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# PRESIDENT'S /EXECUTIVE DIRECTOR'S REPORT

**I**n spite of a changing funding environment and continuing tough economic times, Tropicana Community Services continued to meet its objectives and proudly and effectively served 6,291 unique clients in 2016/2017.

A United Way member for over 30 years, it was difficult to conceptualize a new way of thinking of ourselves. United Way Toronto and York Region (UWTYR), has disbanded the concept of “member agencies” and has moved to a new funding structure with Anchor agency partners. Tropicana Community Services applied for and was chosen as one of 62 agencies which will partner with UWTYR to focus on the “biggest problems facing our communities.” Daniele Zanotti, President and CEO of UWTYR, who visited Tropicana Community Services in October 2016, stated in a letter to the chosen agencies, “Your hard work and unshakable resilience fuel this uprising of care to change lives.” We are pleased to have been selected to work with our agency colleagues to continue our work in the community.

Changes were made to a few of the programs which will be fully operationalized in the coming fiscal year (2017/2018). Our Youth & Education and Youth & Recreation departments were amalgamated after the resignation of one of our managers. After a year of piloting the placement of programs, new changes were made and the Youth Development and Education comes into full effect in the new year. The Tropicana LYVE (Leading Youth to Valuable Employment) program, which had been suspended for 6

months by the Federal funders, was absorbed for 2016/17 under the employment umbrella at TEC. The program had a late start and with all new staffing took some time to get rolling. The program was completed in March 2017, meeting its outcome targets.

It was with great excitement and much hard work that our Infant/Toddler day care moved out of 400 McCowan – a Toronto Community Housing site - to a newly designed space in McCowan Road Public School (a surplus TDSB site). Changes in programming occurred with preschoolers moving into the new site leaving Full-day Kindergarten and School-Age at the John McCrae Public School site. Both sites are in very close proximity of each other, separated by a playground. Sue Sedgley, Supervisor with Tropicana’s Children of Tomorrow Day Care Centre retired in November 2016 after 28 years of service. We thank her for her service to the Tropicana community and we are pleased that she was able to see some of her babies coming back to complete summer job placements with her.

Another retirement which we witnessed this year was that of Quintin Estrada, fondly known as Zenna. Zenna worked with Tropicana for 12 years and realized her dream to guide the operations of the new commercial kitchen in

our Centre of Excellence. Zenna returned to her homeland, Trinidad and will be visiting often. A new chef, Frederick Alexander has taken up the mantle and plans to implement exciting programming for the community and especially the youth in the after-school programs.

To ensure sustainability, The Board of Directors continues to work with Management and key stakeholders and supporters, to address issues relating to organizational capacity building and community upliftment. We have a slate of competent and dynamic directors which is committed to the organization's growth and development - leveraging their skills and access to resources to achieve desired outcomes. There is ongoing work by the Board to develop policies and strategic initiatives that will assist in achieving organizational goals. Some areas of focus are outcome driven program evaluations, establishment of key

indicators for performance measurement and improving brand awareness.

During this past year, Tropicana partnered with several groups/institutions to stage activities aimed at community engagement and community enrichment. These include our efforts with Honourable Justice Michael Tulloch to convene one of the consultation sessions at Tropicana to secure community input for the Independent Police Oversight Review Report that was recently released. We were also pleased to work with the Staff of Honourable Michael Coteau, Minister of Children and Youth Services, who is also responsible for The Anti Racism Directorate, to host a working session with the Minister and over 300 community leaders and youth to have a conversation and get their input for the advancement of the Ontario Black Youth Action Plan.

Our gratitude to the staff, volunteers, partners and Board of Directors for your ongoing support. You are very much appreciated!

P.S. A personal highlight was the fact that I had been serving Tropicana and the community in the capacity of Executive Director for 25 years. In retrospect, the joys of the clients, seeing our babies grow from one program to the next, hearing about the successful youth who are now holding down exciting jobs, being an integral part of the development of the Centre of Excellence and all of the challenges, has made this more than a job but a passion fulfilled.



  
**JENNY GUMBS**  
- President



  
**SHARON SHELTON**  
- Executive Director

Mission:

Tropicana Community Services, a Toronto-based multi-service organization, provides all youth, newcomers, people of Black and Caribbean heritage and others in need with opportunities and alternatives that lead to success and positive life choices. Our mission is achieved through culturally appropriate programs such as counselling, child care, educational and employment services and youth development.

Vision:

Communities in which all individuals have equal access to opportunities to reach their goals.

Core Values:

Integrity

Our integrity is never compromised. Our success is a reflection of our diverse, dedicated and skilled staff and volunteers who take pride in their work. They conduct themselves in a manner that is in line with our belief of making a positive contribution to our society.

Respect for the Individual

Our commitment to excellent service demands that we show consideration for the individual and that we be courteous, fair and sensitive in our dealings with each client, staff member and volunteer.

Social Responsibility

Our conduct is pursued in a manner that is socially responsible and earns respect for our many contributions to society. We are committed to improving the success of the programs and to be responsive to the community we serve.

STRATEGIC PLAN  
2013 - 2017

I. HEALTHY COMMUNITIES:

Tropicana Community Services defines a healthy community as one in which all members have the opportunity to realize their full potential. This encompasses physical, mental and social well-being through educational and economic prospects, fulfilling family life and social inclusion.

Strategic Initiative:

- Continued support for programs that provide opportunities for Employment or self-employment; youth engagement; alleviation of family violence
- Education outcomes improvement
- Program leadership and partnership roles

II. AGENCY SELF SUFFICIENCY:

Tropicana Community Services strives toward self-sufficiency and diversification of funding sources to allow for self-direction to meet the mission.

Strategic Initiative:

- Strategic performance management
- Fund/Income generation
- Short and long term indicators identification
- Succession planning

III. COMMUNITY LEADERSHIP:

Tropicana Community Services seeks to develop social capital and community leadership skills that are recognized by mainstream in order to influence decision-making that positively affects the communities it serves.

Strategic Initiative:

- Outcome focused program evaluation
- Brand growth
- Organizational visibility

Guiding Principles:

Competence and Excellence

The organization demands competence and excellence in all aspects of our operations so that our programs and services achieve the desired results and make efficient use of our resources.

Culturally Appropriate Service

We ensure all clients receive culturally appropriate service, in keeping with our commitment to respect for the individual.

Collaboration and Partnership

We work in collaboration and partnership with community members and agencies to ensure our programs and services reflect the needs of the community and to make the most cost-effective use of the community's resources.

Innovative Programming and Funding

We develop innovative programs and generate funding to enable us to be responsive to our clients' needs.



# Program Reports



# Culturally Appropriate Counselling

By Cathy Providence

## Department Summary:

In addition to individual and family sessions focusing on general counselling as well as violence against women/children-specific counselling, the Culturally Appropriate Counselling program ramped up our provision of group services for 2016-2017. In this vein, services aimed to address isolation, develop knowledge and equip clients with competencies to recognize and resolve presenting issues while developing connections with individuals and resources.

## Counselling Programs:

**Individual & Family Counselling** includes crisis support, short-term goal-focused and long-term clinical sessions to improve emotional well-being

### VAW (Violence Against Women) Counselling

includes crisis support, sexual assault counselling, short to long-term goal-focused counselling, safety planning, information & referral and groups to assist women and children who identify as having been sexually, physically, or emotionally abused by their partners, or significant others.

### Transitional Housing & Support

includes information-sharing, safety-planning, referral, accompaniment and facilitation of the process for women to escape domestic violence by securing independent housing.

**START for Life – Skills Training (Success Through Aggression Replacement Training)** provides instruction through reflective discussions, role modeling and demonstrations to enable participants to strengthen positive social skills, anger control and moral reasoning.

**Women Empowering Women Support Network** is comprised of group sessions aimed to facilitate peer support to women (18+) to develop leadership skills through coaching to become session facilitators.

## The Tropicana Effect

*“When I was at home examining myself, talking to myself, I knew within myself that I needed to do something about improving myself. I know that change had to come from me. I couldn't expect change from other people because I can't change them, I can only change myself. With that said, I sought out the help I thought I was in need of. I looked forward every week to coming because I just love the program [START for Life], love the facilitators and I have learned so much. [The program] was an eye-opener. Even aggression, to know that it was something learned and that it can be unlearned. All these skills, I mean it was like it was not just me. You look back and see things in your childhood; things that happen to make you the way you are but you know those things can change. It is very encouraging to me to know that the work is just beginning. I have gotten the skills and I know I have to do my work to be the person that I am hoping I am going to be. Thank you.”*

- Carol B. (START for Life participant)

*“Everything for me was always masked. If I had an emotion, there was a drug or drink that I could take to help me forget and move on. That is how I lived my life, for almost 35 years, until my son was born. I have always been a dreamer but I never got anything done. I wasn't able to put anything into practice. My starting of the process was when [my partner] was pregnant and I tried to quit using.*

*[Through START for Life] I have learned about not being co-dependent. When I first came into this course, I felt absolutely hopeless and enraged. If I could get away with the things I thought of and not get incarcerated, I would do them but, in the back of my head, it was always about my son, my son, my son. This is God's gift to me.*

*I am starting to learn to be a good father; having good character. I don't have to go down to someone else's level just to feel like a man. The facilitators provided us a safe environment. To put up with what came out of my mouth, they were more than kind. I also found we were given a very safe place to be us. When I first approached the role plays, I thought they were ridiculous but when I first used the steps, it chipped away at the aggression. The more role plays I did, the less angry I got because I realized that there is a workable solution that doesn't involve violence. Now I know I don't have to be at that level to be happy.”*

- Sunil (START for Life participant)

Participants of the Women Empowering Women Support Network's group session were asked “If Tropicana did not exist, what would that mean to you?” Some responses include where:

- *I would be at home doing nothing.*
- *I would feel left out [of society].*
- *I would be lost; would rot in the house.*
- *I wouldn't have a social life; would mean isolation.*

## Program Highlights:

- START for Life skills training facilitated its 37th series with its 1 544th participant
- Women Empowering Women Support Network hosted 48 sessions for 960 participants some of which included:
  - “Free Your Mind Yoga” sessions focusing on African dance, rudimentary yoga poses and brief meditation
  - “Youth Outreach Movement – Growing Communities, Empowering Minds”, sponsored by apm Consulting Services and Higher Love, was held in May 2016 at Woodbine Beach park; it aimed to strengthen

self-image and develop collaboration and incorporated activities such as arts & crafts, races and yoga.

- “Urban Trail Walks” were facilitated to a variety of community parks enabling participants to engage in a myriad of discussions ranging from plants known to have medical properties to personal journeys of recovery from addiction and loss.

- “Cook ‘N Learn” was facilitated providing participant-led instruction for a variety of culinary specialties.

- “Growing Communities: Pillars for Success” was hosted in conjunction with Telus and apm Consulting Service in September 2016 to provide leadership aimed to educate and empower children, youth and their families to implement successful behaviours and attitudes that can promote higher achievement in the academic and employment fields.

- “2nd Annual Inspirational Fair for Women & Girls” in October 2016, featuring Keynote Speaker Liberty Silver, brought together motivational speakers and service providers to showcase their resources to aid participants to “live their best lives”.

- “Sew ‘N Learn” was facilitated through the year providing a forum for women to

learn basic, intermediate and advance sewing techniques

- “Creating Calm amidst the Chaos” was the holiday celebration for December 2016 which focused on strategies to cope with seasonal stress, healthy eating, natural foods which promote wellness and an overview of the causes, symptoms and best responses for seasonal affective disorder.

- “Life Lessons - The Body Achieves what the Mind Believes: How to Bring about Effective Change & Be your Best Self” was hosted to celebrate Valentine's Day and included a discussion on “Decisions – Why we do what we do” exploring the reasons habits are formed, impact of willpower and self-control and the influence of decision-making of the psyche in addition to identifying points of inspiration through song – including those that participants can create for themselves.

- 14th Annual International Women's Day, themed “Be Bold for Change”, hosted concurrent workshops in March 2017 entitled: Tools for Life – Conflict Resolution”, The Art of Listening – Interpersonal Communication” and “Change Begins with You – Goal-setting”.





# Tropicana Employment Centre

By Nimo Abulkadir Jama

As an Employment Ontario delivery agency, we help thousands of job seekers every year find employment while assisting the local businesses with their recruitment plans and hiring new employees. Tropicana Employment Centre provides a full range of employment services to help our clients learn the essential skills to find a job, get the most from their work experience and be successful in the workplace. Clients can work with an employment counsellor and a job developer or simply use our resource centre equipped with the latest equipment, job search tools and career planning resources. If you are a young person, older worker, student, newcomer to Canada or you have been recently laid off, Tropicana Employment Centre is here to help you. All our services are free of charge.

Our employers play critical roles in helping our clients achieve their employment goals. Employers participate in our training session providing useful information about industry trends and the latest hiring practices. They forward job ads and participate in our job fairs. Many of our clients are interested in working in the service sector. Businesses such as Canadian Tire, Paramount Fine Foods and Cineplex provide many opportunities for our clients throughout the year. Camps and recreational companies have always been popular work sites and a great training ground for young people entering the world of work. Organizations such as Camp Robin Hood and Bayview Golf and Country Club allow students to get their first job and gain some valuable work experience over the summer holidays.

### Programs offered at Tropicana Employment Centre:

**Employment Services** is a year-round program for unemployed individuals. Program participants receive access to the agency resource centre services including training workshops, employment counselling, job placements, job trials, training support, and job maintenance support.

**Youth Job Link** provides youth, including students, with: career exploration services to increase their knowledge of career options and job search assistance; career management services to improve their readiness for the labour market and their ability to foresee, anticipate and adapt to labour market change; job search, readiness and matching assistance to connect them with employers offering job opportunities, including summer jobs.

**Youth Job Connection (both year round and summer)** provides paid pre-employment training to promote job-readiness, job matching supports for participants and hiring incentives for employers, mentorship services, and education and work transitions supports.

**Pre-apprenticeship Program Autobody Damage Collision Repairer.** The Pre-apprenticeship project is designed to help young people between the ages of 18 and 30 years old register as apprentices in the Auto Body and Collision Damage Repair trade. The program includes 7 weeks of employability skills training (including academic upgrading), followed by 12 weeks of Level 1 training at Centennial

College. Upon successful completion of Level 1 training, participants will begin a 3-month paid placement and register with the Ministry of Advanced Education and Skills Development as an apprentice.

**Canada-Ontario Job Grant** provides an opportunity for employers to invest in their workforce. The grant provides direct financial support for employers who wish to purchase training for their workforce. In this grant program, employers choose the individual they would like to have trained, and the training that meets their workforce development needs.

**Second Career.** The objective of the Second Career (SC) program is to provide laid-off, unemployed individuals with skills training to help them find employment in occupations with demonstrated labour market prospects in Ontario. The intention of the SC program is to return individuals to employment by the most cost effective path.

**Retail Career Pathway-PEAK Basics Program** is an intervention designed program to support youth who are between 17-29 years old to acquire the skills for a career in the retail sector. Participants will engage in capacity building activities followed by a work placement, possibly leading to a full time employment, in addition, the youth will receive industry recognized certificate from the Retail Council of Canada.

**netWORKS Program** provides youth with the opportunity to expand their professional network, and connect them to professional mentors in their industry.

### Partners:

Centennial College

West Scarborough Neighbourhood Community Centre

Toronto District School Board

### The Tropicana Effect

“...in 2011 stuck in a dead end job I was lucky enough to have a seat in the autobody class AYCE (TEC) was offering, scared to see how it was going to turn out for me [I knew] autobody was for me. I was pretty shy and had low self-esteem I had a lot to prove to myself. After finishing level 1 I went to my placement. I gained few skills and was pushing to be the best I can not only for myself but for the company. Sticking there the next few years I completed level 3 graduating the autobody apprenticeship with honours. Today I am both Porsche and BMW certified. AYCE (TEC) -Tropicana gave me a second chance in life. Today I am able to provide for my family, knowing I sit well in an amazing company my stress is gone. My confidence is high, I became a licensed tech as well AYCE (TEC) brought me to a level in life where I have the financial stability to propose to my long time girlfriend, without Marc and Tropicana I don't know where I would be today.”

- Chris Mombourquette  
(Pre-Apprentice AutoBody and Damage Repairer participant)

## Program Highlights:

### Employment Services

- 1406 clients were served through Employment Services
- 333 clients were placed through our Job Development and Placement Services
- 66% of our clients are employed at exit
- 19% of our clients returned to Training/Education
- 97% of our clients reported that they were satisfied with our services

### Youth Job Connection

- 330 clients were served through Youth Job Connection
- 242 clients were placed by our Job Development Team
- 61 clients are employed at exit
- 20% of our clients returned to receive further education or training
- 98% of our clients reported that they were satisfied with our services





# Youth & Education

By Bernadette Hood

The Youth & Education department's goal is the all-round development of children and youth. Programs focus on: social, emotional, mental, physical, cognitive and ethical competencies and encourage family involvement and support. Activities and experiences address challenges as males and females progress from childhood to adolescence to adulthood. Tropicana's staff and volunteers are committed to supporting our youth to achieve their full potential.

## PROGRAMS INCLUDE:

**1. Increase Your Success Tutorial Program.** Provides supplementary learning platform to improve literacy and numeracy skills for students in Grades 1 to 12.

**2. Chess** is widely known for its ability to sharpen thinking and enhance analytical skills. It's widely known to help the player develop analytical and decision-making skills, which can be transferred to real life situations.

**3. Steelpan** (made from an oil drum) is the only musical instrument discovered in the 20th Century in Trinidad & Tobago. Steelpan lessons are offered at a beginner, intermediate and advanced levels for children, youth and adults.

**4. STEM (Science, Technology, Engineering and Math) Club** is an experiment-based activity club which exposes and prepares kids for dynamic and technological innovations. It encourages them to explore the options and possibility of pursuing careers in relevant fields, it also instills creativity and teaches problem-solving skills. Grades 5-8.

**5. YouthSTART** is an innovative program geared to reducing aggressive tendencies in children. Teaches pro-social skills and gives youth the tools to maintain self-control, increase self-esteem and work through conflicts. Ages 9 – 13.

**6. Defy Your Label** is a program designed to support girls by inspiring and encouraging them to defy the negative

labels and promote healthy self-esteem and development. Ages 8 – 13.

**7. March Break Camp** offers children a week of activities that challenges them outside of the classroom. Participants take part in arts & crafts, STEM activities, recreational games, a field trip and much more. Ages 6-11.

**8. Camp Tropicana** (summer camp) is 6-weeks of summer fun for campers. Participants enjoy weekly field trips, arts & crafts, themed activities and much more. The camp concludes with a Parents' Night Showcase in August. Ages 5-14.

**9. YMCA Youth Exchanges** program promotes self-awareness and growth through connecting youth with other youth from another province. Both youth groups travel to each other's city for a week and participate in their culture. The participants make new friends and lasting memories. Ages 12-17.

**10. Sister 2 Sister (S2S)** is a life-skills development for young women 14 – 18 years of age.

**11. ManUp** is a life-skills development for young men 14 – 18 years of age.

**12. School Programming.** Youth development workshops that address bullying, social skills, leadership skills, self-esteem, respect, and behaviour.

## The Tropicana Effect

*"In this [field] trip I felt very excited and happy because I was spending time with my friends and I got to experience something new with people. I also enjoyed this [field] trip very much because I stepped out of my zone; I wouldn't usually do activities like this with my friends. Also, I would like to say I really appreciated this [field] trip happening because I made new friends."*

- Abiysha Sundaralingam  
(Sister2Sister participant)

*"My opinion of the value of the program is good in that, along with help in homework activities, it also allows the participants" an outlet to express themselves in a more positive form. It also allows them to be comfortable around others. Madison was always an introverted child, and I had to drag her on Saturdays (to attend Tropicana) kicking and screaming. I think she has now made friends and is now opening up a little. She is growing in leaps and bounds and is*

*actually looking forward to traveling to Calgary [YMCA Youth Exchange] with the other students. Along with successfully mastering her school work, I would like to see Madison being more confident and not afraid to express herself, and being ready to take on challenges that lies ahead in adulthood"*

- Minnette Edwards  
(Tutoring participant parent)

*"It feels like home. Safe, warm welcomes a place where my son is growing up and being mentored"*

- Anonymous  
(Man Up participant parent)

*"I loved it! Amazing experience! I wish everyone could have this experience!"*

- Ashley Henery  
(YMCA Youth Exchange participant)

*"I personally myself enjoy coming to Man Up because it's a place where I can freely express myself through various activities and I also get the chance to take a different perspective on society and learn how to mature to be able to eventually succeed in life".*

- Izaiah Mulcare  
(Man Up participant)

*"I like coming to Man Up because it allows me to clear my head, discuss relevant topics with kids like me, and express myself without judgement."*

- Meelo Fairfax-Angod  
(Man Up participant)

## Program Highlights:

### YMCA Youth Exchange program

The weekly YMCA Youth Exchange program consisted of ice-breaker activities, team-building, discussions about stereotypes, video logs about the upcoming exchange, planned activities for the week the Boys and Girls Club of Calgary visited, did research about Calgary and compared it to Toronto, conducted research on the cost of travelling so that the youth saw the value in the experience, fundraised, created a group name and brand for the group, designed t-shirts and sweatshirts for the team, and learned about cultural sensitivity through videos and role-playing. Parents prepared and served two potluck dinners to welcome and also send off the Calgary visitors.

### Calgary's Host Plan (June 5 – 11, 2016) for Tropicana included:

- Tour of the downtown core and historic counterparts
- TELUS Spark Science Centre
- Sightseeing of tourist areas/markets
- Several time spent at both Boys and Girls Club locations
- Photography scavenger hunt
- Hike up Canmore/Grassy Lakes Trail
- Trip to Calgary Zoo
- Jam session in a studio where the youth produced two songs.

### Man Up and Sister2Sister

As an extension of the Man Up program, a Young Men's Health and Wellness Conference (YMHWC) was held in November for participants and young men of the Greater Toronto Area. The one day conference was an opportunity to educate attendees and connect them to community resources which will improve their health and well-being. The success and positive impact of the conference on guests, Man Up will be hosting future YMHWCs.

The Man Up and Sister2Sister programs were awarded a Vital Youth Grant for the 2016 fall and 2017 spring seasons. The objective of the vital youth grant is to support high-quality youth recreation programs that create opportunities for youth, while deepening their sense of belonging, connecting divided communities, and making our city more active and healthy.

### March Break Camp

March Break Camp 2017 was excitingly different, more educationally focused and facilitated with an entertaining twist that all campers willingly partook in all activities, while enjoying themselves. Camp provided a tremendous opportunity to learn new things, varying from science-based experiments and workshops to simple math and language quizzes, as well as, historically and cultural-based activities. Campers also attended a Raptors 905 basketball game at the Air Canada Centre.

### STEM Activity Club

The introduction of the STEM club this past year has become an important platform for the participants, as most students who struggled and found academic activities very challenging and mundane, adopted STEM as an extra tool in their learning process and are now beginning to actually enjoy tutoring classes.





# Tropicana Daycare Centres

By Olive McKenzie

A new license and restructuring of the day care centres was done during the past year. The infant /toddler centre located at 400 McCowan Road was relocated to McCowan Road Junior Public School 425 McCowan Road in January 2017 and increased its capacity from 25 to 36 clients. The centre now provides care for 10 infants, 10 toddlers and 16 preschoolers aged 0 – 44 months.

The staff and clients were excited and have adjusted well to the new space which has modern amenities.

The infant room was temporarily closed from December to February due to a freezing fund and children leaving due to natural attrition. This resulted in staff lay off.

The Pre-school/School age centre located in John McCrae Public School, 431 McCowan Road has a revised license and has down-sized from 66 clients to 50 clients as the pre-school group was moved to the centre in McCowan Road Junior Public School. The centre now serves 20 Full Day Kindergarten and 30 School agers. The centre provides care to children aged 3.8 years to 10 years.

The centres run a play based program where activities are planned based on observations and the children's interest providing learning experiences that motivates and support the development of skills. The environment is monitored to ensure that goals of supporting and extending children's learning are being achieved.

The Supervisor, Susan Sedgley, at the centre located in John McCrae Public School retired after 28 years of service.

## Program Highlights:

- The centres combined served a total of 102 clients.
- 21 clients do not have English as their first language.
- The infant/toddler/pre-school centre continues to support students enrolled in the Colleges Early Childhood Education Program.
- Students and volunteers logged a total of 1686 volunteer hours.





## The Lab

By Ainsworth Slowly

In 2016 -2017 the Lab augmented its programing by adding more valuable workshops to its schedule. The workshops are intended to help clients become more sustainable in developing their skills so they can gain employment and/or become entrepreneurs. The Lab focused on providing a flexible schedule that would help the clients attain the skills they need by learning through our One to One program. Throughout the year two new partnerships were formed with Business in The Streets and Rites of Passage to deliver youth focused programming. Business in the Streets delivered digital training and self-employment programs for youth 16-34 years old while Rites Of Passage ran a digital video-editing workshop.

The participation levels for all the program categories increased dramatically over the previous year. There were strong performance levels registered with the One to One Program, which became our most popular and requested program. To further deliver digital media training to Tropicana service users, the Lab partnered with Tropicana's Youth and Education programs Man Up and Sister2Sister to teach participants new skills. Once trained youth from these programs were able to apply what they've learned to produce videos for events like the Neighbourhood Games. During the March Break camp the Lab delivered a very successful "Stop the Bullying" campaign. The youth who attended the camp replicated what it would look like to be involved in bullying.



Tropicana Community Services' annual Food and Toy Drive has become a staple in the lives of our clients. During the month of December we provide gift cards for grocery stores, food hampers and toys for all ages to our clients in need. The holiday season can be an added burden of stress as families struggle to create a memorable time of year for their families. The items they receive during the drive, help to alleviate some of the stress and they can focus on spending quality time with their loved ones.

Tropicana's annual drive could not be made possible without the generous support from individuals, community groups, corporations and the CHUM Charitable Foundation. Thank you to all who contribute as we continue to be a beacon of light to those in need.

### Program Highlights:

- 125 families received a combination of gift cards, food hampers and/or toys
- 10 families were selected to be sponsored by individuals or a community group
- 8 volunteers helped sort food and toy donations

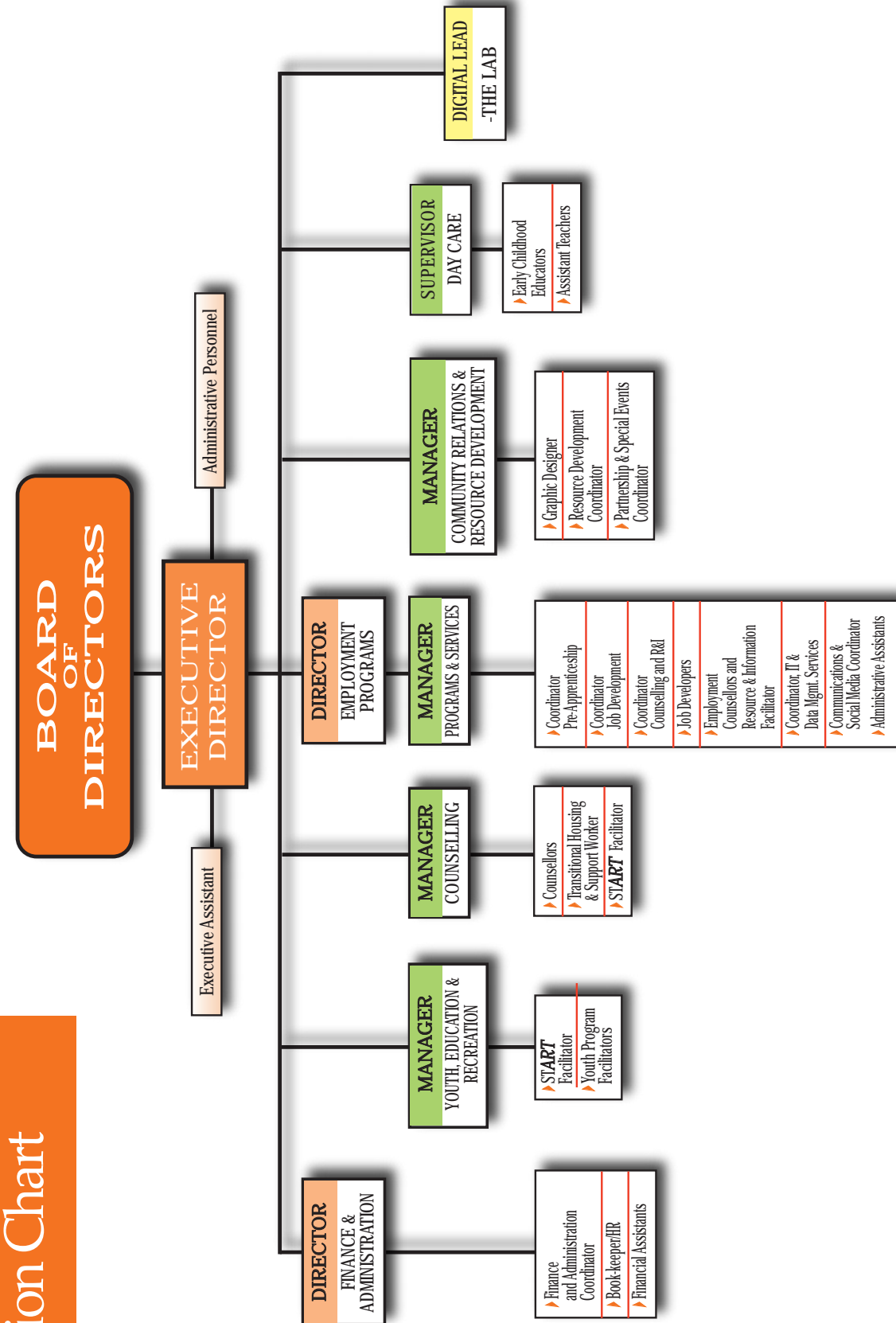






# Human Resources





## Board of Directors



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*Director*



**BASIL MWAWASI**  
*Director*



**NEWTON VANRIEL**  
*Director*



**SHARON SHELTON**  
*Executive Director*



# Board Committees 2016/2017

N.B. The President and Executive Director are ex-officio members of all committees to offer advice and support

## Standing Committees:

Audit & Finance

*Lennox Parkins (Chair)*  
*Carl Veacock*  
*Carol Comissiong*  
*Cheryl Blondell-King*  
*James Hart*  
*Joshua Reece*  
*Ronald Blackman*  
*Sri Ramachandran (Staff Rep)*

The purpose of the Audit and Finance Committee is to assist the Board in maintaining the financial integrity of Tropicana and to ensure that the Organization is operating with fiscal responsibility in accordance with external audit requirements and internal controls.

Fundraising

*Newton Vanriel (Chair)*  
*Carmen James-Henry*  
*Clive Braham*  
*Clayton Smith*  
*Kathi Nicoll*  
*Grace Mullings*  
*Autherene Adamson (Staff Rep)*  
*Heather Douglas (Staff Rep)*  
*Marcus McLean (Staff Rep)*

The Fundraising Committee is responsible to the Board of Directors of Tropicana Community Services to oversee, monitor and evaluate the efforts of Tropicana Community Services to develop philanthropic revenue that ensures the organization’s financial ability to carry out its mission.

Program Planning

*Cheryl Blondell-King (Chair)*  
*Thora Espinet*  
*Alice Bhyat*  
*Tiana Knight*

Tropicana Community Services has established an advisory committee for each program to ensure that the programs meet the needs of the community and are current, relevant, maintain best practices and have high organizational impact. The Committee provides advice on the need for new programs and participates in their development and monitors the evaluation of all programs and services.

PR & Membership

*Paula Morrison (Chair)*  
*Heather Douglas (Staff Rep)*

The committee is mandated to provide recommendations and assist with the implementation of public relations and membership initiatives as well as to promote the visibility and awareness of Tropicana.

Human Resources

*Jennifer Vassell (Chair)*  
*Colleen Vandeyck*  
*Charmaine Silvera*  
*Esrick Quintyn*  
*Astley Thompson*  
*Joyce Blackman*

The purpose of the Human Resources Committee is to provide professional human resources advice and information and work with the Executive Director and the Management Team at Tropicana to ensure that the work environment at Tropicana serves to foster an atmosphere where staff are engaged, motivated and effective in the delivery of services to clients.

Governance & Nominating

*Carmen James-Henry (Chair)*  
*Basil Mwawasi*

The purpose of the Governance and Nominating Committee is to serve as an advisory committee to the Board of Directors of Tropicana Community Services Organization (the Board) to monitor and evaluate Tropicana's corporate governance system, to make recommendations to the Board on the effectiveness of the Board and its members and to identify candidates and nominees to be recommended to serve on the Board.

## Program Advisory Committees:

Tropicana Community Services has established an advisory committee for each major program area to ensure that the programs meet the needs of the community and are current, relevant, maintain best practices and have high organizational impact. Each Committee provides advice on the need for new services and participates in their development and monitors the evaluation of all programs and services.

TEC

*Alice Bhyat (Chair)*  
*Astley Thompson*  
*Emil Boychuck*  
*Richard Ray*  
*Jo-Ann Galvez*  
*Linda McGrath*  
*Gillian Johnson*  
*Nimo Abdulkadir Jama (Staff Rep)*  
*Migdalia Jones (Staff Rep)*

Counselling

*Cheryl Blondell-King (Chair)*  
*Thora Espinet*  
*Cathy Providence (Staff Rep)*

Youth & Education  
Youth & Recreation

*Thora Espinet (Chair)*  
*Tiana Knight*  
*Alice Bhyat*  
*Cheryl Blondell-King*  
*Clement Edwards*  
*Bernadette Hood (Staff Rep)*

Day Care

*Olive McKenzie (Staff Rep)*





# Management Staff

**SHARON SHELTON**  
- Executive Director

**NIMO ABDULKADIR JAMA**, Director  
- Tropicana Employment Centre

**SRI RAMACHANDRAN**, Director  
- Finance & Administration

**HEATHER DOUGLAS**, Manager  
- Community Relations & Resource Development

**CATHY PROVIDENCE**, Manager  
- Culturally Appropriate Counselling

**BERNADETTE HOOD**, Manager  
- Youth & Education

**OLIVE MCKENZIE**, Supervisor  
Tropicana Daycare Centre - Infant/Toddler

# Volunteers

Olivier	Abtan	Jenetha	Gill	Adrien	Prasad
Aymen	Ahmed	Tracey	Grant	Charles	Providence
Hodo	Ali	Tehran	Guijuro McClean	Joshua	Providence
Toni-Ann	Allen	Mehmet	Gunay	Patricia	Providence
Temica	Alves	James	Hart	Karlene	Pryce
Mathias	Ambrose	Juliana	Hoyte	Brandon	Quesnel
Norma	Ambrose	Everard	Hunter	Richard	Ray
Christina	Archer	Hodan	Ibrahim	Sigrid	Ray
Kennisha	Archer	Alysaa	Isaac	Joshua	Reece
Zubair	Babar	Marlon	Isaac	Monina	Reeves
Florette	Bacchus-Haynes	Travis	James	Charlene	Rosove
Roshan	Baksh	Gillian	Johnson	Joseph	Rouse
Marissa	Bala	Jessica	Johnson	Selwyn	Rouse
Isaac	Beckford	Gavin	Jones	Bilal	Samuel-Melville
Mavis	Benn	Len	Jones	Ranil	Santos
Ronald	Blackman	Vijay	Karron	Linushan	Selliah
Shantel	Bledman	Nishanth	Karunananthan	Asha	Shelton
Emil	Boychuck	Roxanne	Kawaski	Julian	Shelton
Clive	Braham	Stephon	Kelly	Charmaine	Silvera
Henley	Brown	Farook	Khan	Ronel	Simpson
Melany	Brown	Fatima	Khanam	Clayton	Smith
Norma	Brown-Larro	Trevor	Larose	Farwana	Solyman
Noreen	Callendar	Josette	Leader	Lisa	Song
Denise	Campbell	Marlon	Licorish	Lorraine	Spears
Emile	Carrington	Andre	Little	Joseph	Stepaniuk
Cana	Charles	Sophia	Ma	Mary	Stepaniuk
Brandon	Chin	Drake	Mateo	Beulah	Stewart
Dacie	Chou	Linda	McGrath	Claudette	Thomas
Leticia	Chow	Liz	Miles	Collen	Vandeyck
Kenese	Civilma	Grace	Mullings	Carl	Veecock
Alexander	Clarke	Deshanto	Mussett	Chardae	Waal
McKenzie	Clifton	Barbara	Nation	Kishana	Walker
Noreen	D'Andrade	Fay	Neil	Tieann	Walters
John	Danoy	Dilan	Neiraceron	Daniel	Watlan
Camille	DeFreitas	Jerome	Nelson	Nolan	White
Germin	Dey	Kathi	Nicoll	Patricia	White
Rookmanie	Dindyal	Mukhtar	Omer	Jahmar	Williams
Wayne	Downer	Muse	Omer	Tyshelle	Williams
Clement	Edwards	Jessica	Oppong	Althea	Worrel
Adika	Felix	Michelle	Oppong	Elvoseta	Wynter
Nancy	Feng	Maryann	Osman	Carol	Xu
Crystal	Fielding	Kajolben	Patel	Newton	Young
JeQuin	Gairey	Adrian	Persaud	Tony	Young
Jo-Ann	Galvez	Terence	Petiguy	Jin	Bin Zhou
Torissa	George	Lystra	Pierre		
Clyde	Gill	Cindy	Pollard		



# Placement Students

## Youth & Education / Recreation

**Amanda Rideout** Ryerson University

## Tropicana Daycare

**Asmaha Athman** Centennial College  
**Melissa Bradley** Centennial College  
**Khadija Eid** Centennial College  
**Cecilia Jose** Centennial College  
**Aleah Khan** Centennial College  
**Marie Mose** Centennial College  
**Minwon Seo** Centennial College  
**Phoung Tran** Centennial College  
**Odette Tshounganjiby** Boreal College

## Counselling

**Des'Ree Brown** Ryerson University  
**Asha Diblawe** York University  
**Yumin Guan** Seneca College  
**Monique Harrison** York University  
**Shelley Hill** George Brown College  
**Kezia Shepherd** Ryerson University

## COMMUNITY RELATIONS AND RESOURCE DEVELOPMENT

**Joshua Brown** Centennial College



# Financial Reports



# Long Term Employee Service Awardees 2017

### 5 Years

-Jo-Anne Henderson  
-Franciene McLeod  
-Ainsworth Slowly

### 10 Years

-Dawn Hillen  
-Lisa Zerdiker

### 25 Years

-Bernadette Hood  
-Nimo Abdulkadir



# Treasurer's Report

Fiscal Year ended, March 31, 2016.

*By Lennox Parkins, MBA, PMP, CMA, CPA, Treasurer*

Tropicana continued to operate in a fiscally prudent manner during the year, despite the loss of \$4.9 million restricted grant from the Province of Ontario for the “Jobs For Youth” program. The effect was a \$484k reduction in administrative support.

In response, the management and staff carefully monitored the revenue sources and adjusted the program expenditures, accordingly. Consequently, Tropicana ended the year with an operating deficit of \$200k.

Total revenue was reduced by a net \$3.3 million which mainly resulted from the reduction of \$4.9 million from the ending of the “Jobs for Youth“ program, offset by an increase of \$1.2 million from the Province and \$270k from United Way Toronto and York Region for TEC. Accordingly, expenditures in the Restricted programs were reduced by \$3.2 million. The year ended with a \$380k reduction in Cash Funds from \$1,163k in 2016 to \$784k that was used to fund the operations and pay down long-term debt on the building.

The financial oversight and stewardship of the organization continues to be of utmost priority of the Board and Management. My special appreciation to the Audit and Finance Committee who provided much support, guidance and direction during the year.

A special thank you to our staff, the Executive Director, Sharon Shelton and the Director of Finance and Administration, Sri Ramachandran, for their continued hard work, due diligence and expertise in completing another financially successful year for Tropicana.

Thanks to our external auditors Deloitte LLP for the successful completion of our annual audit on time and within budget.

# Resource Development

*By Autherene Adamson*

*In addition to federal and provincial funding, Tropicana relies on the generosity of individuals, institutions, foundations and corporations to fund its programs and make the Tropicana Effect possible.*

## Funding Priority

The 2016-2017 funding priorities were our Youth and Recreation department and The Lab, our digital media centre.

Our Youth and Recreation department provides mentorship, life skills training and a safe space for youth to have healthy discussions and learn pro-social skills. Programs include Man Up and Sister2Sister, and help to boost the self-esteem and confidence of youth ages 14-18.

The Lab provides inclusive access to engage the interests of youth, adults and the community in various fields of digital media arts and computer training. Workshops and projects are presented using a unique learning method which provides individuals with limited resources, limited education/skills, and or issues with traditional learning environments, the training and knowledge needed to improve their media literacy, and gain valuable skills that will lead to employment.

## 2nd Annual Uplifting Spirits Event

On Friday June 3, 2016, over 150 friends, donors and supporters joined us for Toronto's premier taste of the Caribbean event, our 2nd Annual Uplifting Spirits fundraiser. This event was hosted by comedian Maliaka Bryce and featured DJ Mike Stoan as well as the musical stylings of Jay Kartier. Guests were provided with a fun-filled exploration of some of the finest rums and liqueurs, non alcoholic cocktails and cuisine from the Caribbean. Festivities also included a VIP sampling suite, a silent auction, raffle and live auction. The event was a success and raised over \$25,000 for our youth programs and services.



# FUNDERS 2016 /2017

1.

City of Toronto - Children's Services
2.

City of Toronto - CSP
3.

Employment and Social Development Canada
4.

Ministry of Citizenship & Immigration
5.

Ministry of Community & Social Services
6.

Ministry of Advanced Education & Skills Development
7.

Ontario Trillium Foundation
8.

Toronto Star Fresh Air Fund
9.

United Way Toronto & York Region

# DONORS 2016/2017

## CAPITAL CAMPAIGN

### Donors

(up to \$499)

Ashfaq, Faisal  
Blackman, Joycelyn  
Chambers, Charles  
George, Stella  
Heron, Deanna  
Lau, Alvin  
Morrison, Paula  
Padmore, Ann  
Tagobo, Yao

### Donors

(\$500-\$4,999)

Dewaal, Ken  
King, Cecil  
Shelton, Sharon

## UPLIFTING SPIRITS 2016

### Donors

(up to \$499)

Abraham, Hermie  
Arndt, Kim  
Austin, Helen  
Barnes, Patrice  
Barrett, Jennifer  
Bhyat, Alice  
Blondell-King, Cheryl  
Brown, Dennis  
Brown, Shawn  
Bunbury, Gillian  
Callender, Anne Marie  
Callender, Stacey  
Cyrus-Gibbons, Colin  
Daniel, Henrietta  
De Gannes, Sheila  
Dunston, Leonard  
Espinete, Thora H.  
Francis, Andy  
Gopie, Kamala Jean

Grant, Ian  
Guy, Elsie  
Haynes, Ardith  
Hinds, Sharon  
Hood, Bernadette  
James, Derrick  
James-Henry, Carmen  
Jno-Baptiste, Randal  
Lloyd, Eva  
Lumsden, Dillon  
Nanderam, Dave  
O'Connor, Eulan  
Padmore, Ann  
Patrick, Leslie  
Peters, Hazel  
Quintyn, Esrick  
Richards, Judy  
Robinson-Powell, Hyacinth  
Salhab, Gordon  
Sealey, Kenneth  
Shelton, Dominick  
Smith, Franklin  
Smith, Gwenda  
Tracedata Services Inc.  
Vanriel, Newton  
Walwyn, Frank  
Warner, Mark  
Welshman, Jennifer  
White, Mervis

### Donors

(\$500-\$4,999)

Brown, Lancelot  
Stephenson, Karen  
Williams, Delrose and Ashworth

Donations in Kind - Others

Amethyst Wine Agency Inc.  
Art Gallery of Ontario  
Canadian National Exhibition  
Caribev Inc.  
Collins, Monica  
Consulate General of Barbados  
Consulate General of Grenada  
G&G Electronics

Grace Foods Canada  
Granger Digital  
Halsall, Patrick  
International Festival of Authors  
MLSE  
Mysteriously Yours Dinner Theatre  
National Ballet of Canada  
Ontario Science Centre  
Saint Lucia Tourist Board  
Scarborough Town Centre  
Sewell, Joanne  
Shelton, Sharon  
Small, Robert  
Sudama, Avinash  
TEVA Canada  
Variety Village,  
Wilmott, Zara

## - Sponsors

ByBlacks  
Caribbean Airlines  
Deloitte & Touche Foundation Canada  
Gervais Party & Tent Rental  
HOO Events  
Lyon & Butler Insurance Brokers Ltd.  
Purolator, Inc.  
Royal Bank of Canada  
STO Orthodontists  
TD Bank Group  
TEVA Canada

## Robert K. Brown Scholarship Fund

### Donors

(up to \$499)

Heron, Deanna

### Donors

(\$500-\$4,999)

Rouse, Selwyn

## Janine Williams Scholarship Fund

### Donors

(up to \$499)

Williams, Delrose  
Younghusband, Doug

## DONATIONS GENERAL

(up to \$499)

Alfred, Marguerite  
Alleyne, Noreen U.  
Brown, Jean  
Bruce, Fennella  
Carrington, Marilyn  
Caseby, Nigel  
Casselman, Morgan  
Chambers, Charles  
De Gannes, Sheila  
Dennis, Astley  
Drayton, Shirley  
Drezzler, Sara  
Edwards, Richard  
Espinete, Thora H.  
Gabriel, Lenore J.  
Gazo, Frank J.  
Gill, Jenetha  
Grant, Janet  
Grant, L.F. Roy  
Harcharan, Dennison  
Harris, Samuel and Maureen  
Hood, Arnold  
John Howard Society of Toronto  
John, Kemrick  
Lewis, Mark  
Mair, Alicia  
McPherson, Denika  
Morrison, Neville G.  
Morrison, Paula  
Moxam, Dana  
O'Connor, Eulan  
Padmore, Ann  
Parkins, Lennox and Denise  
Pearl Operational Design Inc.  
Persaud, Puran  
Preudhomme, Gloria Rosaline  
Razbani-Tehrani, Azadeh

Razbani-Tehrani, Nasser  
Rosenberg, Charles  
Rouse, Joseph  
Sewell, Joanne  
Shelton, Asha  
Taylor, Audley  
TELUS  
Toronto St. Vincent and The  
Grenadines Support Group  
United Way Durham Region  
Women Empowering Women  
Support Network Sewing Group  
Veecock, Carl D.  
Vennema, Alice  
Visetsuth, Peerenut  
Wilson, Verona

(\$500-\$4,999)

3M Canada Company  
Automotive Industry Association  
of Canada  
Bhyat, Alice  
CARSTAR Canada  
Eugene Collision Ltd.  
Hamilton District Autobody Re-  
pair Association Inc.  
Lorimer, J.W. and Edith  
Massiah, Diana  
Morrison, Valerie  
Nicholson, Joan  
Royal Bank of Canada  
SATEC@W.A. Porter C.I.  
Student Association  
Tranquility Alumni Association of  
Canada  
Wesdome Gold Mines Ltd.

(\$5,000-\$9,999)

Enterprise Holdings Foundation  
Mondelez International  
Rainbow Foundation

Donations in Kind - Others

Adamson, Autherene  
Alicia  
Brown, Melany  
Clifton, Paul – Snug Harbour  
Seafood Bar & Grill

Fasan, Dino  
Gifford, Sherika  
James-Henry, Carmen  
Johnson, Jessica  
Kerr, Cindy  
Kids Upfront  
Kisko Products  
Laurie, Judy  
Madassa, Estraia  
McMillan, Corey  
Mulhern, Lauren  
Nando's Restaurant  
Patterson, Abby  
Red Lobster  
Rideout Family  
Roselli, Aldo  
Seneca West Indian & African  
Association  
Shelton, Sharon  
The Bread of Life  
Vukmanovic, Jovana  
Whole Foods Market

## FOOD DRIVE DONORS

(up to \$499)

Booker, Kay  
Brown, Calvin  
Callender, Michael  
Chambers, Charles  
Collins, Erma  
George, Stella  
Malcolm, Michael  
Massiah, Diana  
McPherson, Denika  
Molligan, Worrell  
Russell, Gloria  
Singh, Jennifer  
Tri Vinh Linh, Eric  
Waithe, Vivian and Rosamond

### Donors

(\$500-\$4,999)

Chum Charitable Foundation

Donations in Kind  
Blessed Trinity Church  
Buck Consultants Ltd.  
Faustin, Gwyneth  
Franklin, Hope  
Grant, Tracey  
Nelson, Yvonne  
North of 50  
ORKIN Canada Toronto East  
TELUS  
The Caribbean Event  
The Sunshine Girls  
Tsung Tshin (Hakka) Association  
of Ontario

## - Sponsors

Faustin, Gwyneth  
Grant, Tracey  
North of 50  
Paabor, Alexandra  
Singh, Jennifer

Pre-Apprenticeship  
Program

427 Auto Collision Ltd.

Collision Industry Information  
Assistance/Hamilton District

Autobody Repair Association Inc.

Key Color/AutoMax



## The Year in Pictures

