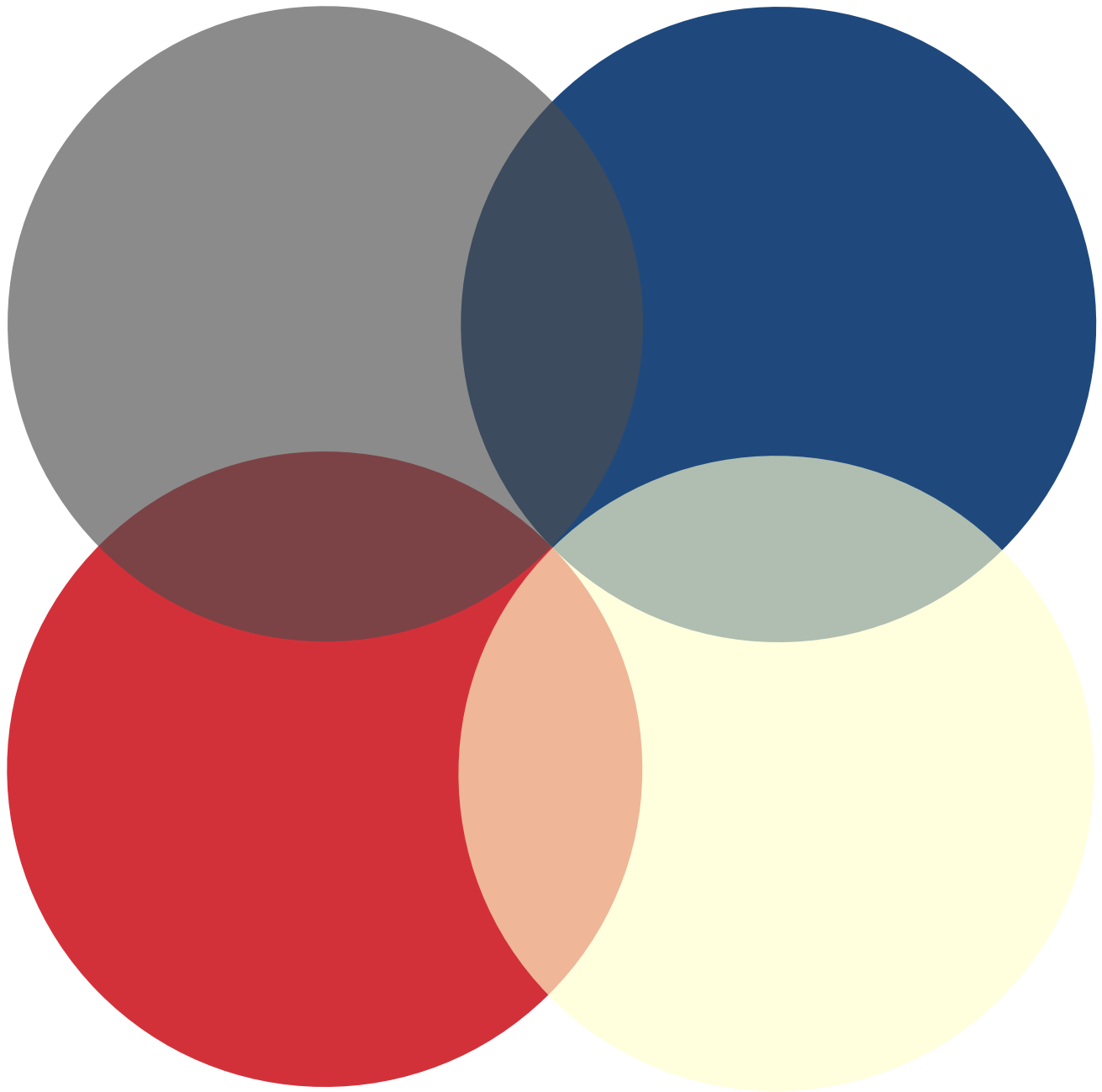




SCARBOROUGH
WOMEN'S
CENTRE



**2018 - 2019
ANNUAL REPORT**



INFORMATION REFERRAL

We know that "information is power". Women often have little access to support because they aren't aware of what is available to help them. Through the Information Referral program we can assess a woman's needs with her input and help her connect with the resources that will address those needs and move forward to achieve her goals. *THANK YOU CITY OF TORONTO-COMMUNITY SERVICE PARTNERSHIP*

HOW MANY WOMEN CONTACT SWC?

IN THE 2018/19 YEAR, **2265** WOMEN CONTACTED THE CENTRE.
OF THESE 2265 WOMEN, **95%** WERE FROM SCARBOROUGH AND TORONTO.

HOW DO WOMEN CONTACT SWC?

 PHONE: **80%**  WALKING IN: **15%**  EMAIL: **12%**

WHY DO WOMEN CONTACT SWC?

WOMEN CONTACT THE CENTRE ABOUT MULTIPLE ISSUES, SUCH AS:

EDUCATION & EMPLOYMENT - **32%**

PRACTICAL SUPPORTS - LEGAL HELP, HOUSING ETC. - **26%**

EMOTIONAL & PHYSICAL HEALTH - **9%**

WOMEN'S SAFETY - **10.5%**

SERVICES FOR SPECIFIC GROUPS (SENIORS, NEWCOMERS ETC.) - **5.5%**

VOLUNTEER OPPORTUNITIES - **3%**

OTHER ISSUES - *DONATIONS, MEN'S SERVICES* - **14%**

HOW DO WOMEN FIND SWC?

37% FOUND US ONLINE

18% WERE REFERRED BY FRIENDS AND FAMILY


45% WERE REFERRED BY COMMUNITY PARTNERS, POLICE, HEALTH CARE PROVIDERS



EDUCATION

The Centre offers courses and workshops for groups of 8-20 women, with a trained facilitator. A wide range of topics focus on supporting women to achieve their goals for economic and emotional independence and freedom from violence. Women have the opportunity to develop peer support networks, as well as benefit from knowledge experts in fields like family law, emotional health, life skills, communication and healthy relationships. *THANK YOU CITY OF TORONTO-COMMUNITY SERVICE PARTNERSHIP, THE GOVERNMENT OF ONTARIO-MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES (WOMEN'S ISSUES), THE ROYAL LEPAGE SHELTER FOUNDATION, ONTARIO REALTORS CARE FOUNDATION, SCARBOROUGH TOYOTA, SHOPPERS DRUG MART LIFE FOUNDATION AND ROYAL LEPAGE ESTATE REALTY*

**OVER THE 2018/2019 YEAR, SCARBOROUGH WOMEN'S CENTRE
OFFERED 74 COURSES AND WORKSHOPS,
FOR 2827 HOURS OF SERVICE TO 619 PARTICIPANTS.**



"IT IS AMAZING TO HEAL
MY TRAUMAS AND GET
COURAGE FROM THE
GROUP."

"THANK YOU, THESE
WORKSHOPS ARE LIFE-
CHANGING."

PARTICIPANTS SAID THAT ATTENDING COURSES AND WORKSHOPS

- IMPROVED THEIR EMOTIONAL HEALTH (**30%**)
*MADE POSITIVE CHANGES, IMPROVED SELF-CONFIDENCE,
SOLVED PERSONAL PROBLEMS*
- HELPED THEM DEVELOP THEIR LIFE SKILLS (**28%**)
IMPROVED COMMUNICATION, BUILT SUPPORT NETWORKS
- HELPED THEM TO NAVIGATE SYSTEMS (**23%**)
*OBTAINED USEFUL INFORMATION, ACCESSED
COMMUNITY RESOURCES*
- INCREASED THEIR ECONOMIC SECURITY (**12%**)
*ESTABLISHED CAREER GOALS, OBTAINED EMPLOYMENT,
IMPROVED PERFORMANCE/MARKETABILITY*
- HELPED PREVENT VIOLENCE (**7%**)
MADE A SAFETY PLAN, LEFT AN ABUSIVE SITUATION

COUNSELLING & MENTORING

This program was supported by 2 professional counsellors, working with a trauma-informed, solution focused, and asset-driven approach. Women are able to heal from and understand trauma, resolve personal barriers to success and well-being. Issues that women often discuss relate to gender based violence, healthy relationships, newcomer integration, emotional health, parenting, employment, and education. Many of these issues have contributed to a life of poverty and isolation for the woman and her family. By overcoming these barriers and traumas, women are positioned to build a more satisfying and successful life, with brighter futures for themselves and their children.

Some women in transition were matched with trained community volunteers who will provide mentoring support for a 6 month to one year period. This informal support can also include tutoring for women who have learned English but need to increase their comfort in expressing themselves. Through the development of a caring connection and overcoming isolation, women can better integrate and participate in their communities. This year, we also had 5 mentoring matches with trained volunteers in place. Additionally, 10 new volunteers were trained to provide direct service supports to women (e.g. mentoring, tutoring, hosting). *THANK YOU UNITED WAY GREATER TORONTO, THE GOVERNMENT OF ONTARIO-MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES (WOMEN'S ISSUES), CITY OF TORONTO-COMMUNITY SERVICE PARTNERSHIP PROGRAM, ROYAL LEPAGE SHELTER FOUNDATION, SHOPPERS DRUG MART LIFE FOUNDATION, SCARBOROUGH TOYOTA, AND OTHER GENEROUS INDIVIDUALS AND GROUPS*

OVER THE 2018/2019 YEAR, 357 INDIVIDUALS ACCESSED SUPPORT PROGRAMS ENABLING THEM TO

- IMPROVE THEIR EMOTIONAL HEALTH (**37%**)
INCREASE EMOTIONAL INDEPENDENCE, DEVELOP SELF-CARE
- NAVIGATE SYSTEMS (**21%**)
OBTAIN USEFUL INFORMATION, CONNECT TO COMMUNITY RESOURCES, ACCESS SAFE AFFORDABLE HOUSING
- DEVELOP THEIR LIFE SKILLS LIKE (**20%**)
IMPROVE COMMUNICATION, BUILD SUPPORT NETWORKS, RECOGNIZE AND BUILD PERSONAL STRENGTHS
- INCREASE THEIR ECONOMIC SECURITY (**16%**)
ESTABLISH CAREER GOALS, OBTAIN EMPLOYMENT, IMPROVE JOB PERFORMANCE/MARKETABILITY
- PREVENT VIOLENCE IN THEIR LIVES (**7%**)
MAKE A SAFETY PLAN, LEAVE AN ABUSIVE SITUATION

"MY PAST DOESN'T
HAVE TO DEFINE ME.
IT'S MY STORY, BUT IT
DOESN'T HAVE TO KEEP
ME DOWN."

"MEETING AND TALKING
WITH MY MENTOR
REALLY HELPS TO SHED
LIGHT ON THINGS I'M
DEALING WITH."

INVESTING IN WOMEN'S FUTURES

Investing in Women's Futures is a funding program of the Government of Ontario through The Ministry of Children, Community and Social Services (Women's Issues). Through an accessible and anti-oppression framework, recognizing women's multiple barriers and identities, we provide VAW/gender based violence counselling and peer support, support to navigate systems, pre-employment training services, and life skills and self-esteem programs. We are grateful for the support provided to strengthen our community and help build successful futures for women.

TOTAL NUMBER OF INDIVIDUAL WOMEN SERVED BY THE IWF PROGRAM: 440*

* WOMEN ARE ABLE TO ACCESS MORE THAN ONE SERVICE

1. TOTAL VAW COUNSELLING OR PEER SUPPORT	225
ONE-ON-ONE VAW COUNSELLING OR PEER SUPPORT	175
GROUP VAW ACTIVITIES	65
SAFETY PLANNING	150
2. TOTAL SUPPORT TO NAVIGATE SYSTEMS	200
<i>SERVICES/SUPPORT/ADVOCACY AND ACCOMPANIMENT TO ASSIST WOMEN WITH MATTERS PERTAINING TO: FAMILY/CRIMINAL LAW, CHILD WELFARE, ONTARIO WORKS, HEALTHCARE, HOUSE AND OTHER ISSUES</i>	
3. TOTAL LIFE SKILLS AND SELF-ESTEEM PROGRAMS	375
ONE-ON-ONE COUNSELLING	285
GROUPS WORKSHOPS, PEER SUPPORT GROUPS OR INFORMATION SESSIONS	250
4. TOTAL PRE-EMPLOYMENT/EMPLOYMENT SUPPORTS	271
ONE-ON-ONE COUNSELLING OR PEER SUPPORT	220
GROUP WORKSHOPS, PEER SUPPORT GROUPS OR INFORMATION SESSIONS	194
FOLLOWING COMPLETION OF EMPLOYMENT SUPPORTS (ABOVE) WOMEN:	
PURSUED FURTHER TRAINING	66
PURSUED FURTHER EDUCATION	23
BECAME SELF-EMPLOYED	12
BECAME EMPLOYED	36

BUILDING — STRONG — FUTURES

YOUNG WOMEN'S OUTREACH PROGRAM



This program offers workshops, leadership development and mentoring to support young women to develop tools empowering them to make positive life choices for their futures.

OVER THE 2018/2019 YEAR, THE BUILDING STRONG FUTURES PROGRAM PROVIDED 779 HOURS OF DIRECT SERVICE TO 595 YOUNG PEOPLE.

A special thank you to all the wonderful placement students who have contributed to our young women's program over the years, you have left a indelible mark through your participation in workshop discussions, development of workshop content, expanding our social media presence and overall positive energies. Thank you!

Priscilla Arias, Program Coordinator

*THANK YOU MACKENZIE FINANCIAL CHARITABLE FOUNDATION,
THE JOHANSEN-LARSEN FOUNDATION, TELUS*

"ANOTHER
PERSON'S BEAUTY
IS NOT THE
ABSENCE OF
YOUR OWN."

"DON'T LET YOUR
MIND BULLY YOUR
BODY."

"WHY DO GIRLS
WANT TO LOOK
LIKE OTHER GIRLS?
JUST BE YOU."

"EVERYBODY IS
BEAUTIFUL IN
THEIR OWN WAY"

EXPANDING THE REACH: TO IMPROVE THE ECONOMIC SECURITY OF WOMEN WITH DISABILITIES

Did you know that a lack of inclusive workplaces is one of the most significant barriers that women with disabilities face in becoming economically secure?

This year we have been focused on developing tools and sharing strategies that organizations can use to promote the inclusion of women with disabilities in the workforce. Some examples include:

- Develop partnerships with disability organizations to help promote available jobs and recruit women with disabilities
- Review job descriptions to ensure the stated requirements are absolutely necessary for the completion of the job
- Offer candidates a variety of options by which they can apply for positions

- Clearly convey the accommodations available throughout the recruitment and hiring process
- Allow for flexible start and end times at work and give employees the option to work from home (when appropriate)



Promoting the inclusion of women with disabilities in the workforce enhances innovation, creativity, diversity, representation, and ensures that women with disabilities are able to actively participate in their communities.

OVER THE 2018/2019 YEAR, THERE WERE 17 EVENTS WITH 112 PARTICIPANTS

6 MEETINGS RELATED TO THE GENDER EQUALITY NETWORK

5 FOCUS GROUPS (*BBNC, ONTARIO NON-PROFIT NETWORK, SISTERING, STUDENTS FOR BARRIER FREE ACCESS- U OF T*)

3 WOMEN LEADER MEETINGS

1 AODA AND DISABILITY AWARENESS TRAINING

1 PRESENTATION TO EMPLOYMENT COUNSELLORS

1 PROJECT REFLECTION MEETING WITH PROJECT PARTNERS

We are grateful for the support of our project partners and women leaders: RBC, YWCA Toronto, the Centre for Accessible Learning and Counselling Services at Centennial College, the Centre for Global Citizenship Education & Inclusion at Centennial College, East Scarborough Storefront, Birchmount Bluffs Neighbourhood Centre, Springtide Resources, Fran Odette, Doris Rajan, and Lynda Kosowan.

Thank you to the Department of Women and Gender Equality Canada and the Women's Xchange grant programs for their commitment to women with disabilities.

Melissa Simas, MSW, RSW, Program Coordinator,
Expanding the Reach: Outreach to Women with Disabilities

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 – PROMOTING ECONOMIC SECURITY FOR WOMEN WITH DISABILITIES

Birchmount Bluffs Neighbourhood Centre
Centennial College, Centre for Students with Disabilities
Centennial College, Centre for Global Citizenship, Education and Inclusion
East Scarborough Storefront
RBC Royal Bank
Springtide Resources
YWCA of Greater Toronto Employment Services
Women Leaders:
Fran Odette, Doris Rajan

BUILDING STRONG FUTURES: YOUNG WOMEN'S OUTREACH

Jessie's: The June Callwood Centre for Young Women
Toronto District School Board
Toronto Catholic District School Board
Pathways to Education
Rosalie Hall
University of Toronto at Scarborough
YWCA Family Support Centre

EDUCATION

CPA Canada
Frontier College
Multi-lingual Community Interpretation Services (MCIS)
Skills for Change

STUDENT PLACEMENTS

Centennial College: SSW Program
Durham College: SSW Program
George Brown College: AWCCA Program
Seneca College: SSW Program
University of Toronto: MSW Program

CONSULTATION

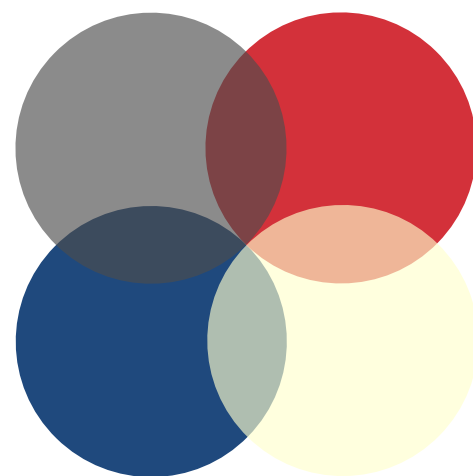
McMillan LLP
salesforce.com

INTER-AGENCY COLLABORATION

Woman Abuse Council Toronto
Connecting Women with Scarborough Services
Legal Aid Ontario: Toronto North Advisory Group

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



2018-19 FINANCIAL SUMMARY

For more detailed information, the full audited statements are available on our website.

*Yang Chartered Accountant Professional Corporation
June 24, 2019*

REVENUE	\$560,712
EXPENSES	\$531,712
EXCESS OF REVENUE OVER EXPENSE	\$29,000
UNRESTRICTED CONTINGENCY RESERVE	\$125,443*

**The Centre is working towards our goal of having the equivalent of three months of operating costs set aside as a contingency reserve for all core and special projects.*

2018 SCARBOROUGH WOMEN'S CENTRE VOLUNTEERS

OF THE YEAR
Caroline Ilaqua
Saida Ilaqua

2018 - 2019 AT SCARBOROUGH WOMEN'S CENTRE



1. Joanna & Lynda present Caroline Ilaqua & Saida Ilaqua with their 2018 Volunteer of the Year awards 2. Owners of Scarborough Shoppers Drug Mart stores visit SWC to present their donation 3. Our Summer students: Alana, Onsia, Chae-Rim and Mahaya 4. TDSB Spotlight Charity Concert Organizers visit SWC to present a cheque from their fundraising effort on our behalf 5. Lynda speaks on a panel organized by The Ministry of Women and Gender Equality on International Women's Day 6. Priscilla, our YWO Coordinator speaks at a workshop about Gender Based Violence 7. Lynda visits with The Rotary Club of Agincourt 8. MPP Doly Begum visits SWC to learn more about our programs



THANK YOU!

GOVERNMENT FUNDERS

Government of Canada-*Service Canada*

Government of Canada-*Department for Women and Gender Equality*

Government of Ontario-*Ministry of Children, Community and Social Services (Women's Issues)*

City of Toronto-*Community Service Partnership Program*

City of Toronto-*Investing in Neighbourhoods Program*

IN KIND DONORS

Marie Duplessis

Tim Howe

Emerald Massey

McMillan LLP

Jorge Orozco

salesforce Canada

Systems Integrated Solutions

INDIVIDUAL DONORS

Anonymous

Mary Abadjian

Malak Abuzgaya

Anita Agrawal

Katharine Allan

Jill Andrew

Yvette Bailey

Carolyn Borovicka - *CBA Management Services*

Christopher G. Bradley

Genevieve Calautti

Sameen Chatoo

Christiana Chen

Elaine Dandy

Chimnoy Das

Pauline De La Haye

Filomena de Sousa

Cheryl L. Denomy

Azita Fathi

Loretta Fines

Lynn Fournier-Ruggles

K. Wendy Gray

Tara George

Lynda Hanley

Kerri Harris

Arthur & Mary Heinmaa

Debbie Herridge

Francine Hickman

Julie Hiroz

Wai-Man Hui

Lauren Inouye

Geethanchali Jeyarajan

Andrew Johnston

Lisa Jones

Kerry Joseph

Sabrina Khela

Haejie Kim

Lynda Kosowan

Nan Kosowan

FOUNDATIONS & NGOS

The Catherine and Maxwell Meighen Foundation

The George Lunan Foundation
Ontario Realtors Care Foundation

Rochelle & Calvin Sager Foundation

The Royal LePage Shelter Foundation

Shoppers Drug Mart LIFE Foundation

St. Andrew's Charitable Foundation

Unifor Social Justice Fund

United Way Greater Toronto

GROUP DONORS

Agincourt Civitan Club

Canadian Federation of University Women-Scarborough Chapter

Elementary Teachers' Federation of Ontario

John McCrae Sr. Public School

Melville Presbyterian Church

The Rotary Club of Agincourt

SATEC @ W.A. Porter

St. Mark's United Church

CORPORATE DONORS

Claren Inc.

DUCA Credit Union - DUGood Community Fund

The International Group
Mackenzie Financial Charitable Foundation

Mudança Clothing

Power Tech Solutions

Proton Learning Centre

Royal LePage Estate Realty
salesforce.com

Scarborough Toyota

Shoppers Drug Mart -

Scarborough Stores

SKF Canada Employees Charity Fund

Sweet Caroline Café

EXTERNAL EVENTS

CFUW Fashion Show

Scarborough Toyota - Community Outreach Campaign

SDM Growing Women's Health Campaign

TDSB Spotlight Talent Night

Sue Osborne

David Pauli

Suzana Petrunic

Vivienne Poy

Beth Purdon-McLellan

Dian Rae

Irene Rey

Carol Rheume

Joyce Saunders

Henna Sethi

The Estate of Ms. Mitra Indira Singh

Lovedeep Singh

Saranki Sivan

Carol Soares

Penelope Stuart

Cindy Tan

Nadia Taylor

Dimitra Tsagaris

Joanna Wright

STAFF

Lynda Kosowan, *Executive Director*
Jacynth Fennell, *Counsellor*
Carol Soares, *Counsellor*
Priscilla Arias, *Building Strong Futures:
Young Women's Outreach
Coordinator*
Melissa Simas, *Expanding the Reach:
Outreach to Women with
Disabilities Coordinator*
Kalum Perera, *Administrative
Assistant*
Daycia Patterson, *Communications
Coordinator*
Kaytee Slater, *Coordinator of
Volunteers*
Courtney Thomas, *Education Program
Worker*
Farah Mustafa, *RBC Career Launch
Associate*

BOOKKEEPING SERVICES

CBA Management Services

FACILITATORS (PRIVATE CONTRACTORS OR PARTNER AGENCY REPS)

Farah Ali
Onsia Ansari
Nasrinn Arghoshi
Prabha Bassoo
Colleen Boehme
Carole Chauncey
Laura Connor
Reshma Dhrodia
Laura Humphries
Ayesha Hussain, LL.B.
Meena B. Jain, R. Ph.
Vivienne Kendry
Iman Mohamed, *Skills for Change*
Darlene Montgomery
Gloria Pierre
Julie Sagara, LL.B.
Christine Sarbu
Melissa Simas
Cindy Stradling
Dr. Tasha Thavarajah
Cheryl Williams, LL.B.
Helen Ziral

PLACEMENT STUDENTS

Onsia Ansari (*U of T, MSW*)
Taylor Holtby (*Durham College, SSW*)
Karina Karys (*U of T, MSW*)
Tahmina Khatun (*George Brown
College, AWCCA*)
Nirosa Nandakumar (*Durham College,
SSW*)
Merissa Pena (*Seneca College, SSW*)
Elsa Quintanilla (*Centennial College,
SSW*)

VOLUNTEERS

Meklit Arega
Reshma Dhrodia
Marie Duplessis
Tim Howe
Victoria Jakobson
Michelle Lochan
Emerald Massey
Jorge Orozco
Katie Wicik

DIRECT SERVICE VOLUNTEERS

Malak Abuzgaya
Rashmi Aurora
Genevieve Calautti
Pauline De la Haye
Azita Fathi
Claudia Fuller
Taylor Holtby
Laura Humphries
Sarah Jacobs
Geethanchali Jeyarajan
Lisa Jones
Beza Kebede
Ginelle Mendonca
Akilah Myrie
Nanthini Namasivayam
Fathima Nizamdeen
Dian Rae
Barbara Sanchez
Joyce Saunders
Kacian Simpson
Nila Sinnatamby
Saranki Sivan
Kaytee Slater
Karen Spencer-Goslin
Beena Syed
Doris Tay

SUMMER STUDENTS (THROUGH SERVICE CANADA)

Onsia Ansari
Chae-Rim Lee
Mahayah Lochan-Aristide
Alana Tumber

BOARD & COMMITTEES

Executive Committee

Joanna Noble, *President*
Dimitra Tsagaris, *Vice-President*
Samantha Clarke, *Treasurer*
Venesse Lewis, *Corporate Secretary*

Communications Committee

Lisa Nightingale, *Chair (to January
2019)*

Janice Nicholson
Lauren Inouye
Angela Laarakkers
Farah Mustafa

Finance Committee

Samantha Clarke, *Chair*
Jen Bonsu

Paridhi Bhola
Arianna Bhagwansingh
Judit Marincan
Christiana Chen
Rebecca Hoang

Fundraising Committee

Cheryl Denomy, *Chair*
Janice Tran

Governance Committee

Joanna Noble, *Chair*
Dimitra Tsagaris

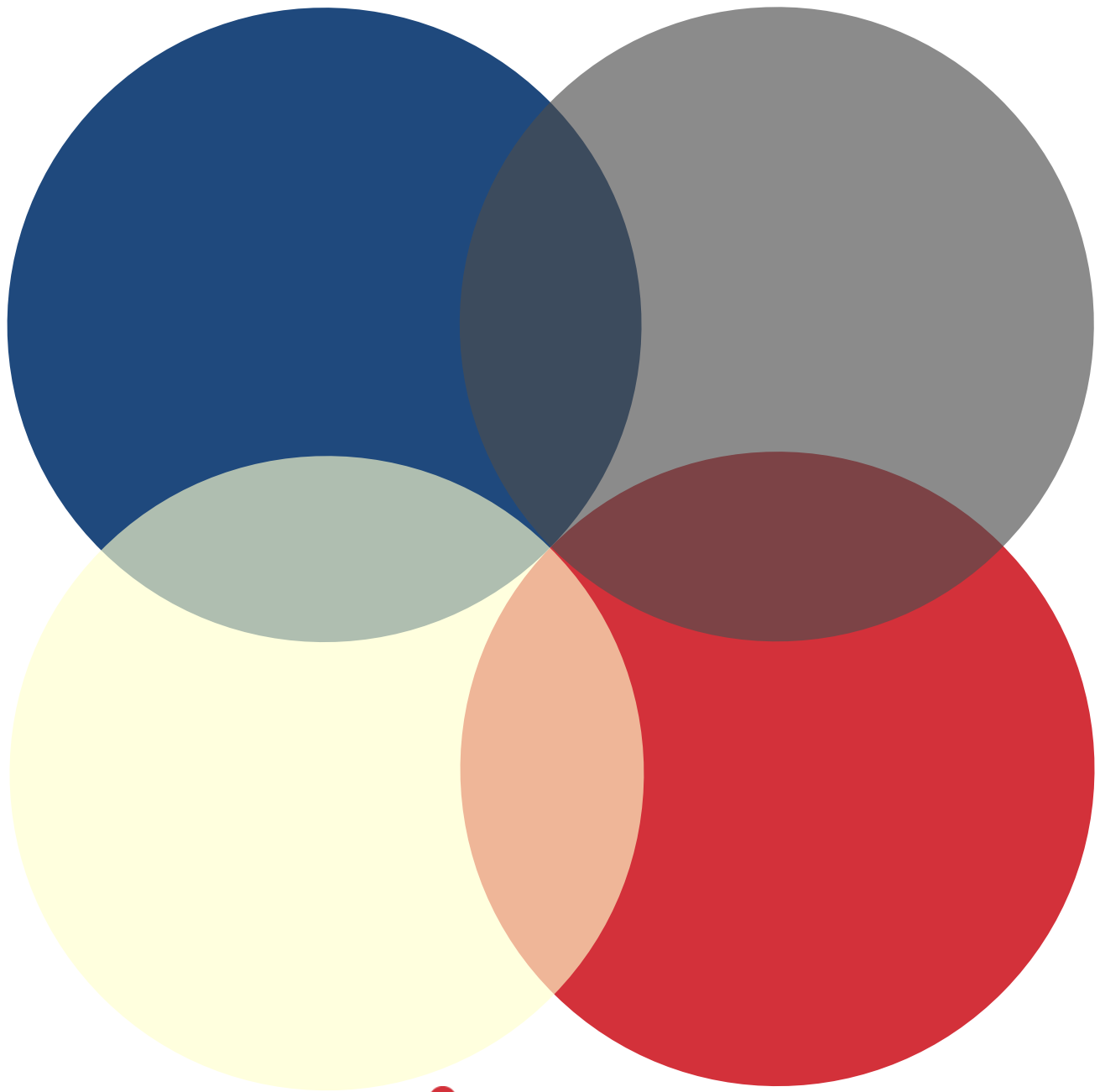
Grants Review Committee

Venesse Lewis

Strategic Planning Committee

Venesse Lewis, *Chair*
Wanjiro Ndungu
Sue Osborne
Beth Purdon-McLellan
Lauren McInroy
Marie Bomba

THANK YOU!



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.