



# ANNUAL REPORT 2022





# SWC 2021-2022 SERVICE SUMMARY

**3688**

Women and Young Women Served

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**2037**

Inquiries made to the Information Referral Program

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**550**

Participants in the Education Program

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**456**

Participants in the Counselling Program

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**15**

Participants in the Mentoring Program

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**573**

Participants in the Building Strong Futures Program

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**57**

Participants in the Expanding the Reach Program

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# 2037 CONTACTS IN TOTAL

**75%**  
BY PHONE

**25%**  
BY EMAIL

**93%**  
INDIVIDUAL  
CONTACTS

**7%**  
AGENCY  
CONTACTS

THANK YOU TO THE CITY OF TORONTO  
COMMUNITY SERVICE PARTNERSHIP!

## INFORMATION REFERRAL PROGRAM

### ISSUES DISCUSSED\*:

EDUCATION/TRAINING/EMPLOYMENT



EMOTIONAL AND PHYSICAL HEALTH



GENDER BASED VIOLENCE



PRACTICAL SUPPORTS (LEGAL, FINANCIAL  
ASSISTANCE, HOUSING, SETTLEMENT)



SPECIFIC POPULATIONS (WOMEN WITH  
DISABILITIES, ETHNO-SPECIFIC, IMMIGRANT,  
LGBTQ+, CHILDREN AND YOUTH, SENIORS)



OTHER (IN-KIND DONATIONS, VOLUNTEERING,  
SERVICES FOR MEN)



\*as a percentage of the whole number of inquiries



This year, all our educational programs were offered on-line. Participants expressed appreciation for the opportunity to continue to learn together with other women, to feel less isolated, and to learn valuable information on a variety of topics.

It has been helpful for some women to participate on-line who wouldn't have been able to attend in-person (due to issues related to mobility, work schedule, childcare, eldercare, etc). In 2022-23, we are moving to a hybrid model that will include a mix of on-line webinars and in-person workshops.

EDUCATION PROGRAM

91

WEBINARS

1912

HOURS OF SERVICE

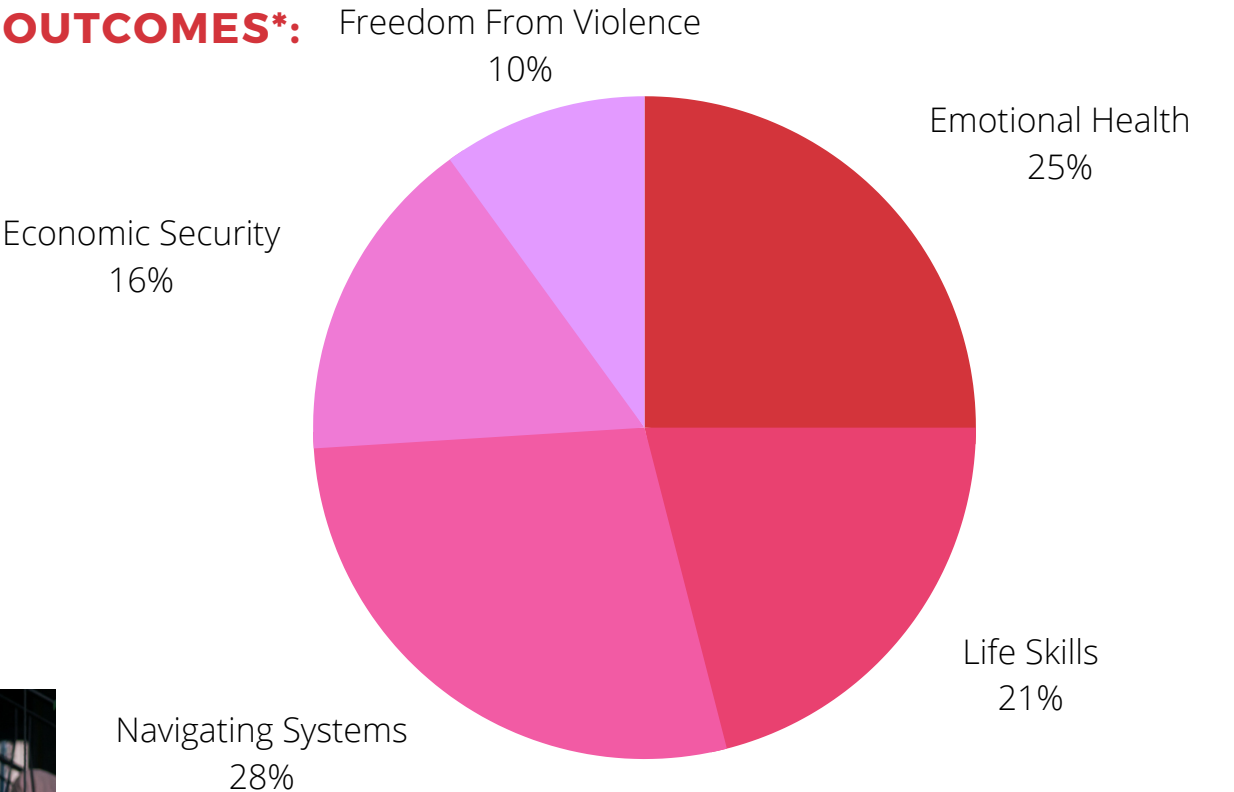
550

INDIVIDUAL PARTICIPANTS

1083

PARTICIPATIONS

1235 OUTCOMES\*: Freedom From Violence



\*as a percentage of all outcomes for the program



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, TIPPET FOUNDATION, AND OTHER GENEROUS INDIVIDUALS AND GROUPS!

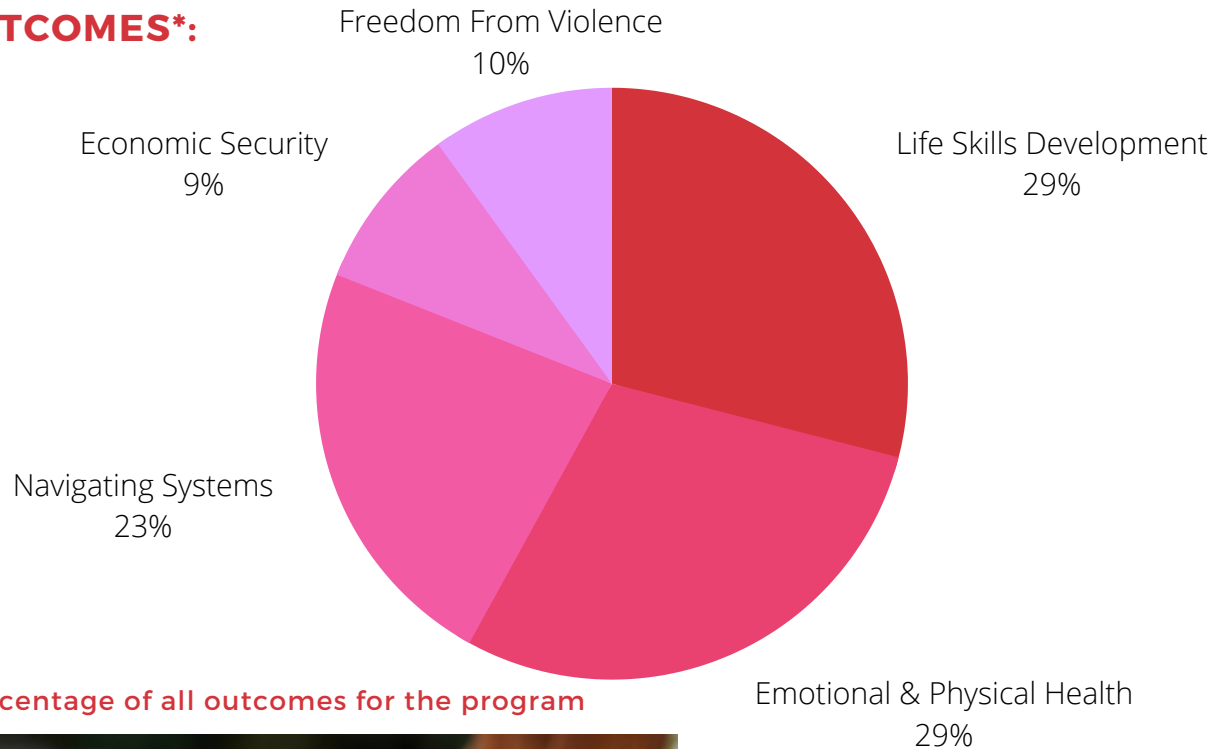


## Counselling Program

Throughout the pandemic, our professional counselling supports have been offered by phone and web conference. We have continued to provide free counselling to women consistently to ensure that they have the supports they need. This program was supported by 3 professional counsellors, working with a trauma-informed, solution focused, and asset-driven approach. 456 individuals participated in the Counselling and mentoring programs.

## SUPPORT PROGRAM

### 852 OUTCOMES\*:



\*as a percentage of all outcomes for the program

## Mentoring Program

Some women in transition were matched with trained community volunteers who will provide mentoring support for a 6 month to one year period. This year, we had 15 matches in place (2 for English conversation, and 13 for Emotional health), and trained 12 new direct service volunteers to provide mentoring support.



**THANK YOU TO THE GOVERNMENT OF ONTARIO-MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES (WOMEN'S ISSUES), THE CITY OF TORONTO, UNITED WAY GREATER TORONTO, BELL LET'S TALK, ROYAL LEPAGE SHELTER FOUNDATION, ONTARIO REALTORS CARE FOUNDATION, TIPPET FOUNDATION, AND OTHER GENEROUS INDIVIDUALS AND GROUPS!**

**Rebuilding Lives**

We have been working to address gender-based violence experienced by women with disabilities by offering a series of educational and skill-based webinars. The webinars explored topics related to: the difference between healthy and unhealthy relationships, relationship red flags, the unique ways women with disabilities experience violence, safety-planning, self-compassion, and the sustainable livelihood framework.

**Recovery: Shock-Proofing Communities**

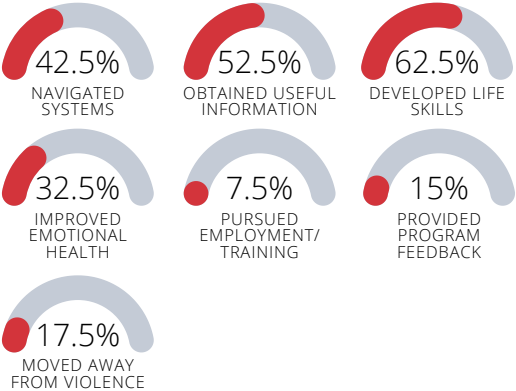
We are currently developing training modules for frontline workers who do not work in the gender-based violence sector, but have experienced an increase in disclosures and inquiries related to violence during the COVID-19 pandemic. These training modules will explore topics related to: the unique ways diverse women might experience violence, safety planning, trauma-informed care, self-care.

**Economic Security of Women with Disabilities**

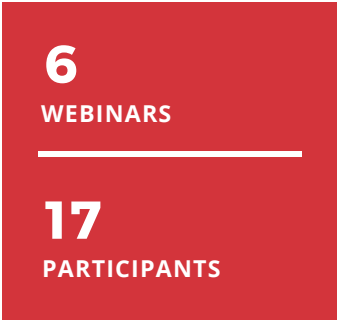
We have been facilitating a series of virtual peer support groups to help promote the inclusion of women with disabilities in the workforce. To date these virtual support groups have explored themes related to: disability stereotypes, the impact of stereotypes on women with disabilities, and disability disclosure in the workplace.

**EXPANDING THE REACH: OUTREACH TO WOMEN WITH DISABILITIES PROGRAM**

**REBUILDING LIVES**



**RESILIENT COMMUNITIES**



**THANK YOU TO ONTARIO TRILLIUM FOUNDATION  
AND CANADIAN WOMEN’S FOUNDATION!**

In 2021 – 2022, we continued our work in making positive impacts in the lives of marginalized young women through our interactive webinars, leadership development program and book club! Moving to an online presence and offering weekly webinars not only provided young women with the continued opportunity to learn essential life skills but also served as a platform for them to openly discuss their emerging needs specific to being young women, creating opportunities for new friendships to be built and a supportive community during a very isolating time. We are grateful for all the young women that participated in our program, your enthusiasm, jokes, sarcasm and openness to learn and discuss important issues; made a positive impact on us too!

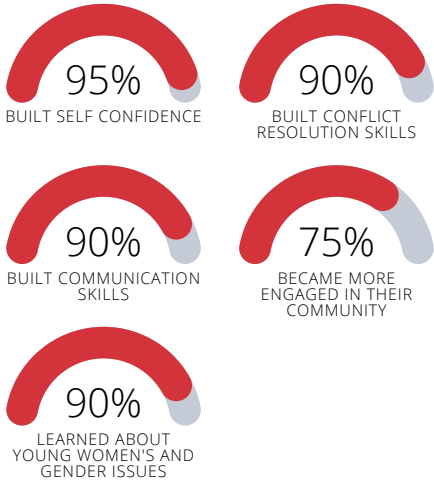
**BUILDING  
STRONG  
FUTURES:  
YOUNG  
WOMEN'S  
OUTREACH  
PROGRAM**

**LEADERSHIP DEVELOPMENT PROGRAM**

**20**  
SESSIONS

**62**  
PARTICIPANTS

**465**  
HOURS OF SERVICE

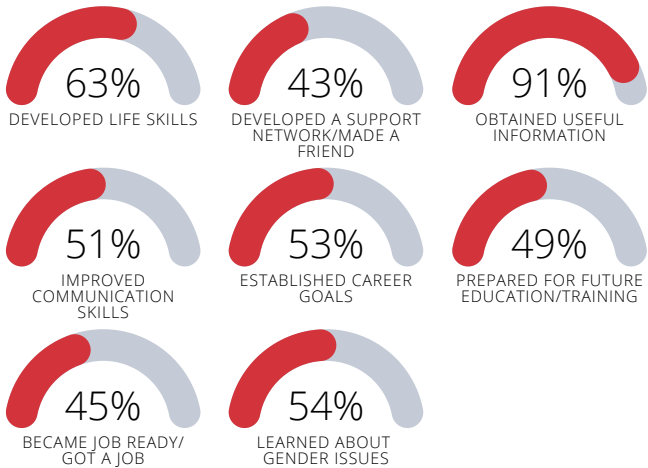


**WEBINARS**

**38**  
WEBINARS

**511**  
PARTICIPANTS

**762**  
HOURS OF SERVICE



**THANK YOU TO MACKENZIE INVESTMENTS CHARITABLE  
FOUNDATION, TELUS FRIENDLY FUTURE FOUNDATION AND  
JOHANSEN LARSEN FOUNDATION FOR YOUR SUPPORT IN  
BUILDING STRONG FUTURES!**



This program is funded by the Province of Ontario to support women who are navigating systems, developing life skills, building their freedom from violence, and becoming economically secure. It focuses on supporting women to build a foundation for future success in their lives.

INVESTING IN  
WOMEN'S  
FUTURES

502

INDIVIDUAL WOMEN SERVED

198

WOMEN PARTICIPATED IN VAW COUNSELLING,  
GROUP ACTIVITIES OR PEER SUPPORT

350

WOMEN RECEIVED SYSTEMS NAVIGATION  
SUPPORT

420

WOMEN ATTENDED LIFE SKILLS AND SELF-  
ESTEEM COUNSELLING AND GROUP PROGRAMS

250

WOMEN RECEIVE PRE-EMPLOYMENT  
COUNSELLING AND SERVICES

Women who pursued further training following completion of pre-employment supports:



Women who pursued further education following completion of pre-employment supports:



Women who became self-employed following completion of pre-employment supports:



Women who became employed following completion of pre-employment supports:



Women who learned new ways to cope and heal from the violence in their lives:



Women who have an increased awareness of the cycle of violence and safety and support systems:



Women who created safety plans:





# STRATEGICALLY ADVANCING GENDER EQUALITY (SAGE PROJECT)

This 4 year Agency capacity building project accomplished the following outcomes this year:

- Finalized a new staff model to be implemented in January 2023
- Finalized job descriptions for the new Program Manager position
- Reviewed and updated Board governance and evaluation processes
- Reviewed self-advocacy programs to adapt a suitable program for our service users on their own or with the support of staff
- Reviewed agency fundraising strategies
- Monitored implementation of the Strategic plan
- Ongoing review of new research and learning related to supporting women moving forward in their lives

THANK YOU TO CONSULTANTS DORENE WESTON, CHANEL GRENAWAY AND SHARMINI FERNANDO FOR THEIR WISE COUNSEL.  
WE APPRECIATE THE SUPPORT OF WOMEN AND GENDER EQUALITY CANADA IN SUPPORTING THE CENTRE  
TO BUILD ITS CAPACITY TO ADVANCE GENDER EQUALITY IN OUR COMMUNITY.

## MOVING FORWARD PROJECT

This one-year project gave us the opportunity to build our capacity to support women in transition to training and employment. Particularly in the context of the COVID-19 pandemic, many women had experienced job loss, lay-offs, and their sectors (e.g. retail, restaurants, etc) were severely affected. Economic security is a huge factor in being able to prevent gender based violence.

Some highlights of the project were:

- Adapted the Sustainable Livelihoods model as a tool to be used by individual women, and/or with women using our services to assist them in identifying their assets and areas for growth
- Developed a series of micro-credential courses with the support of Centennial College's School of Part Time Studies
- Developed a handbook of employment and training resources
- Developed partnerships with training organizations, employment specialists and employers to assist
- Staff and volunteer training on supporting women transitioning to training and employment
- Addition of more training and employment related educational opportunities in our programs

THANK YOU TO THE ONTARIO MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES (WOMEN'S ISSUES)  
FOR THEIR SUPPORT OF THIS IMPORTANT INITIATIVE.



**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:**

## **PROGRAM PARTNERSHIPS**

### **EXPANDING THE REACH: OUTREACH TO WOMEN WITH DISABILITIES - PROMOTING ECONOMIC SECURITY FOR WOMEN WITH DISABILITIES**

Birchmount Bluffs Neighbourhood Centre  
East Scarborough Storefront  
Centennial College, Centre for Accessible Learning and Counselling Services  
Centennial College, Centre for Global Citizenship, Education and Inclusion  
Ontario Nonprofit Network  
Ontario College of Art & Design, Inclusive Design Research Centre  
Humber College

### **BUILDING STRONG FUTURES: YOUNG WOMEN'S OUTREACH**

Toronto District School Board  
Toronto District Catholic School Board  
East Scarborough Storefront  
Student Leadership and Youth Empowerment (SLYE)  
Aanma Yoga  
Centennial College  
STRIDES  
Volunteer Toronto  
Sexual Harassment and Assault Resource Exchange  
Mackenzie Investments  
Bad Subject  
Planned Parenthood

### **CONSULTATION**

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

### **EDUCATION**

Skills for Change  
Bereaved Families of Ontario  
Chartered Professional Accountants of Canada (CPA Canada)  
Access Community Capital Fund  
RBC  
Williams Family Lawyers  
The Housing Help Centre  
Centennial College  
Connecting Women with Scarborough Services  
Scarborough Community Legal Services  
Arbor Memorial  
Labour Education Centre  
PEMA Canada

### **SUPPORT**

Multi-lingual Community Interpretation Services (MCIS)  
Volunteer Toronto

### **STUDENT PLACEMENTS/INTERNSHIPS**

University of Toronto: Faculty of Social Work  
RBC Career Launch Program  
George Brown College  
Centennial College  
Seneca College

### **INTER-AGENCY COLLABORATION**

Woman Abuse Council Toronto (WomanACT)  
Connecting Women with Scarborough Services  
North Scarborough Community Cluster  
South Scarborough Community Cluster  
Scarborough FOCUS Table

### **CONNECTING WOMEN WITH SCARBOROUGH SERVICES**

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





## GOVERNMENT FUNDERS

Women and Gender Equality (WAGE) Canada Service Canada  
The 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 Canadian Women's Foundation  
Enbridge Fueling Futures Foundation  
GIVE Foundation  
Johansen-Larsen Foundation  
Lorraine Dal Cin Family Foundation  
Mackenzie Investments Charitable Foundation  
Ontario Realtors Care Foundation  
Ontario Trillium Foundation  
Rochelle & Calvin Sager Foundation  
Royal LePage Shelter Foundation  
Tippet Foundation  
Unifor Social Justice Fund  
United Way Greater Toronto

## GROUP DONORS

Agincourt Pentecostal Church (One Church)  
Canadian Federation of University Women - Scarborough Chapter  
Elementary Teachers' Federation of Ontario  
ESL Department at Centennial College  
The Masonic Foundation of Ontario-Toronto East District  
PepsiCo Foods Employees  
Rotary Club of Agincourt  
Rotary Club of North Scarborough  
Unifor Local 6006

## IN KIND DONORS

Arianna Bhagwansingh  
Erin Deviney  
Marie Duplessis  
Hillman Group Canada  
Tim Howe  
Lloyd Rang Communications/LRC  
McMillan LLP  
Farah Mustafa  
Jorge Orozco  
QRX Technology Group  
Salesforce Canada

## CORPORATE & BUSINESS DONORS

8147329 Canada Inc.  
Amazon Canada  
Amazon Logistics  
CBA Management Services  
Chisel AI  
Claren Inc.  
Jessica Laforet Photography  
MT & T Quality Services  
Prefera Finance  
Price Waterhouse Cooper (on behalf of Angela Laarakkers)  
Royal LePage Estate Realty  
Scarborough Toyota  
Spark Conferences Inc.  
Strength-N-U Scarborough

## EXTERNAL EVENTS

BirchCliff Pumpkin Drive (Karen Doering Real Estate)  
Canadian Tamils' Chamber of Commerce IWD Fundraiser  
Liza's 42km #RollerbladeChallenge for Scarborough Women's Centre  
Royal LePage Estate Realty-Unplugged for Shelter Concert  
Scarborough Toyota Community Fundraiser  
Strength-N-U IWD Fundraiser  
The Sicoli Family's Young Women's Leadership Program Fundraiser  
in honour of Bianca Sicoli  
Zoom with Santa Fundraiser (Karen Doering Real Estate)

*"Thank you for all your wonderful support and knowledge"*

*"Wonderful organization and much needed in Scarborough."*

## INDIVIDUAL DONORS

Anonymous  
Jennifer & Keith Burton  
Arthur & Mary Heinmaa  
Fran & Dennis Hitchmough  
Andrew Johnston & Christina Friend  
Leslie & Paul Rinaldi  
Shyam Nagarajan & Neeti Sharma  
Shaima Al-Khalili  
Matthew Almacen  
Nicole Arangio  
Jawad Ateeq  
Yvette Bailey  
Beverly Baird  
Nanor Balyozian  
James Beardmore  
Katie Beaton  
Alan Bilinski  
Angee Bissessar  
Lori Bon  
Jennifer Bonsu  
Shawn Bremner  
Elizabeth Bushara  
Pasqualino Caccavelli  
Virginia Caldwell  
Jeremy Campbell  
Nicole Cemkov  
Vicki Chan  
Kiran Chandra  
Christiana Chen  
Brenda Clarke  
Brittany Clarke  
Samantha Clarke  
Tim Clarke  
Kristen Cocco  
Joe Connolly  
Maria Cummins  
Lorraine Dal Cin  
Elaine (Susan) Dandy  
Kirsten de los Reyes  
Filomena de Sousa  
Andrew Denham  
Anita Desrosiers  
Reshma Dhrodia

Brian Dubeau  
Metka Margaret Duckworth  
Rob Duckworth  
Jenny Dundas  
Claire Earle  
Lorna Edwards  
Manesha Evans-Phillips  
Doris Figueroa  
Carolyn Forbes  
Lynn Fournier-Ruggles  
Claudia Fuller  
Kai-Lee (Kelly) Fung  
Allison Garland  
Reem Gedeon  
Emma Gerster  
Robertas Goloburdo  
Karen Grimshaw  
Connie Guberman  
Heather Haight  
Kerris Harris  
Francine Hickman  
Julie Hiroz  
Victoria Hong  
Wai Man (Ray) Hui  
Michelle Indyarta  
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Irina Katsnelson  
George Kay  
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Tonille Lampasona  
Amanda Lazarevski  
Jennifer Lee  
Anita Liang  
Carolyn Ling

Kaiya MacDonald  
Judit Marincan  
Douglas Mark  
Bonnie McBride  
Helen McCubbin  
Lyn McDonell  
Deborah McKeague  
Karen Mcneil  
Elena Melnik  
Jyothi Menezes  
Mandeep Mithra  
Annisa Mohammed  
Veruschka Muller  
Farah Mustafa  
Sara Mustafa  
Bhaginy Nadarajah  
Diana Najjar  
Kavitha Ambuga Narasimhan  
Christopher Nash  
Wanjiro Ndungu  
Janice Nicholson  
Michael Nicholson  
Desmond Nwachi  
Patience Omokhodion  
Randy Ouimet  
Jennifer Ozsungu  
Altaf Pardhan  
Luisa Fernanda Ramos  
Kavitha Ravivarman  
Amaan Raza  
Leslie Rinaldi  
Mandi Romanski  
Nadia Saad  
Rasheed Serrao  
Kacian Simpson  
Tanya Sinha  
Vicki Slood  
Donna-Marie Soloway  
Vithika Sritharan  
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Penelope Stuart  
Sumrana Taher

Nadia Taylor  
Edo Ten Broek  
Sean Thomas  
Taylor Thompson  
Tiro Timmers  
Elizaveta Topounova  
Tatiana Topounova  
Duc Tai Tran  
Aarsh Trivedi  
Dimitra Tsagaris  
Malika Esmail Valdes  
Maggie Vernon  
Tiana Vuckovic  
Cam Welch  
Katja Werner  
Oskar Westin  
Gregory Whitwham  
Ruihi Wihongi  
Carole Wilson  
Barbara Wisner  
Evonne Wong  
Yasaman Yazdani

***"Thanks again super stars! I cannot express how helpful you are to me and to the community at large."***

## STAFF

Lynda Kosowan, *Executive Director*  
 Jacynth Fennell, *Counsellor*  
 Saji Jose Nellisserry, *Counsellor*  
 Carol Soares, *Counsellor* (to September 2021)  
 Alix Nenniger, *Counsellor* (from October 2021)  
 Nadya Lim-Douglas, *Building Strong Futures Coordinator* (to February 2022)  
 Priscilla Arias, *Building Strong Futures Coordinator* (from February 2022)  
 Melissa Simas, *Expanding the Reach Coordinator*  
 Kalum Perera, *Administrative Assistant*  
 Folashade Ajiboye, *Education Program Worker* (to September 2021)  
 Meklit Arega, *SAGE Program Worker*  
 Jessica Ayoub, *Moving Forward Project Coordinator*  
 Nadya Lim-Douglas, *North Scarborough Cluster Communications Consultant*  
 (to August 2021)  
 Swosti Adhikari, *North Scarborough Cluster Communications Consultant*  
 (from September 2021)

### Bookkeeping Services

CBA Management Services (to June 2021)  
 Inbaca Consulting Services (from July 2021)

### Placement Students

Carla Barbosa, *University of Toronto*  
 Rachel Brideau-Montoro, *Seneca College*  
 Canistra Mariyathas, *Centennial College*  
 Margaret Megitt, *University of Windsor*  
 Frances Rose Scriven, *George Brown College*

### Summer Staff (Service Canada)

Swosti Adhikari  
 Masahda Lochan-Aristide  
 Adrianna Rojo  
 Camilla Rusiecki

## FACILITATORS

### **(PRIVATE CONTRACTORS OR PARTNER AGENCY REPS)**

Ruth Abebe, *The Housing Help Centre*  
 Swosti Adhikari  
 Aisha Afzal  
 Tisha Alam, *Scarborough Community Legal Services*  
 Farah Ali  
 Onsia Ansari  
 Nelson Briceno, *Skills For Change*  
 Jun Chen, *RBC*  
 Lorraine D'silva, *Connecting Women with Scarborough Services*  
 Jane Durst-Pulkys  
 Jasmin Jagpal  
 Lu Ji, *The Housing Help Centre*  
 Lisa Jones  
 Clare Karasik  
 Anjum Karimi  
 Ruqia Karimi, *ACCESS Community Capital Fund*  
 Magdalene Lafontaine, *PEMA Canada*  
 Nadya Lim-Douglas  
 Michelle Lochan  
 Margaret Megitt  
 Alix Nenniger  
 Carissa Parsons, *Bereaved Families of Ontario*  
 Michelle Robinson, *PEMA Canada*  
 Melissa Simas  
 Michelle Solomon, *Centennial College*  
 Michelle Stankevicius, *Labour Education Centre*  
 Cindy Stradling  
 Monica Valitalo, *Arbor Memorial*  
 Heather Walsh, *CPA Canada*  
 Cheryl Williams, *Williams Family Lawyers*  
 Helen Ziral

**"The staff is polite and really cares about the mission of the Centre. I would recommend SWC to my friends and relatives"**

**"I am very happy that SWC is available."**



## BOARD & COMMITTEES

Dimitra Tsagaris, *President*  
 Carolyn Ling, *Vice-President*  
 Samantha Clarke, *Treasurer* (to August 2021)  
 Jen Bonsu, *Treasurer* (from August 2021)  
 Nadia Taylor, *Corporate Secretary*  
 Beth Purdon-McLellan (to August 2021)  
 Ashley Dresser  
 Reem Gedeon  
 Wanjiro Ndungu  
 Farah Mustafa  
 Sumrana Taher (from September 2021)

### Executive Committee

Dimitra Tsagaris, *President*  
 Carolyn Ling, *Vice-President*  
 Samantha Clarke, *Treasurer* (to August 2021)  
 Jen Bonsu, *Treasurer* (from August 2021)  
 Nadia Taylor, *Corporate Secretary*

### Communications Committee

Farah Mustafa, *Chair*  
 Beth Dean  
 Fiona Persaud  
 Ravita Surajbali  
 Emma Moynihan

### Finance Committee

Samantha Clarke, *Chair* (to September 2021)  
 Jen Bonsu, *Chair* (from September 2021)  
 Arianna Bhagwansingh  
 Diana Chan (from March 2021)

### Fundraising Committee

Ashley Dresser (*Chair*)  
 Wanjiro Ndungu  
 Sumrana Taher

### Governance Committee

Dimitra Tsagaris (*Chair*)  
 Nadia Taylor  
 Joanna Noble

### Strategic Planning Committee

Carolyn Ling (*Chair*)  
 Reem Gedeon  
 Lyndsay Ezard

## VOLUNTEERS

Arianna Bhagwansingh  
 James Bortolus  
 Marie Duplessis  
 Tim Howe  
 Emma Moynihan  
 Jorge Orozco

## DIRECT SERVICE VOLUNTEERS

Aisha Afzal  
 Molly Aruinbold  
 Katie Beaton  
 Genevieve Calautti  
 Emily Chan  
 Ruvette Coelho  
 Lorraine Dal Cin  
 Pauline De La Haye  
 Tina Dealwis  
 Azita Fathi  
 Nadia Garcia  
 Shakira Hakimzadah  
 Taylor Holtby  
 Victoria Hong  
 Geetha Jeyarajan  
 Lisa Jones  
 Denise Kara  
 Zahra Khan  
 Shyanah Kugaleswaran  
 Angela Laraakers  
 Mandeep Mithra  
 Kristen Nolan  
 Jovita Pinto  
 Kavitha Ravivarman  
 Camille Robinsons  
 Mary Valid  
 Leslie Walker  
 Keneisha Williams

*"I admire how well  
 everyone works together  
 for the good of women"*

*"Thank you for this - I can empower myself with these tools"*

# THE PAST YEAR AT THE CENTRE



1. Members of the Rotary Club of Agincourt visit the Centre 2. Employees from Amazon Canada visit the Centre 3. Karen Doering visits the Centre 4. Scarborough Toyota Community fundraiser 5. IWD Fundraiser at Strength-N-U Scarborough 6. Minister Marci Ien and MP John McKay visit the Centre 7. Members of the Canadian Tamils' Chamber of Commerce visit the Centre