



ANNUAL REPORT 2020



Women are empowered when they have access to information. They can navigate systems and get access to supports they weren't aware of in the community or at the Centre. 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 help her move forward to achieve her goals. This program is supported by staff and our professional placement students (e.g. BSW, MSW).

Thank you to the City of Toronto Community Service Partnership

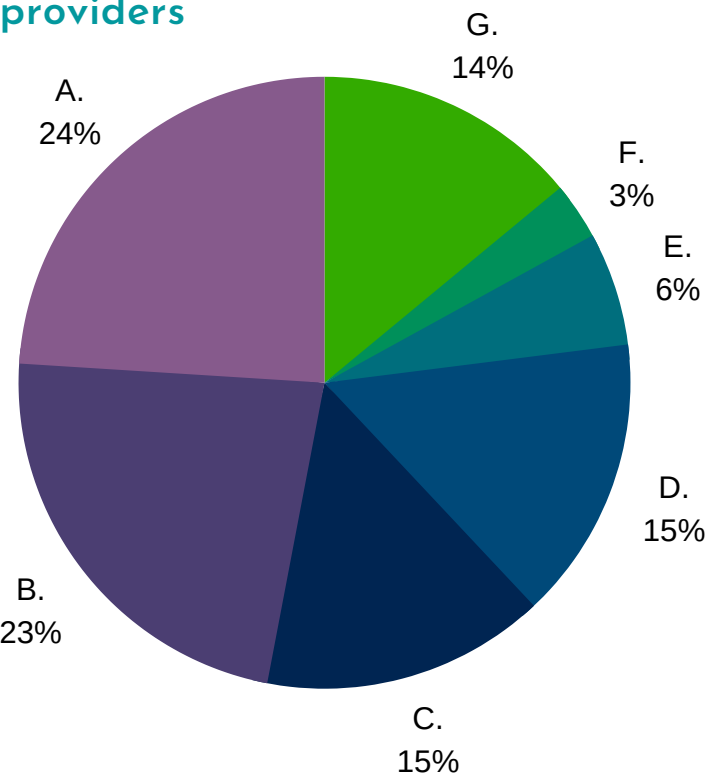
95% of those seeking information are from Toronto (including Scarborough)

CONTACT WAS MADE BY:
PHONE (83%), EMAIL (12%) AND WALK-IN (5%)

10% found us online & through media

30% were referred by friends, family, neighbours, etc.

60% were referred by community partners, police & health care providers



ISSUES IDENTIFIED

- A. EDUCATION & EMPLOYMENT - 24%
- B. PRACTICAL SUPPORTS (LEGAL, HOUSING, ETC.) - 23%
- C. EMOTIONAL & PHYSICAL HEALTH - 15%
- D. WOMEN'S SAFETY - 15%
- E. SERVICES FOR SPECIFIC GROUPS - 6%
- F. VOLUNTEER OPPORTUNITIES - 3%
- G. OTHER (DONATIONS, MEN'S SERVICES) - 14%

EDUCATION PROGRAM

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.

**Note that most of the workshops and trainings were cancelled in March 2020 due to the COVID-19 pandemic. As well, fewer women attended in-person workshops in the weeks leading up to the declaration of the state of emergency. This is reflected in our participation & outcomes.*

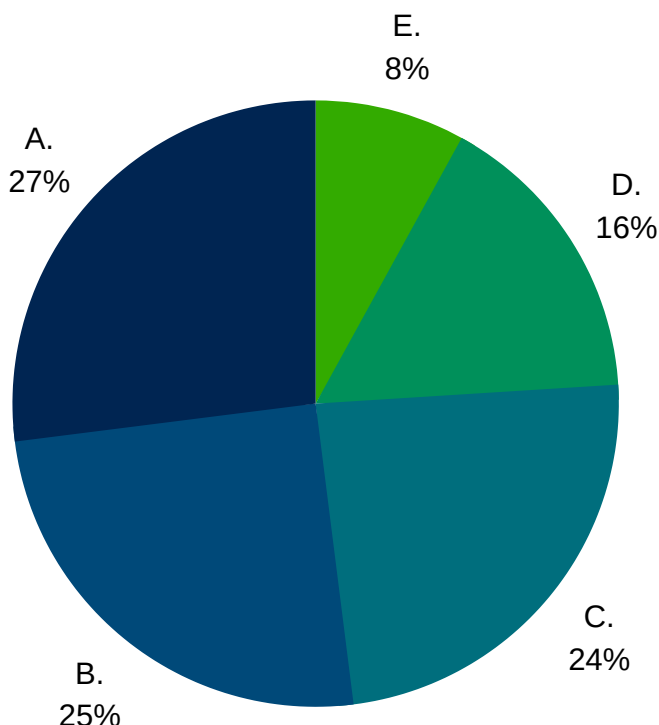
In May 2020, we began to offer on-line webinars for women to ensure that they have support during challenging times. We have planned a series of webinars up until early December 2020 and will continue to offer service to women in need.

Thank you to the 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, Royal LePage Estate Realty, Scarborough Toyota, Shoppers Drug Mart Life Foundation and Tippet Foundation

71 workshops, 1981 hours of service, 562 individual participants, 678 participations, 530 outcomes:

PARTICIPANT OUTCOMES

- A. EMOTIONAL HEALTH (MADE POSITIVE CHANGES, IMPROVED SELF-CONFIDENCE) - 27%
- B. LIFE SKILLS (COMMUNICATION SKILLS, BUILT SUPPORT NETWORKS) - 25%
- C. NAVIGATE SYSTEMS (OBTAIN USEFUL INFO) - 24%
- D. ECONOMIC SECURITY (ACADEMIC TRAINING, ESTABLISHED CAREER GOALS) - 16%
- E. VIOLENCE PREVENTION (MADE A SAFETY PLAN, LEFT AN ABUSIVE SITUATION) - 8%



"This workshop was truly amazing. I am so glad to have discovered the Centre"

"This workshop was thoroughly refreshing. I'm so hopeful and looking forward to tackle more of my challenges step by step."

Due to the pandemic, our counselling service went to phone and on-line support once the State of Emergency was declared in March 2020. We have continued to provide counselling to women consistently to ensure that they have the supports they need. This program was supported by 2 professional counsellors, working with a trauma-informed, solution focused, and asset-driven approach.

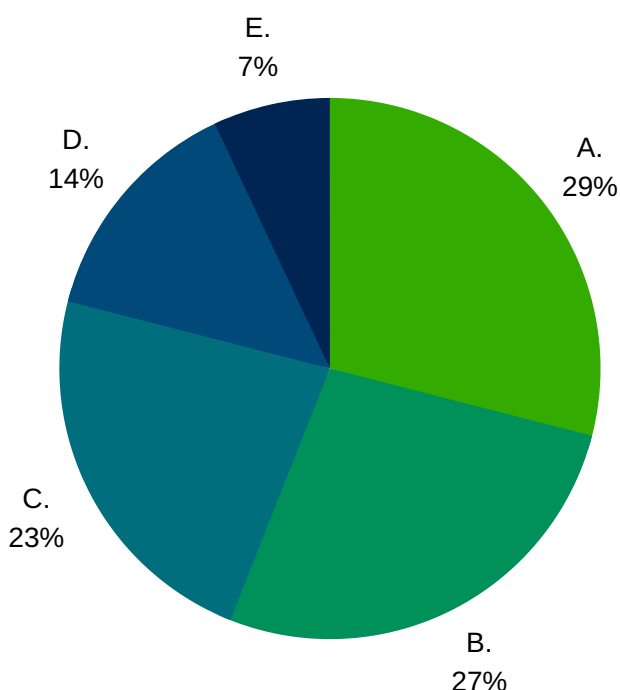
Women are able to heal from and understand trauma, resolve personal barriers to success and well-being. Issues that women often discuss relate to gender based violence, healthy relationships, newcomer integration, emotional health, parenting, employment, and education. Many of these issues have contributed 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. They will be able to go on to economic security, emotional independence and freedom from abuse.

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 had 9 matches in place, and trained 12 new direct service volunteers to provide mentoring support.

Thank you to United Way of Greater Toronto, 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, Tippet Foundation, and other generous individuals and groups

395 individuals, 716 outcomes:



PARTICIPANT OUTCOMES

- A. LIFESKILLS (COMMUNICATION, BUILT SUPPORT NETWORKS) - 29%
- B. EMOTIONAL HEALTH (SELF-CARE STRATEGIES, INDEPENDANCE) - 27%
- C. NAVIGATE SYSTEMS (CONNECT WITH RESOURCES, OBTAIN USEFUL INFO) - 24%
- D. ECONOMIC SECURITY (ACADEMIC TRAINING, OBTAINED EMPLOYMENT) - 14%
- E. VIOLENCE PREVENTION (MADE A SAFETY PLAN, LEFT AN ABUSIVE SITUATION) - 7%

EXPANDING THE REACH - PROMOTING ECONOMIC SECURITY FOR WOMEN WITH DISABILITIES

In 2017, SWC received a three-year grant from the Department of Women and Gender Equality Canada (WAGE) to promote the economic security and inclusion of women with disabilities in the workforce. As part of the funding program, we were also involved in the creation of the Gender Equality Network Canada (GENC). Here is a list of some of our accomplishments from the past year:

- Our work was featured in the Scarborough Mirror and on their Metroland website
- We facilitated project presentations for the E-Team, a network of employment agencies in Scarborough
- We facilitated a project reflection meeting hosted by RBC, Royal Bank of Canada
- Community consultations were held with women with disabilities at Birchmount Bluffs Neighbourhood Centre
- We organized a panel discussion at a Gender Equality Network Canada conference to assist organizations across Canada in promoting the inclusion of women with disabilities in their work
- We participated in a panel hosted by the Centre for Global Citizenship Education & Inclusion at Centennial College on the International Day of Persons with Disabilities
- We were interviewed by the Ontario Nonprofit Network for their Decent Work project
- We partnered with other WAGE funded projects to organize a knowledge sharing event about Women's Economic Security

Our next steps include: the development of a resource for employers, as well as, new initiatives to address violence against women with disabilities and support women with disabilities during COVID-19. To learn more, please visit:

<http://www.scarboroughwomenscentre.ca/women-with-disabilities/>

Thank you to our project partners, women leaders, and funders for their continued support!

Melissa Simas, MSW, RSW
Expanding the Reach, Program Coordinator



BUILDING STRONG FUTURES: YOUNG WOMEN'S OUTREACH PROGRAM



This was a challenging year. Labour negotiations between teachers and the province, work-to-rule at schools, violence in the community, and then the pandemic. On a happier note, Priscilla Arias welcomed her son in Fall 2019, and we hired Ferozan Nasiri to coordinate the program.

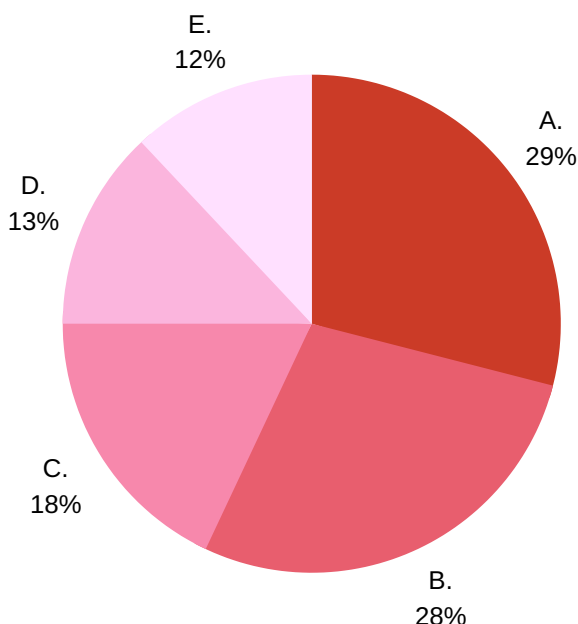
There was a focus on developing new partnerships in the community, and development of new programming. In addition to the provision of 9 workshops from October 2019 to March 2020, we participated in 4 "Road Shows" where agencies providing service to youth came together to provide information about services and supports at schools and community centres.

There were many planned programs that had to be cancelled, including after school programs, leadership development programs, and workshops at middle-schools and high schools.

And of course, COVID-19! During the pandemic, we also focused on delivering webinars and a book club to young women.

BUILDING — STRONG — FUTURES

In 2019-20, we provided service to **378** individuals, and collected information about **423** outcomes:



PARTICIPANT OUTCOMES

- A. DEVELOPED LIFESKILLS: 29%
- B. PERSONAL DEVELOPMENT: 28%
- C. EMPLOYMENT & EDUCATION: 18%
- D. LEARNED ABOUT YOUNG WOMEN'S ISSUES: 13%
- E. OBTAINED USEFUL INFORMATION: 12%

INVESTING IN WOMEN'S FUTURES

The Investing in Women's Futures Program is funded by the Government of Ontario through The Ministry of Children, Community and Social Services (Women's Issues).

Outcomes

- Women who pursued further training following completion of pre-employment supports: 90 (36%)
- Women who pursued further education following completion of pre-employment supports: 20 (8%)
- Women who became self-employed following completion of pre-employment supports: 10 (4%)
- Women who became employed either full-time and part-time following completion of pre-employment supports: 40 (16%)
- Women who learned new ways to cope and heal from the violence in their lives: 140 (82%)
- Women who have an increased awareness of the cycle of violence and safety and support systems: 170 (100%)

Service Statistics

- Individual women served: 425
- Women who received Violence against Women Counselling or Peer Support (i.e. total number who used this service): 170
- Women who received One-on-One Violence against Women Counselling: 147
- Women who attended Group Violence against Women Activities: 129
- Women who created safety plans: 129
- Women who received systems navigation support: 200
- Women who attended life skills and self-esteem programs (i.e. total number who used this service): 370
- Women who received one-on-one life skills and self-esteem counselling: 333
- Women who attended life skills and self-esteem group workshops, peer support groups or information sessions: 337
- Women who received pre-employment services (i.e. total number who used this service): 250
- Women who attended a pre-employment group workshop program, peer support group or information session: 240
- Women who received employment counselling or peer support: 195

"I learned how to love myself without feeling guilty."

"I have more confidence, direction and tools in my tool-belt."

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
 East Scarborough Storefront
 RBC Royal Bank
 YWCA of Greater Toronto Employment Programs
 Centennial College, The Centre for Accessible Learning and Counselling Services
 Centennial College, Centre for Global Citizenship, Education and Inclusion
 Women Leaders – Fran Odette, Doris Rajan
 Ontario Nonprofit Network
 Ontario College of Art & Design, Inclusive Design Research Centre

Building Strong Futures: Young Women's Outreach Program

Toronto District School Board
 Toronto District Catholic School Board
 East Scarborough Storefront
 Student Leadership and Youth Empowerment (SLYE)
 Association of Committed and Engaged Youth (ACEY)
 Tropicana Community Services
 City of Toronto Youth Outreach Programs
 Stephen Leacock Recreation Centre
 Malvern Community Recreation Centre
 TAIBU
 YWCA Family Support Centre
 Pathways to Education
 Rosalie Hall

Education Program

Skills for Change
 Frontier College
 Times Change
 Chartered Professional Accountants of Canada (CPA Canada)
 Access Community Capital Fund
 The Housing Help Centre

Support Program

Multi-lingual Community Interpretation Services (MCIS)
 Volunteer Toronto

Student Placements/Internships

University of Toronto, *Faculty of Social Work*
 Dalhousie University, *Faculty of Social Work*
 RBC Career Launch Program
 George Brown College
 Centennial College

Consultation

McMillan LLP
[salesforce.com](https://www.salesforce.com)

Inter-Agency Collaboration

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

Connecting Women with Scarborough Services

Legal Aid Ontario
 Family Service Toronto
 Tropicana Community Services
 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



This year, we began a 4 year Agency capacity building initiative funded by The Department of Women and Gender Equality Canada (WAGE).

This project provides us a unique opportunity to strengthen the Centre by identifying areas for growth and addressing them. Over the next few years we will focus on:

- Strategic planning
- Succession planning
- Program evaluation
- Governance
- Fundraising
- Developing advocacy tools for women supporting their communities

Our focus for Year 1 was on Strategic planning. Information was gathered from a wide variety of stakeholders, including:

- 18 key informant interviews (including friends of the Centre, funders, donors, sector leaders)
- an on-line survey
- visioning sessions with Board, staff and volunteers
- inviting comments from the community
- literature review
- best practice review
- a Board day-long retreat reviewing all the information gathered
- Board, staff and volunteer input into the details of the Strategic directions and planning how we will measure our achievements of those goals.

With the leadership of the wonderful Suzanne Gibson and the Strategic Planning committee, and support from staffer, Meklit Arega, we are so pleased with the results of what everyone has contributed to. And excited to see what the next 3 years bring! It's challenging to plan during a pandemic but we did achieve a lot, and had the opportunity to consider the impact of the pandemic when finalizing our decisions.

The Strategic Directions are:

1. Increased Service Accessibility and Impact
2. Strategic Collaboration and Alliances
3. Increased Presence and Visibility
4. A Strong, Resilient and Sustainable Organization

The Strategic plan is being presented at the Annual General Meeting (September 30th).

If you would like to know more, please contact Lynda Kosowan, Executive Director at ed@scarboroughwomenscentre.ca

Stay tuned for more updates on our progress with the SAGE project!

2019 - 2020 FINANCIAL SUMMARY

REVENUE

\$591,347

EXPENSES

\$591,347

EXCESS OF REVENUE OVER EXPENSE

\$0

UNRESTRICTED CONTINGENCY RESERVE

\$125,443

Yang Chartered Accountant Professional Corporation
July 16, 2020

**The Centre has now achieved its goal of having the equivalent of three months of core operating costs set aside as a contingency reserve.*

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



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*

FOUNDATIONS & NGOS

The Johansen-Larsen Foundation
 Lee Tak Wai Foundation
 McCarthy Tetrault Foundation
 Ontario Realtors Care Foundation
 The Royal LePage Shelter Foundation
 Shoppers Drug Mart LIFE Foundation
 The Tippet Foundation
 Unifor Social Justice Fund
 United Way Greater Toronto

GROUP DONORS

Agincourt Civitan Club
 Bliss Carmen Sr. PS
 Canadian Federation of University Women- Scarborough Chapter
 Elementary Teachers' Federation of Ontario
 Elementary Teachers of Toronto
 Francis Libermann Catholic High School
 IAM Union Local 2113
 The Rotary Club of Agincourt
 St. Mark's United Church

CORPORATE DONORS

Claren Inc.
 The International Group
 Mackenzie Investments Charitable Foundation
 Royal LePage Estate Realty
 salesforce.org
 Scarborough Toyota
 Shoppers Drug Mart & Wellwise- Scarborough Stores
 SKF Canada
 Sweet Caroline Café

EXTERNAL EVENTS

bymerissa Holiday Card Sale
Scarborough Toyota - Community Outreach Campaign
Shoppers Drug Mart LOVE YOU Campaign
Sweet Caroline Café - Cupcake Fundraiser
TDSB Spotlight Talent Night

IN KIND DONORS

Marie Duplessis
Tim Howe
McMillan LLP
Jorge Orozco
salesforce Canada

"This is a place where I can feel safe"

"I love coming to the Centre, because it helps."



THANK YOU

INDIVIDUAL DONORS

Anonymous	Venesse Lewis
Katharine Allan	Carolyn Ling
Jill Andrew	Conan MacLean
Onsia Ansari	Judit Marincan
Amandeep Bagri	Douglas Mark
Tomilola Bibilari	Nancy Maxwell
Jen Bonsu	Lyn McDonell
Carolyn Borovicka (<i>CBA Management Services</i>)	Kristan McLean
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Joe C.	Annisa Mohammed
Christiana Chen	Farah Mustafa
Samantha Clarke	Wanjiro Ndungu
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Reem Gedeon	Humaira Saeed
Tara George	Joyce Saunders
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Karen Grimshaw	Charles Shariff
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Aly Hemraj	Neeti Sharma
Debbie Herridge	Anada Silva
Francine Hickman	Kacian Simpson
Kathryn Hill	Penelope Stuart
Julie Hiroz	Taylor Thompson
Wai Man Hui	Dimitra Tsagaris
Naila Ibrahim	Noor Ul Ann
Matthew Janes	Allison Ullrich
Andrew Johnston & Christina Friend	Thadsha Veniyagamoorthy
Kathy Killinger	Liliana Vera-Montano
Haejie Kim	Katie Wicik
Lynda Kosowan	Alison Williams
Joanne Lafreniere	Joanna Wright
Helen Lambropoulos	Rachelle Zamora
Anne & Pedro Leon	

THANK YOU

STAFF

Lynda Kosowan, *Executive Director*

Jacynth Fennell, *Counsellor*

Carol Soares, *Counsellor*

Priscilla Arias, *Building Strong Futures Coordinator (to August 2019)*

Ferozan Nasiri, *Building Strong Futures Coordinator (from October 2019)*

Melissa Simas, *Expanding the Reach Coordinator*

Kalum Perera, *Administrative Assistant*

Sushama Farjana, *Seniors Program Worker*

Nasima Danishyar, *Education Program Worker*

Farhin Chowdhury, *RBC Career Launch Associate*

BOOKKEEPING SERVICES

CBA Management Services

PLACEMENT STUDENTS

Karina Karys (*University of Toronto, MSW*)

Lauren Lee (*Dalhousie University, BSW*)

Jun Liu (*Ryerson University, BSW*)

Amanda Sales (*Centennial College, SSW*)

Emily Sheppard (*University of Toronto, MSW*)

Sierra Shin (*Centennial College, Nursing*)

Raquel Wright (*George Brown College, SSW*)

SUMMER STUDENTS (SERVICE CANADA)

Serene Da Silva

Chae-Rim Lee

Merissa Peña

FACILITATORS (PRIVATE CONTRACTORS OR PARTNER AGENCY REPS)

Farah Ali

Onsia Ansari

Naszrin Arghoshi

Meena B. Jain, R. Ph.

Prabha Bassoo

Colleen Boehme

Genevieve Calautti

Fernando Chavez, *The Housing Help Centre*

Lovely Chowdhury, *The Housing Help Centre*

Laura Connor

Reshma Dhrodia

Jasmin Jagpal

Vivienne Kendry

FACILITATORS (PRIVATE CONTRACTORS OR PARTNER AGENCY REPS) CONTINUED

Arooba Khan
 Amanda King, *Shoppers Drug Mart*
 Michelle Lochan
 Diane Locke
 Iman Mohamed, *Skills for Change*
 Darlene Montgomery
 Otis Mushonga, *ACCESS Community Capital Fund*
 Gloria Pierre
 Julie Sagara, LL.B.
 Christine Sarbu
 Melissa Simas
 Ryan K. Singh, *CPA Canada*
 Cindy Stradling
 Dr. Tasha Thavarajah
 Cheryl Williams, LL.B
 Helen Ziral

DIRECT SERVICE VOLUNTEERS

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 Valentine Afolabi
 Katie Beaton
 Genevieve Calautti
 Monique Chambers
 Ruvette Coelho
 Pauline De La Haye
 Tina Dealwis
 Azita Fathi
 Valerie Fillmore
 Taylor Holtby
 Arya Jayamohan
 Geethanchali Jeyarajan
 Lisa Jones
 Shyanah Kugaleswaran
 Lauren Lee
 Ginelle Mendonca
 Karon Miller
 Farah Mustafa
 Akilah Myrie
 Jovita Pinto
 Sathya Santhakumaran
 Joyce Saunders
 Saranki Sivan
 Kaytee Slater
 Karen Spencer Goslin
 Courtney Thomas

BOARD & COMMITTEES

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Sue Osborne, *Vice-President*
Samantha Clarke, *Treasurer*
Nadia Taylor, *Corporate Secretary*
Beth Purdon-McLellan
Ashley Dresser
Reem Gedeon
Carolyn Ling
Wanjiro Ndungu
Cheryl Denomy (*to March 2020*)

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Sue Osborne, *Vice-President*
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Jen Bonsu

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Wanjiro Ndungu

Governance Committee

Dimitra Tsagaris, *Chair*
Nadia Taylor
Joanna Noble

Strategic Planning Committee

Sue Osborne, *Chair*
Carolyn Ling
Beth Purdon-McLellan

THANK YOU



Staff and volunteers at the Scarborough Toyota Community Event



SWC students at the TDSB Spotlight Charity Concert



Lynda with organizers of the TDSB Spotlight Charity Concert



Members of IAM Union Local 2113 visit the Centre



One of our wonderful Summer Students, Serene



Another one of our wonderful Summer Students, Merissa