

UNIVERSITY SETTLEMENT
**ANNUAL
REPORT**
2019



University Settlement
Founded in 1910



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Our Mandate

University Settlement helps individuals and families to learn and grow by engaging them in social, cultural, recreational and educational opportunities. Founded in 1910, University Settlement is committed to enhancing the quality of life of the people in the diverse communities we serve.

Our Vision

Our vision is a community that is safe and healthy, where individuals of all ages, from all social classes and cultures belong, mix freely and respect one another. In this place, people's basic needs are met, and they have the opportunity to grow and learn through participation in artistic, cultural, recreational, educational and employment opportunities.

Our Values

At University Settlement, we as staff, volunteers and Board:

Value partnerships and teamwork

Operate with equity and fairness

Demonstrate responsiveness
to community needs

Ensure accountability and
transparency to our stakeholders

Respect and celebrate the
diversity of our community

Work towards excellence
in all that we do

Nurture the potential of all those
with whom we interact

Message from the Executive Director and the President

2019 was an exceptional year at University Settlement. We made a definite difference in the lives of 8,000 individuals across the wide spectrum of our programs and services.

We look back at pre-pandemic 2019 with great fondness. We remember the children's voices ringing through the halls, the sounds of a hard-played basketball game, the constant flow of newcomers meeting with our counsellors and attending language classes, and the slow graceful movements of the seniors in our Tai Chi program. It seems a distant memory now.

Throughout University Settlement's 110-year history, we've dedicated ourselves to anticipating and responding to the changing needs of the community, in good times and in hard times. Our world may have changed quickly and profoundly earlier this year but our commitment to building a healthy community remains steadfast. Community remains at the heart of everything we do.

University Settlement's programs and services are needed more than ever today. We continue to play a vital role in helping people of all ages to achieve their goals, learn, grow, and thrive in this pandemic-changed world. We are proud that by using on-line resources, we have continued to offer counselling and settlement services, English language classes and music instruction and that we have been able to maintain connections with newcomers, seniors and low-income residents.



Maureen Gans

President



Patricia Jacobs

Executive Director

We miss being all together. Our clients and members have told us that our programs and services make an essential difference in their lives. As we move forward in this uncertain new world, we will continue to explore new sustainable models of program delivery that help build our economic stability.

We are deeply grateful to the City of Toronto, the Government of Canada, the United Way of Greater Toronto, the Government of Ontario, and all our generous donors for their funding and support. To all our loyal members, dedicated volunteers, and committed staff, we could never offer the diverse range of programs and services — and make the positive impact that we do — without you. Thank you!

Our Programs

DAY CARE

University Settlement's Daycare is an exceptional licensed program that offers a nurturing environment that encourages children's creativity, self-expression, and respect, while fostering their imagination, curiosity, and intellect. We support the social, cognitive, creative, emotional and physical needs of each of the infants, toddlers and preschoolers in our care. Structured, challenging, and age-appropriate cognitive activities help children understand cause and effect, develop hand-eye coordination, improve literacy, and help develop conceptual thinking and problem-solving.

Taking advantage of the enriching opportunities offered in University Settlement's unique setting on Grange Park, children participate in a wide range of activities including swimming in the onsite pool, games and sports, music and dance classes, and outdoor play in two recently renovated playgrounds. Delicious and nutritious meals and snacks are prepared daily by our dedicated cook, in accordance with the Canada Food Guide.

Our highly qualified staff ensure that each child receives the support and care he or she needs, while working to help build confidence and independence. Close communication between parents and staff is a vital factor in our success.

CHILDREN'S PROGRAMS

Children between the ages of 4 and 12 learn valuable life skills in our Afterschool, Day Camps, Aquatics and Music programs. In an inclusive, safe, fun-filled environment that's celebrates success and nurtures a love of learning, children build self-esteem, confidence and emotional intelligence. Our enriched programs and activities foster teamwork, problem solving, and perseverance, helping kids navigate group environments, build social skills, and make new friends.

Our Afterschool program and Day Camps offer a range of age-appropriate opportunities that open new doors for children to explore, including book club, cooking, computer labs, arts and crafts, hands-on science, and games and sports. We were proud to become a HIGH FIVE® registered organization in 2019.

Swimming is great exercise and helps children develop stamina and improve strength and flexibility. Children love University Settlement's onsite Red Cross swim

classes and aquatics programming. Classes are fun and engaging and there are plenty of opportunities to make friends and grow in confidence.

There are many transformative ways that music education supports positive child development, including building essential skills such as perseverance, time management and communication. Our Music & Arts School offers a wide range of music programming, including a children's choir, individual instrumental and vocal lessons, dance classes, music theory and history classes.

With fees significantly less than market rates, and subsidies of between 30% and 70%, University Settlement's Children's Programs are accessible to low-income families.

YOUTH & ADULT RECREATION PROGRAMS

University Settlement is a budget-friendly fitness, sports and swim destination. We offer a mix of activities from working out in our full-service Grange Fitness Centre; to swimming laps in our 25-yard pool; to our drop-in Badminton and Basketball programs; to Recreational Swim and swimming lessons; and Aqua Fit, Yoga and Belly Dancing classes.

Membership fees are very affordable and a number of our programs, including Recreational Swim, are offered free of charge.

Building a healthy community lies at the heart of everything we do at University Settlement. Our fitness and recreation programs help people to improve their physical, mental and emotional well-being, and enhance their quality of life. Equally important, participation in our programs provides people with opportunities to build their own supportive networks, and connect with their community.

EMPLOYMENT & TRAINING

Finding a job and keeping it is the first step on the road to self-sufficiency and financial independence. University Settlement's Employment and Training program helps people build confidence by providing one-on-one career counselling, strategies to eliminate barriers to employment and successfully navigate the job market, customer service and call centre training, and job search resources.

Participants strengthen their skills through hands-on practical experience in a computer lab followed by on-the-job training in a call centre in the four-week



PROFILE:

JEFFREY ZHU

"University Settlement is—and has always been—a part of my life. Here, I learned to swim, played badminton and ping pong with my family, and began my journey in music at the Music & Arts School. I'll always cherish memories of the caravans down Huron Street to the Afterschool program."

We have watched Jeffrey grow in so many ways over the years. His insatiable appetite for learning and personal growth, together with his enthusiasm, reflection, and desire to make a meaningful contribution, have made him a truly remarkable member of the University Settlement community.

A talented pianist and flutist, Jeffrey is an alumnus of the University Settlement Music & Arts School. We are so proud that he recently completed his Associate Diploma examination in Piano Performance at the Royal Conservatory of Music.

Customer Service and Call Centre Certificate Program. In 2019, 70% of those completing the program were successful in finding employment. The follow-up coaching and job retention supports participants receive for six months after finishing the program are important factors in their success.

MUSIC & ARTS SCHOOL

Since the Music & Arts School was founded 99 years ago, we have believed that the arts should be a right, not a privilege, and that lessons should be accessible to everyone regardless of age, ethnicity, perceived talent, disability, or ability to pay. We offer classes to students living across Toronto at below for-profit rates and subsidies to children from low-income families. In 2019, 103 children (35% of children and youth registered) received subsidies.

Our high calibre faculty are dedicated to nurturing talent and a love of music in a safe and fun environment that celebrates success and promotes self-esteem, perseverance and confidence.

Currently our youngest student is 5-months-old, and our oldest is 80-years-old. Students can choose individual lessons in 12 instruments and voice classes covering classical, folk, pop, and jazz genres; group programs that include a popular children's choir, chamber music ensembles, early childhood music classes, ukulele

A committed volunteer at the Music & Arts School for the past five years, Jeffrey is the recipient of the White Family Volunteer Scholarship.

"My favourite contribution has been accompanying the Children's Choir, which I was once part of. Watching a gaggle of energetic kids transform into an ensemble of energetic caroling elves is a rewarding and meaningful experience."

Jeffrey has been a valued voice on the Music Advisory Committee representing students, assisting in the organization of the 100th Anniversary celebrations in 2021, and *"doing whatever I could."* If you have attended an end of term concert, the Annual General Meeting or other special event, you've probably heard Jeffrey perform.

We'll miss seeing Jeffrey in the halls and wish him much continued success as he begins a new chapter in his life studying Electrical Engineering at the University of Waterloo.



Photo: John Boland / Toronto Sun

PROFILE:

MAGGIE DUAN

"When you arrive, you start a new life from nothing. The emotional support and mentorship that I received from my counsellor, Jun, was just as important as the help I received getting settled and connecting with my community."

Maggie loves challenge. *"How can you grow fast, if there is no challenge?"*

A journalist in China before she came to Canada in 2013, Maggie connected with University Settlement shortly after she arrived. *"It's the first place I could trust. Everyone is so caring — wanting to help you settle and build you a new life."*

Maggie found the language barrier her biggest challenge. While balancing a number of part-time jobs, including working in a bakery, day care, and food court, Maggie pursued ESL and other studies with great determination.

"I appreciate all my experiences, especially those as a waitress. That's how I met my husband."

groups; dance classes; as well as ear training, music theory and history classes. Low instructor-to-student ratios help ensure a quality learning experience.

We're proud that the Music & Arts School (Toronto's oldest community music school) continues to be a diverse and inclusive space where the community gathers to participate in music and enrich their lives through creativity.

SENIORS, SETTLEMENT & SOCIAL SERVICES

Isolation is one of the biggest challenges for Seniors, especially those who live on inadequate pensions.

As a designated Seniors Active Living Centre, we offer weekly interactive recreational and social programs including Tai Chi and dance classes, performing arts groups, knitting circle, Chinese calligraphy, computer classes and other educational workshops. These activities help seniors stay connected, promote healthy lifestyles and build self-esteem. We also provide a range of issue-based workshops such as elder abuse, budgeting and financial literacy, as well as one-on-one supportive counselling, translation and interpretation, form-filling and income tax clinics.

Maggie's dream was to become a journalist in Canada. With Jun's encouragement, she became the first Chinese-speaking student in the Sports Journalism program at Centennial College. As jobs in journalism continue to disappear, unfortunately there were no positions available when she finished her internship.

So back to school Maggie went, this time in early childhood education. She started studying yoga teacher training as a way to engage children in learning Mandarin. The more Maggie taught, the more she realized she enjoyed teaching yoga.

Today Maggie is a certified yoga instructor with her own mobile yoga studio, YogaTime, and she continues to tutor in Mandarin.

Maggie believes in giving back. When COVID-19 was at its height, Maggie offered free yoga classes to frontline workers.

"There were many times along the way when I thought I might give up. Jun would say, 'Trust yourself and keep going.' And so, I did."

"I hope my Mom will immigrate to Canada one day to share my life."

ARASH KHANI

"Canada is the country I love from the depth of my heart and Canadian citizenship will be an honour."

When Arash Khani and his family landed in Canada in 2017 from Iran, one of the first things he did was reach out to University Settlement.

Arash quickly identified that developing his language skills and employment prospects were his immediate objectives. Settlement Counsellor Maryam Moghaddam helped him register for a language training program at George Brown College and become connected with his community.

Everything was going well for Arash and family until a few months later tragedy struck when he was diagnosed with cancer.

Once again, Arash turned to University Settlement. This time, Maryam helped Arash and his family

navigate the healthcare system, financial assistance, and other supports.

"Maryam is my angel," said Arash. "I could share my experiences and hard situations. As a newcomer herself, Maryam understood. She gave me strength."

They had many conversations as Arash recovered from surgery and treatment. Maryam listened to his experiences, offering him emotional support and encouragement. It was a difficult time but Arash was determined to return to his language classes and start working as an Uber driver to support his family.

Earlier this year, just before COVID-19 struck, Arash contacted Maryam again for help in applying for Canadian citizenship.

"I am honored to be involved in Arash and his family's journey from shortly after the moment he arrived in Canada to now, and beyond," said Maryam. "He is an extraordinary individual."

Re-establishing one's life in a new country brings new challenges. Our multilingual and culturally diverse Settlement Counsellors provide vital support services to newcomers and settled immigrants who need assistance in their settlement process, accessing services, and adjusting and integrating into Canadian society. In addition to providing supportive one-on-one counselling, referral to community resources, information and orientation, language interpretation, help in completing documentation and income tax returns, and citizenship classes, we work with individuals to develop personal settlement plans based on their goals.

Workshops on important topics such as housing, employment, healthcare, the Canadian legal system, banking and financial management, and how to become a Canadian citizen deliver valuable information and provide opportunities to make new friends. Participants develop and practice their communication skills within a supportive workshop setting and benefit from socializing with others who often share similar experiences and challenges settling into life in Canada.

LANGUAGE INSTRUCTION FOR NEWCOMERS (LINC)

Our Language Instruction for Newcomers (LINC) program helps newcomers learn the English language skills that are essential to successfully building a new life in Canada. In a supportive environment, students learn a new language, explore different cultures, and make new friends. Field trips and other special events help people integrate into their community and discover more about Canadian culture and customs.

We offer LINC classes to all permanent residents and conventional refugees and use a Portfolio-Based Language Assessment (PBLA) teaching and assessment model, grounded in recognized best practices in language instruction and assessment for adults. Our instructors have extensive teaching experience in diverse multicultural environments.

After completing the program, many students report a heightened sense of confidence and embark on advanced career training.

We also offer conversational cafés, writing workshops, and a computer lab for computer-assisted learning and research. All English-language instruction programs are offered free of charge.

Program Facts & Stats

years of combined service for Day Care's 12 full-time staff

247

Day Care staff represent 16 different countries of origin and

speaking
nine
different languages



19,840

lunches and snacks served at Afterschool and Day Camp



of Citizenship Test Preparation class students (**862 clients**) passed the Canadian Citizenship Test

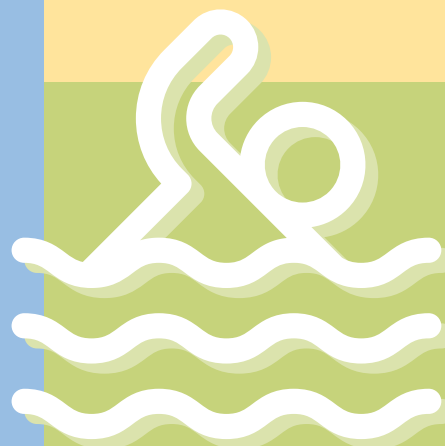
347

settlement workshops on housing, employment, financial management & more



34,182

check-ins at the Grange Road Front Desk



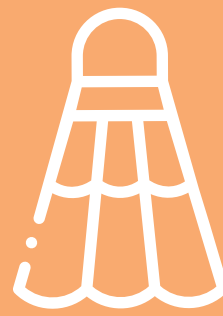
1,150

hours of length swim



6,548

newcomers received one-on-one counselling and support



4,608

total badminton players

3,500+

attended the Grange Festival

1,800

hot dogs served at the Grange Festival



8,979

music lessons

5,984

hours of instruction (or 250 days round the clock lessons)

Group class enrollment increased by

87%



920

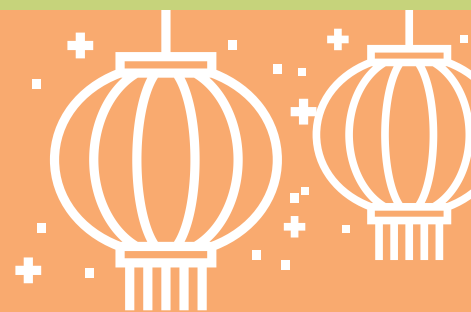
seniors recreational, fitness, social and cultural sessions generated

22,019

visits

400+

attended Lunar New Year celebrations



Volunteers

Thank you to our volunteers!

University Settlement could not make the impact it does in the community without the help of our dedicated Volunteers. Thank you so much for everything you do.

Adele Furman	Chuen Lin	Golamreza Ijad	Karen Liedeman	Nene Lawani
Aditya Singh	Connie Wong	Grace Cao	Katherine Scherer	Nick Schefter
Aglaya Redekopp	Daniel Pirrie	Graciela Bautista	Katie Stewart	Nicky Gayagoy
Alex Scodellaro	Daniela Tarantino	Hannah Riordan	Kelly Goldthorpe	Nidhi Parashar
Alyssa Tari	Daniyal Muhammad	Harry Fine	Kimia Ebrahimi	Nikan Afshar
Amaz Taufique	Danny Wu	Hatifa Jalili	Kison Kim (Sam)	Nyasha Cumberb
Amie Khondo	Darren Heng	Helia Maleki	Konstence Kon	Oladipupo Sokunbi
Andrew Lai	Dave Bachan	Ida Bertolini	Kylie Lopez	Ophelia Xavier
Andrew Lam	Debbie Ong	Imelda Cruz	Ladan Abbasian	Patricia Jacobs
Anne Yacyshun	De Ly	Ina Narula	Lani Evangelista Valdez	Patricio Llovet
Annick Mpore	Dereck Mclean	Jade D'Souza	Lei Xu	Peter Bok
Anthony Diones	Diana Ly	James Roy	Leila Hamud	Po Ching Chan'
Aries Calderon	Dolkar Tulotsang	Janet Mowat	Liberty Clerigo	Priya Karthikeyan
Ashah Barkadle	Don Kibblewhite	Janette Sotto	Lina Truong	Rachelle Fontaine
Azadeh Setaresorkh	Dora Sarmiento	Jason Altimari	Linda Lee	Rohan Kumar
Bashar Kassir	Dustin Tan	Jaylene Valdez	Linh Hoang	Ronak Patel
Ben Slywka	Edward Tian	Jeffrey Mariano	Lisa Li	Rose Cheung
Benedetta Parise	Elaine Shu	Jeffrey Silva-Carlos	Lucinda Fang	Rose Liang
Bernice Au	Erica Zarkovich	Jeffrey Zhu	Lucy Luo	Roya Farajiani
Beverly Lewis	Faezeh Meamarsadeghi	Jena Beham	Mackenzie Campbell	Ruth Dean
Bianca Baczynskj	Faiqah Bachani	Jenny Friedland	Man Kam Cheng	Ryan Lee
Calum Gillespie	Fang Wan	Jiho Kim	Manijeh Mehdinia	Sandra Mendonca
Cammy Tang	Fiorenza Alvisi	Jin Liu	Marcia McClung	Sharon McCalla
Candace Whynot	Fung Ping Lau	Jing Wang	Maria Tari	Simon Young
Casey Yeung	Funmi Ajayi	Jocelyn Oliveros	Marion Harris	Sofia Ponomariv
Catherine McNeely	Geoff Ryans	John Middleton	Marsha Khoury	Stephen Henry
Celine Cheung	George Shui	Jungwon Baek (Jessica)	Matin Dehghan	Steve Beham
Celine Trieu	Geralyn Pereira	Junsu	Maureen Gans	Steve Luck
Charmaine Marasigan	Gerley Po	Justin Lam	Max Gottheil	Suet Kiew Ng
			Mei Cheng	Suzanne Graham
			Michael Villarica	Tamrat Abraha
			Michelle Simmons	Ted Thompson
			Mike Ferguson	Tim Wah Cheung
			Mike Habicher	Tony Chow
			Mikhaela Ajon	Una Lee
			Miranda Yorke	Victoria Medeiros
			Mojtaba Ghezelbash	Victoria Quach
			Mrytle Saltat	Wendy Mclean
			Mulaho Hassan	Wendy Yang
			Muoi Lam	William Catanguai
			Nancy Ker McQueen	William Yetman
			Nargis Yakub	Yang Liu
			Natasha D'Souza	Ye Chen Zhang
			Navid Golshan	Yongqiang Wang
			Neeta Singh	Yuet Cheung
			Neil Davis	Yun Hua Gu
			Nelisha Andrews	Yvonne Lee
			Nellie MacNeil	Zijian Ying

Funders, Donors and Sponsors

University Settlement is deeply grateful to the generous community of individuals, foundations, corporations and funders for their continuing commitment and support.

Funders & Donors

foundations & corporate donors

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Ministry of Citizenship & Immigration
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united way

United Way of Greater Toronto

city of toronto

Children's Services
Shelter, Support & Housing Administration
Toronto Arts Council
Toronto Employment & Social Services
Community Service Partnerships

community & arts organizations

Grange Community Association
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Share the Music at Roy Thomson Hall
& Massey Hall
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\$100+

Anonymous (8)	Elizabeth Gray in memory of Morghynn Karenn	Ceta Ramkhalawansingh
Anonymous in honour of Melissa Ong	Joan Heeler	Hannah Riordan
Anonymous in honour of my father	Laraine Herzog in memory of Aasta Levene	Geoff Ryans
Anonymous in honour of Madam Choong Hook Hye	Paul & Verity Hobbs	David Scandiffo
Leonard M. Berk in memory of Robert Lapossie, Jr.	Sylvia Hunter in memory of Aasta Levene	George Shui
Jeffery Callender	Sherryl Hyde	Bok Shin
C. Jane Campbell in memory of Morghynn Karenn	Patricia Jacobs	Larry Steinhauer in memory of Estelle Steinhauer
Michael Fattori	Benson Kaye	Nancy Steinhauer in memory of Aasta Levene
Leonora Fournie in memory of Morghynn Karenn	Emy Kim	Shahida Sultana
Maja Gans	Rosalie Lam	Raymond J. White
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	Rickey Miller & Elissa Miller-Kay in memory of Aasta Levene	
	Lucy Poon	

For a full list of donors, please see our website at universitysettlement.ca

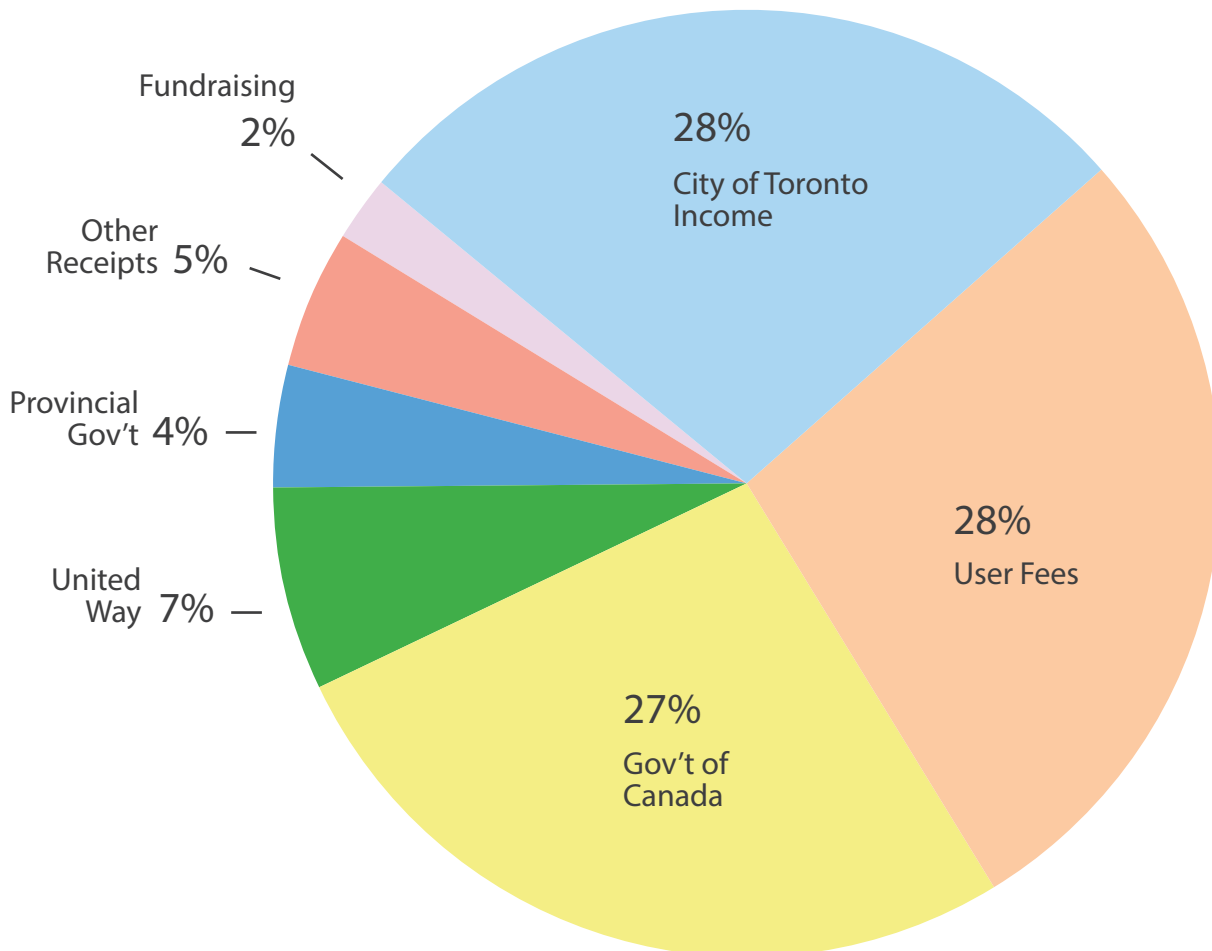
Statement of Revenue and Expenses

Year Ended December 31, 2019

sources of funds (2019)

\$5,225,691

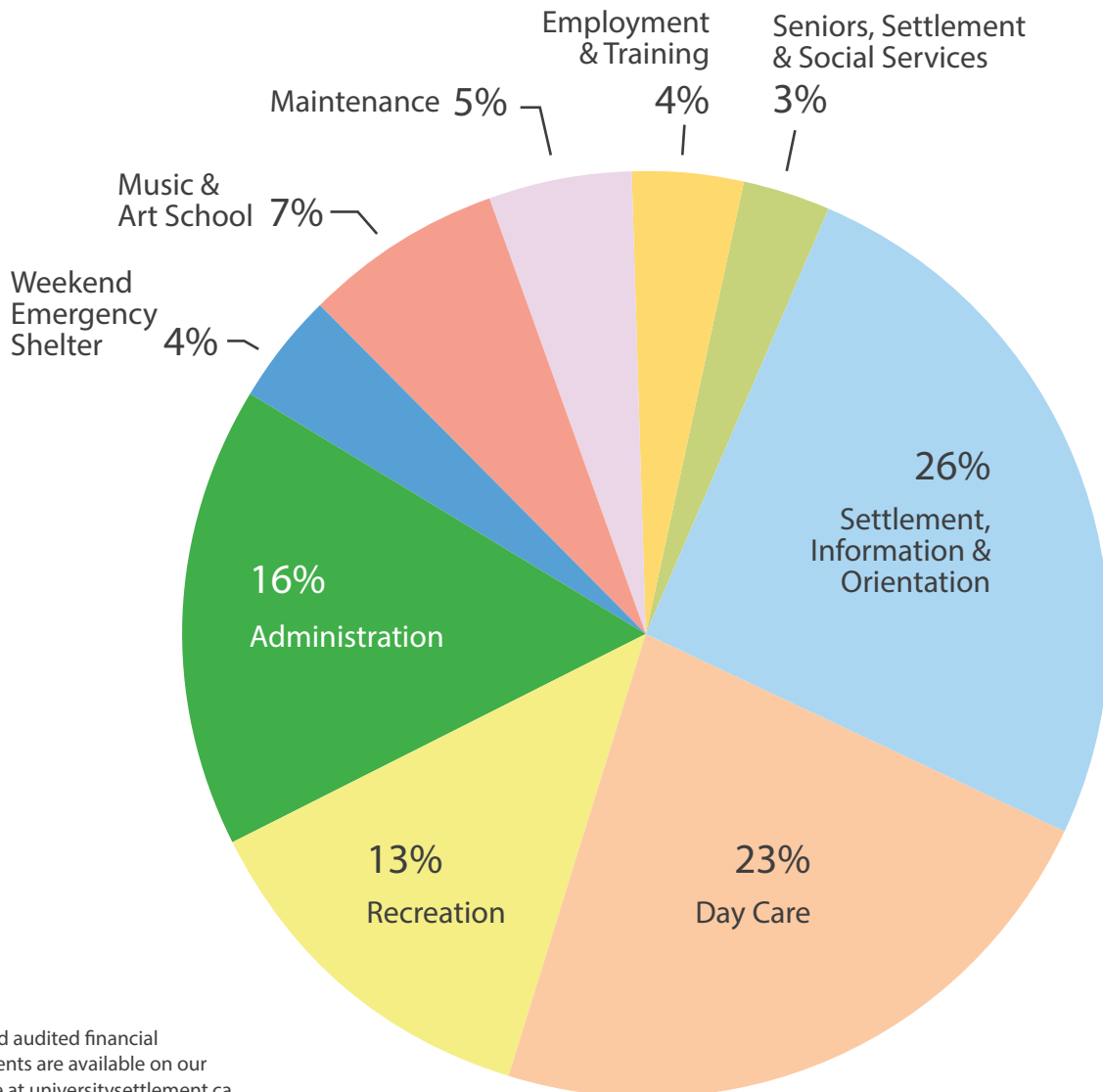
City of Toronto Income	28%
User Fees	28%
Gov't of Canada	27%
United Way	7%
Provincial Gov't	4%
Other Receipts	5%
Fundraising	2%



uses of funds (2019)

\$5,103,314

Settlement, Information & Orientation	26%
Day Care	23%
Recreation	13%
Administration	16%
Weekend Emergency Shelter	4%
Music & Arts School	7%
Maintenance	5%
Employment & Training	4%
Seniors, Settlement & Social Services	3%



Detailed audited financial statements are available on our website at universitysettlement.ca

Board of Directors

2019-2020

Executive

Maureen Gans,
President
Geoff Ryans,
Vice President

Andrew Lam,
Secretary
Nancy Ker McQueen,
Treasurer

Kelly Goldthorpe,
Member-at-Large

Ex-Officio

Councillor Joe Cressy,
City of Toronto
Patricia Jacobs,
Executive Director
James Roy
Past President

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Aglaya Redekopp
Amaz Taufique
Dolkar Tulotsang

Erica Zarkovich
Hannah Riordan
Marcia McClung

Miranda Yorke
Mulaho Hassan
Wendy Yang

William Yetman
James Roy,
Past President

At our Annual General Meeting in June of 2019 we welcomed **Hannah Riordan, Mulaho Hassan, Wendy Yang,** and **William Yetman** to our Board of Directors.

I have had the privilege of serving on the Board of Directors at University Settlement since 2016. The constant throughout this time has been the dedicated management, staff, volunteers and members of University Settlement who are committed to providing the community with quality programming and supports in key areas for the local community. Now more than ever, communities need organizations such as University Settlement to provide housing, employment, language and recreational opportunities to assist individuals and families live full lives. I am extremely proud to serve on the Board of Directors where I work with a diverse and dedicated group of directors who provide oversight and insight into University Settlement's programs and policies.

– Kelly Goldthorpe, *Member-at-Large*

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KIWANIS CLUB
OF CASA LOMA





Think of the difference you can make in a child's life

Your gift can create important opportunities for a child to learn valuable life skills, build confidence and make new friends. Help us make our enriching programs available to all children.

Support University Settlement Children's Programs today.

Visit universitysettlement.ca/donate to make your donation.

Thank you!



University Settlement
Founded in 1910

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