-Agency Collaboration

Woman Abuse Council Toronto
Connecting Women with
Scarborough Services

Connecting Women with Scarborough Services

Legal Aid Ontario
Family Service Toronto
Tropicana
Toronto Police Service
Birkdale Residence
Toronto Employment & Social
Services
Scarborough Community Health
Centre
Ontario Ministry of the Attorney
General, Victim Services
Victim Witness Assistance
Program

A Year in Pictures



- 1) The Board celebrates Lynda's 30th year with SWC
- 2) Cathy & Joanne present a donation on behalf of SKF Canada to Melissa & Lynda
- 3) Caroline & Saida climbed Machu Picchu to raise money for SWC
- 4) Lynda & Mary present Tory with the 2015 Volunteer of the Year Award
- 5) Shout Sister Choir Toronto South East put on a fundraising concert for SWC
- 6) Keesha (representing MPP Mitzie Hunter), Lynda & guest speaker, Jill at the 2015 AGM
- 7) Our 2015 Summer Students: Jasmine, Seemi & Narmisha

thank you

GOVERNMENT FUNDERS:

Service Canada
The Government of Ontario through Ontario Women's Directorate
City of Toronto-Investing in Neighbourhoods Program
City of Toronto-Community Service Partnership Program
City of Toronto-Recreation Program
City of Toronto-Access, Equity & Human Rights Program
City of Toronto-Community Safety Investment Program

THIRD PARTY EVENTS:

Canadian Federation of University Women (Scarborough Chapter)
Giant Tiger Community BBQ
Shout Sister Choir - Toronto South East
Royal LePage Shelter Foundation - Machu Picchu Trek (Caroline & Saida Ilaqua)
Scarboro Golf & Country Club - Women's Section
Malvern Cricket & Social Club Inc.
Woodside Square



FOUNDATION DONORS:

The Catherine & Maxwell Meighen Foundation
The Geoffrey H Wood Foundation
Green Shield Benefits Association
Intact Foundation
JCS Canada Charity Fund
Johansen Larsen Foundation
Kiwanis Club of Toronto Foundation
Mackenzie Financial Charitable Foundation
The McLean Foundation
Ontario REALTORS Care Foundation
RBC Foundation
Royal LePage Shelter Foundation
Salesforce Foundation
Shoppers Drug Mart Life Foundation
The Toskan Casale Foundation
Unifor Social Justice Fund (CAW Canada)

GROUP DONORS:

Elementary Teachers Federation of Ontario
Ontario Power Generation Inc. Employees & Pensioners' Charity Trust
The Rotary Club of Agincourt
School of Advancement, Centennial College
St Mark's United Church
TD Bank Group
Unifor - Local 25
Women's Golf Committee-Scarboro Golf & Country Club

CORPORATE DONORS:

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Claren Inc.
FundThrough Inc.
Konica Minolta
Mortgage Experience
Royal LePage Estate Realty
SAP Software Solutions
SKF Canada Limited
The Wire
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salesforce Canada
Shawn Smith (Systems Integrated Solutions)

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STAFF

Lynda Kosowan, Executive Director
Jacynth Fennell, Counsellor
Priscilla Arias, Building Strong Futures: Young Women's Outreach Coordinator
Melissa Simas, Expanding the Reach: Outreach to Women with Disabilities Coordinator
Iman Mohammed, Communications Coordinator
Kalum Perera, Coordinator of Volunteers (to August 2015)
Moulina Thuraisingham, Coordinator of Volunteers (from March 2016)
Trish Clarke, Administrative Assistant

BOOKKEEPING SERVICES

CBA Management Services

SUMMER STUDENTS

Narmisha Vinayagamoorthy
Jasmine Saleh
Seemi Qaiser

PLACEMENT STUDENTS

Nasrzin Arghoshi, University of Toronto, Faculty of Social Work
Ariel Shah, University of Guelph at Humber, Community Services
Breanna Goss, Ryerson University, Social Work
Jovie Galit, George Brown College, Community Services
Christine Sarbu, Renison College, Faculty of Social Work

FACILITATORS (PRIVATE CONTRACTORS)

Farah Ali
Nasrzin Arghoshi
Priscilla Arias
Reshma Dhroodia
Gabriella Dunn
Vivienne Kendry
Susan Ludwig
Darlene Montgomery
Alyssa Muzaffar
Subryna Nabibaksh (Shopper's Drug Mart)
Jaime Prichard
Melissa Simas
Cindy Stradling
Cheryl Williams, LL.B
Helen Ziral

VOLUNTEERS

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Marie Duplessis
Tim Howe
Darlene Gahite
Emerald Massey
Tory Lovekin
Kiran Chandra
Lelia MacDonald
Jorge Orozco

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Shen Fhie Teng
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Natassia Lawrence
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Ylona Long
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Connie Petriglia
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Leila Shenouda
Kacian Simpson
Nila Sinnatamby
Mallory Smith
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Doris Tay
Ayesha Thorne
Lorissa Tsenis
Atankpo Urang
Kristin Villaneuva

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Henna Sethi

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Kiran Chandra

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Neeti Sharma

Lauren McInroy

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Joanna Noble

Neeti Sharma

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Henna Sethi (Chair)

Mary Heinmaa

Janice Tran

Sarah Kim

Toni Francis





OUR VISION:

Embracing diversity and
empowering women for brighter,
independent futures

OUR MISSION

Scarborough Women's Centre delivers programs and services to promote positive change for women in a safe, inclusive and welcoming environment. The Centre empowers women to become economically and emotionally independent for future success and to strengthen their local communities, free from violence.

Since its inception, SWC has helped 170,000 women and their children. The Centre is an invaluable resource that provides information, education and support services to assist women in the transition to economic and emotional independence. The Centre has successfully accomplished many valuable projects, which have been emulated in communities around the world.



SCARBOROUGH WOMEN'S CENTRE

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www.scarboroughwomenscentre.ca

