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# ANNUAL REPORT

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## 2017 / 2018





## PRESIDENT'S REPORT

The financial oversight and stewardship of Tropicana continues to be of utmost priority of the Board and Management as we forge ahead with the strategic initiatives of the organization. Finance, HR and IT audits provided opportunities to review and improve processes, in line with best practices, thereby enhancing current systems and staying accountable to stakeholders.

The Board continues to work closely with Management in conducting program evaluations to determine what we do well, what needs improvement and what can be adapted. This will ascertain we are meeting the needs of the community in keeping with our mandate and goals and also serves to ensure the organization is not stagnant, but remains on a pathway of sustainability.

We lost Cheryl Blondell and Newton Vanriel as Directors of the board. We extend best wishes to them for every success in their journeys.

We express our thanks to the staff, partners, volunteers, Board of Directors and all supporters, for your continued involvement and commitment to the success of Tropicana Community Services.

  
**JENNY GUMBS**  
- President



## EXECUTIVE DIRECTOR'S REPORT

This was a busy fiscal year! Tropicana implemented operational measures to ensure that we had a better financial year than the previous one. This took the form of tightening spending, non-replacement of staff on leaves of absence and introduction of new programs. Staff must be highly commended for working so diligently to ensure that programs, new and old ran seamlessly during this time of severe austerity measures, serving 6,308 unique individuals during the year.

Even though there was a lot to be accomplished within VERY short timelines, staff were excited about the new programs under the Ontario Black Youth Action Plan. Based on submissions made 2 years previously, the agency was fast tracked for Together We Can Mentoring, Enhanced Youth Outreach Worker and Stop Now and Plan (SNAP). These programs will allow us to deliver specialized services to Black children, youth and families with funding from the Ministry of Children and Youth Services. The programs are highly complementary to our current programs and afford us the opportunity to build new partnerships with organizations and institutions working towards strengthening our primary community.

Through two new partnerships, Tropicana was able to provide unique training opportunities to staff. Diversity Advantage International in conjunction with Schulich School of Business – York University, facilitates a program called B.O.L.D. – Broadening Opportunity through Leadership Diversity and two managers were able to take part in this unique, integrated leadership coaching program for culturally diverse executives and senior managers. Tropicana was chosen as one of the agencies receiving

pro-bono coaching sessions for approximately 15 staff. This was held during International Coaching Week in May, 2017. Jennifer Lynn, a member of the International Coach Federation Toronto Chapter, summed up the feelings of both the coaches and the staff, "How absolutely exhilarating and fulsome it was."

A third partnership afforded us sponsorship and re-branding for our digital media lab. Shaw Communications Inc./Freedom Mobile confirmed \$25,000 sponsorship for The Lab which was re-branded to "The Lab powered by Freedom Mobile". This partnership also allowed our children and youth program participants to go on two very exciting field trips, one during March Break camp to Corus Entertainment and the other to Evergreen Brickworks.

During the year, we also concentrated on organizational development. With the implementation of new programs and restructuring of current programs, it was time to conduct a job evaluation exercise. Tropicana reviewed its jobs to (1) renew job descriptions to ensure that they are reflective of current realities and (2) determine the internal relativity of jobs. The exercise will be completed

in the new fiscal year and will allow management to review any new positions which may arise.

As an anchor agency of UWTYR, Tropicana had the opportunity to be one of the agencies to use the Core Capacity Assessment Tool (CCAT). The CCAT is an organizational assessment tool that evaluates:

- Overall organizational effectiveness
- Four Core capacities
- Organizational culture and
- Non-profit lifecycle stage.

The tool is a brainstorming and discussion catalyst and the report generated will allow us to put strategies in place to improve and develop adaptive, leadership, management and technical capacities.

I would like to take this opportunity to thank an amazing staff team and dedicated and committed volunteers. Thanks to Tropicana's Board of Directors for guiding us through 2017/2018.

  
**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

2018 - 2021

### I. 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:*

- Fund/Income generation
- Brand growth
- Organizational visibility
- Succession planning

### II. COLLABORATION AND PARTNERSHIP:

Tropicana strives to develop strategic partnerships and works with the community to ensure programs meet the needs of the community and to utilize human resources to expand opportunities.

#### *Strategic Initiative:*

- Strategic performance management
- Program leadership and partnership roles
  - Outcome focused program evaluation
  - Emulation of best practices

### III. INNOVATIVE PROGRAMMING:

Tropicana will develop innovative programs to enable us to be responsive to our clients' needs.

#### *Strategic Initiative:*

- Partnership alliances

## 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:

Several significant changes occurred during the fiscal year. They included hiring staff to fill vacant positions as well as the introduction of new services for families (Enhanced Youth Outreach and SNAP BACK - Stop Now & Plan program for Black, African & Caribbean Kids) and the launch of the program’s first International Men’s Day celebration.

## 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.

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

**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.

**Enhanced Youth Outreach** supports at-risk and high-risk youth and their families to better navigate and connect with services and pro-social opportunities in their communities to improve youth outcomes.

**SNAP BACK (Stop Now And Plan for Black, African & Caribbean Kids)** teaches children ages 6-11 struggling with behaviour issues, and their parents, effective emotional regulation, self-control and problem-solving skills.

## The Tropicana Effect

*“I was going through depression before coming here. It was a rough time in my life. But being around everyone here helped me join the world again and now I feel like I am a part of society again. So, thank you.”*

**Adam**, Individual and Family Counselling participant

*“Every time I come to see you, you always give me so much!! I don’t just mean the sessions. I have been having such a hard time...my sister back home is so sick, things are not so good with my daughters, I have so much anxiety that I get dizzy and drop down. But it really helps to come here and speak with you. The toys and food you have for me is a big help too.”*

**Sheryl**, VAW Counselling participant

*“I hadn’t talked about my situation; I held it in. Coming here allowed me to talk about it. It’s a weight lifted off my shoulders.”*

**Kaydianne**, Transitional Housing and Support participant

*“I didn’t realize how much help I needed. I walked through those doors feeling like my whole life was falling apart. [Staff] could have turned me away but believed in me and made this possible for my family and I; I am eternally grateful. You don’t realize that there is a common mindset that we have along the lines of “it’s my way or your way”. I know now that there can be a compromise. Just being here equipped me with the tools to know when I am getting angry. I always looked forward to coming here and I always kept the tools at the back of my mind. There is a lot of self-reflection and re-assessing previous encounters such as how they felt and the way I expressed myself in that situation. The person that I was when I walked in through those doors before is not the person that I am today. I want to thank all of you for being here and having such a judgement-free environment. It really helped in my growth process so thank you to everybody.”*

**Lisa**, START for Life participant

*“My son has diarrhea of the mouth. The children used to argue, but his demeanor changed; he is chilled. He is a mature kid. It was better for me to be here [in the START for Life program] before he was here [in the YouthSTART camp]. Now, we are both on the same stage and understanding.”*

**Havolene**, parent of YouthSTART participant

*“I learned that sometimes what others say makes sense even if it is different from what you would do.”*

**Agatha**, YouthSTART participant

*“I learned how to deal with people who are not that nice.”*  
**Dante**, YouthSTART participant

## Program Highlights:

- Individual & Family Counselling encompassed clinical support to heighten knowledge, enhance skills and improve emotional well-being to 1354 individuals.

- Violence Against Women Counselling assisted 140 women and 36 children who identified as having been abused.

- Transitional Housing & Support assisted 62 women (and their children) access affordable housing.

- START for Life (age 18+) facilitated its 40th series with 71 attendees this year. Participant goals included:
  - Gain confidence to interact socially
  - Set/reinforce parental boundaries
  - Build loving relationship
  - Learn conflict resolution

- Women Empowering Women Support Network hosted 45 group sessions for 1197 participants that promoted physical/emotional health, community involvement and leadership skills development. Sessions included education in: strategies for building positive self-image, communication, decision-making, conflict resolution, falls & HIV/AIDS prevention, sewing, yoga, floral arrangement, community excursions (holiday dinners, charity brunches and the Royal Ontario Museum) as well as gender-specific START for Life-skills training and the 15th Annual International Women’s Day celebration, “Press for Progress”.

- Gentlemen’s Forum – Leadership by Example was a new network launched on November 20, 2017 to provide a space for men (18+) desiring to dialogue. At the inaugural session, the program commemorated International Men’s Day with an event entitled “Celebrate Men and Boys”. At the session, the 45 attendees

learned that IMD’s roots traced back to Trinidad & Tobago in addition to educational discussions focusing on stress management, emotional well-being, prostate health, conquering depression and other mental health challenges. 96% of attendees rated the session “useful” or “very useful” while all recommended it.

- Enhanced Youth Outreach supported 12 at-risk and high-risk youth and their families.

- SNAP BACK (Stop Now And Plan for Black, African & Caribbean Kids) funding was secured to deliver a 13-week group service (plus individual and family counselling as needed). In January 2018, the Program Co-ordinator (Jennifer Grant) was hired to oversee the development of the service in time for a May 2018 launch.





# 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. Some of our loyal employers include: Canadian Tire, Sensors Quality Management Inc. (SQM), Gifted Hands Health Services Inc., Cineplex, Chair-Man Mills Corp, Red Lobster, Sobey's, Pet Valu, Aldo Group/Globo Shoes, Tim Hortons. These and many other employers provide 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 Toronto Kiwanis Boys and Girls Club, Community Outreach Canada, Applegrove Community Complex, ARS Summer Camp 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 our resource and information services including training and certification workshops (SmartServe, ServSafe, WHMIS, Customer Service), employment counselling, job placements, job trials, training support, and job maintenance support.

**Youth Job Link** provides youth students between the ages of 15 and 29 years 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. The program also supports students with workshops in which they can obtain the skills 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** 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. This program is intended for unemployed youth between the ages of 15 and 29 years old.

**Youth Job Connection – Summer** provides pre-employment and after school support to youth students between the ages of 15-18 who are seeking summer work or part time after school employment. These youth will participate in workshops around employers' expectations, occupational

health and safety, their rights and responsibilities as workers, interview skills, customer service, and career exploration. These participants will also receive one on one counselling and referrals to obtain additional supports (such as mental health, food banks, clothing, etc.) if required.

**Toronto Youth Job Corps.** This program serves clients between the ages of 16 and 29. These participants receive 5 weeks of paid pre-employment training, including one on one employment counselling. Clients participate in a variety of workshops, including employment readiness skills, resume, cover letter and career planning. This program includes a mandatory painting site where clients practice teamwork, accountability, responsibility and they are exposed to various life skills and work related situations. This program includes 6 to 24 weeks of paid employment placement.

**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 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 program designed 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 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.

**TRIEC Mentoring Partnership** (Toronto Region Immigrant Employment Council). This partnership is focused to help immigrant professionals reconnect with their careers with the help of a mentor who works in their field. Clients eligible should present high fluency in spoken and written English, two plus (2+) years of international work experience in their field, a bachelor's degree or equivalent from abroad and have lived in Canada for less than five (5) years.

## Partners:

Centennial College, West Scarborough Neighbourhood Community Centre, Toronto District School Board, Toronto Region Immigrant Employment Council

## The Tropicana Effect

### Clients' Testimonials:

"I would like to say Thank You to Tropicana Employment for the placement they provided to me. I really appreciate their opportunity to improve my skills and gain valuable experience." **A. Mehmeti**

"I really appreciate the employees in Tropicana Employment. They did a wonderful job by giving hands-on training. Before I had joined Tropicana employment, I was registered in other employment service, but could not get enough support. I then met a Tropicana employee who motivated me and gave full support to find a job. I thank her and Tropicana

Employment from my heart. Surely I would suggest any newcomers to join Tropicana Employment."

**-A. SenthilKumaran**

"The program gave me hope in my profession as a counselor in psychology. I received much needed information, which includes getting Canadian accreditation using my Caribbean qualifications. In addition, I was able to have my resume updated, lots of information on the questions to expect and the anticipated response that was expected. I received an outline of the employment that were readily available for me to apply to immediately.

What was also encouraging is that my mentor is also an immigrant and went through the same processing I'm going through and with her experience I was able to not just allow her to help me but feel comfortable in her doing so."

**-Lystra**

## Employer Testimonial:

"For the past 20 years, SQM has been working with the team at Tropicana (formerly AYCE), on a variety of employment related initiatives.

From wage subsidies for summer students, to job grants for recent graduates, access to training funds, or simply assisting us with recruiting activities, the wonderful and talented team at Tropicana has been there for assistance, support, and direction, whenever we have called on them.

Thanks to the entire team, and keep up the great work!"

**David Lipton** – President – Sensors Quality Management Inc. (SQM)

## TEC highlights:

### Employment Services

- 1374 clients were served through Employment Services
- 268 clients obtained employment through our Job Development and Placement Services
- 66% of our clients are employed at exit
- 19% of our clients returned to Training/Education
- 96% of our clients reported that they were satisfied with our services

### Youth Job Connection

- 358 (78%) clients were served through Youth Job Connection
- 263 (70%) clients obtained employment through our Job Development Team
- 72% clients are employed at exit
- 16% of our clients returned to receive further education or training
- 89% of our clients reported that they were satisfied with our services





# Youth Development & Education

By Bernadette Hood

The Youth Development & Education department focuses on the all-round development of children and youth. The following programs support participants in their social, emotional, moral, educational and physical development. In collaboration with family and school, youth engage in a range of activities geared to teach them skills for life. Family involvement and support are encouraged for all programs.

## PROGRAMS INCLUDE:

**1. Increase Your Success Tutorial Program** assists students from Grades 1-12 who are experiencing difficulty in Mathematics and Language Arts. Tutors provide 3-hours of small groups and one-to-one help to improve their understanding and improve their grades.

**2. Chess** is widely known for its ability to sharpen thinking and enhance analytical skills. The program is open to children and adults.

**3. Steelpan** provides the opportunity to learn to play the only musical instrument discovered in the 20th Century in Trinidad & Tobago. This program is open to ages 9 and up.

**4. STEM** blends four disciplines — Science, Technology, Engineering and Mathematics — into a seamless package that helps prepare students to be competitive in an evolving, international workforce.

**5. Defy Your Label, Girls** is a program designed to support the growth of girls (8 – 13 years) by inspiring and encouraging them to defy the negative labels, stereotypes and expectations placed on them and promote healthy self-esteem and self-respect. The main components of the program are self-identity, health, food preparation, conflict resolution skills, cultural education, social skills, active and healthy living, homework help and experiential learning.

**6. Defy Your Label, Boys** focuses on the pro-social development of boys in Grades 4 – 8. The program uses activities and exercises designed to help them express

themselves and communicate positively at school, at home and in the community. The program also supports youth experiencing difficulty with peers and faculty in schools. Tropicana has been providing support to youth at Cedar Drive Junior School during the lunch hour.

**7. Sister 2 Sister** caters to females 14 – 18 years old and follows an advanced program of the Defy Your Label program. It incorporates independent activities and group collaboration.

**8. ManUp** provides space for young males ages 14 – 18, with an extension to those 24 years of age who are in need of support in communicating and navigating positively at home, school and in the community. Our goal is to teach young males how to think first, rather than react when placed in stressful situations. This is achieved through skill-building activities, open discussions, and workshops designed to focus on areas of effective communication, increased self-esteem, self-accountability, self-defense/conflict resolution, personal development, and healthy relationships and sexuality. Participants are able to examine their actions and thoughts, along with their personal and social responsibilities, enabling the young men to grow positively as members of their community.

**9. Video Game Fridays** provides space for youth with an interest in computer science and video game culture to meet regularly. Video games and computer science programs allow youth to use the space to decompress from the past week. Participants from all Tropicana's youth programs are welcome to attend and use the Freedom Mobile computer Lab to access software or programs to complete either school projects, research Youtube topics or simply play video games and relax. The program allows staff to observe areas where youth may need extra support through existing programs or one to one meetings for personal issues and situations.

**10. March Break Camp** enables children ages 6 – 11 years old to have a safe space, have fun and engage in exciting activities and trips during March Break. Activities include sports, arts & craft, games, digital media arts, life skills, cooking, etc.

**11. Camp Tropicana** (summer camp) provides campers 5 – 14 years of age with a safe space (TCDSB school) for six weeks to have fun and engage in exciting activities and trips. Drumming, dance, spoken word, photography, sports &

recreation, social and technical skill development and a variety of trips make this the best place to be. Parents' Night is a showcase of the learning and skill development that occurred during camp. Parents do not miss this event.

**12. YMCA Youth Exchanges** is an opportunity for youth ages 12 – 17 to explore Canada, meet new friends, and get involved in community projects. Groups get to go to a completely different part of the country and stay in a host community for 5 days. It's a chance to discover new places and people, as well as, share and discover your own community.

**13. School Programming** is a combination of YouthSTART and Youth Development programs to address issues that have been identified by teachers and principals in the schools. These issues include bullying, social skills, leadership skills, self-esteem and respect.

## The Tropicana Effect

*"The ManUp program is a space for youth to express themselves freely without judgment."*

**Meelo F.A., ManUp Participant**

*"The ManUp program engages, informs, and inspires youth, allowing them to reach their full potential."*

**Mikael Israel, ManUp Youth Leader/Program Facilitator**

*"The ManUp program is very helpful to the youth who attend. My reasoning for this is because the program develops skills which help young men strive, particularly young black males, as they face a challenge each day."*

**Ian Malcolm, ManUp Participant**

## YMCA Youth Exchanges Program 2017

*What will you remember about this exchange?*

*"I will remember the tender love and care my leaders showed [while I was sick during our exchange]..." – Sardonyx Jones-Hugh, Participant*

*What life lesson/s did you learn?*

*"Just to be myself because that [is] how I know when people are really my friends" – Cassandra Gaskin, Participant*

*"The program is excellent, gives the kids [the] opportunity to meet other [kids], while learning about Canada" – Yonette Reis, Parent*

*"Great- emails and text messaging were much appreciated... timelines of communication" – Jackie Gordon, Parent*

*"Excellent – [Program staff] continuously kept me up-to-date with what's going on through email & text" – Gemma Trott, Parent*

## Sister 2 Sister Program Highlights: Tie-Dye Do It Yourself project – November 1, 2017

Each girl brought in an old t-shirt to transform into a new and cool t-shirt. While doing the project, the sisters were told to choose colors that symbolized how they felt daily or that represented who they are. The group also had discussions about different forms of entrepreneurship, including buying things wholesale and revamping/remodeling and re-selling them. The sisters were in tune with the activity and discussions, and ended the evening with weekly check-ins, as well as talked about additional topics that they wanted to explore.

## Etiquette Training – November 29, 2017

(Led by Paula Morrison – TCS Board member and Tutor)

Paula led a very informative and easy to understand workshop about table etiquette and taught the girls about:

- proper plate setting and the reason for each utensil
- proper body posture to have around the table
- proper discussions to have around the table
- different signals to use that will inform the servers of your current position





# Tropicana Daycare Centres

By Olive McKenzie

Tropicana Daycare Centres run a play based program where the environment is based on the children. Staff interact with the children, talk to the children, listen to the children, observe the children and plan activities that are challenging to meet the individual child and group needs in an inclusive environment where children are viewed as capable and competent.

The centres are at two locations. The Kindergarten and school age programs are located in John McCrae Public School and serve children from 3.8 years to 10 years. The infant/toddler and preschool program is located in McCowan Road Junior Public School and serves children aged 0 – 3.8 years. The schools are in close proximity and are located on the same property.

The infant/toddler/preschool program was happy to employ a student that was once in our infant program as a summer student under the Canada Summer Jobs Program.

**Staff training:**

Staff continue to enhance their skills by attending workshops and training sessions. Workshops included:

- Playing, Learning Outdoor Workshop
- Community Practice – Shared Space
- How Does Learning Happen, Exploration, Play and Inquiry?
- The Power of Music in Early Childhood Education

The Code of Ethics and Standards of Practice for Early Childhood Educators was revised to reflect greater emphasis on relationships, wellbeing, learning environment, the current pedagogical approaches and addresses the use of technology.

**Parental Involvement:**

We value our families and are deliberate in making them feel welcome. Parents participated in the program lending their skills as they support the enhancement of the programs.

### Program Highlights:

- The centres provided placement opportunities for the colleges' Early Childhood Education Program.
- Students and volunteers logged a total of 1285 volunteer hours.
- The centres employed 2 students under the Canada Summer Jobs Program.
- The centres served a total of 129 clients.
- The Kindergarten program revised its license from 20 – 26 to accommodate the demand for Kindergarten spaces.





# The Lab Powered by Freedom Mobile

By Marc Tremblay



In 2017-2018, The Lab, which is now powered by our new sponsor Freedom Mobile, served all ages of members of the community. Tropicana's current programs also received support in various areas of training. Tropicana Employment Centre's clients received training for the Toronto Youth Job Corps and the Retail Career Pathway – PEAK Basics programs. Every Wednesday, seniors received free training individually or in a classroom setting. This training ranged from Introduction to Microsoft Office and Adobe Creative Suite to introductory E-mail classes. Nolan White, the new facilitator, worked diligently with each client, assisting them to develop a training plan specific to their needs. In addition, schedules were created for their training/learning sessions, using Windows PC or MAC IOS.

Over 70 guests attended the official launch of The Lab Powered by Freedom Mobile on February 3, 2018. Parents, tutors and students from the Increase Your Success Tutorial program were invited to visit the digital media centre and view the new brand and logo. Everyone was presented with complimentary swag and a tour of the new- look lab. Nolan White was introduced as the new facilitator and attendees were very excited to hear of the new training opportunities and strategies. These will, no doubt, make The Lab Powered by Freedom Mobile one of the more desirable training opportunities for clients of all ages.

Moving forward, The Lab Powered by Freedom Mobile, will continue to meet the needs of its clientele by developing new, exciting and affordable programming. Tropicana is very happy to continue to serve the community and truly appreciates the sponsorship of Freedom Mobile.

*Thank you Freedom Mobile.*



**Tropicana Community Services' annual Food and Toy Drive has become a staple in the lives of our clients. Individuals can adopt families or donate non-perishable food items, gift certificates, toys, clothes, items for teens, or cash.**

**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 contributed.

## Program Highlights:

- 147 families received a combination of gift cards, food hampers, clothes and/or toys
- 118 families received toys for their children
- 116 individuals received food assistance
- 29 families were selected to be sponsored

*The 2017 Food and Toy Drive recipients were participants of our day care, employment, youth development/education and counselling programs and ranged in age from 2 months to 76 years.*





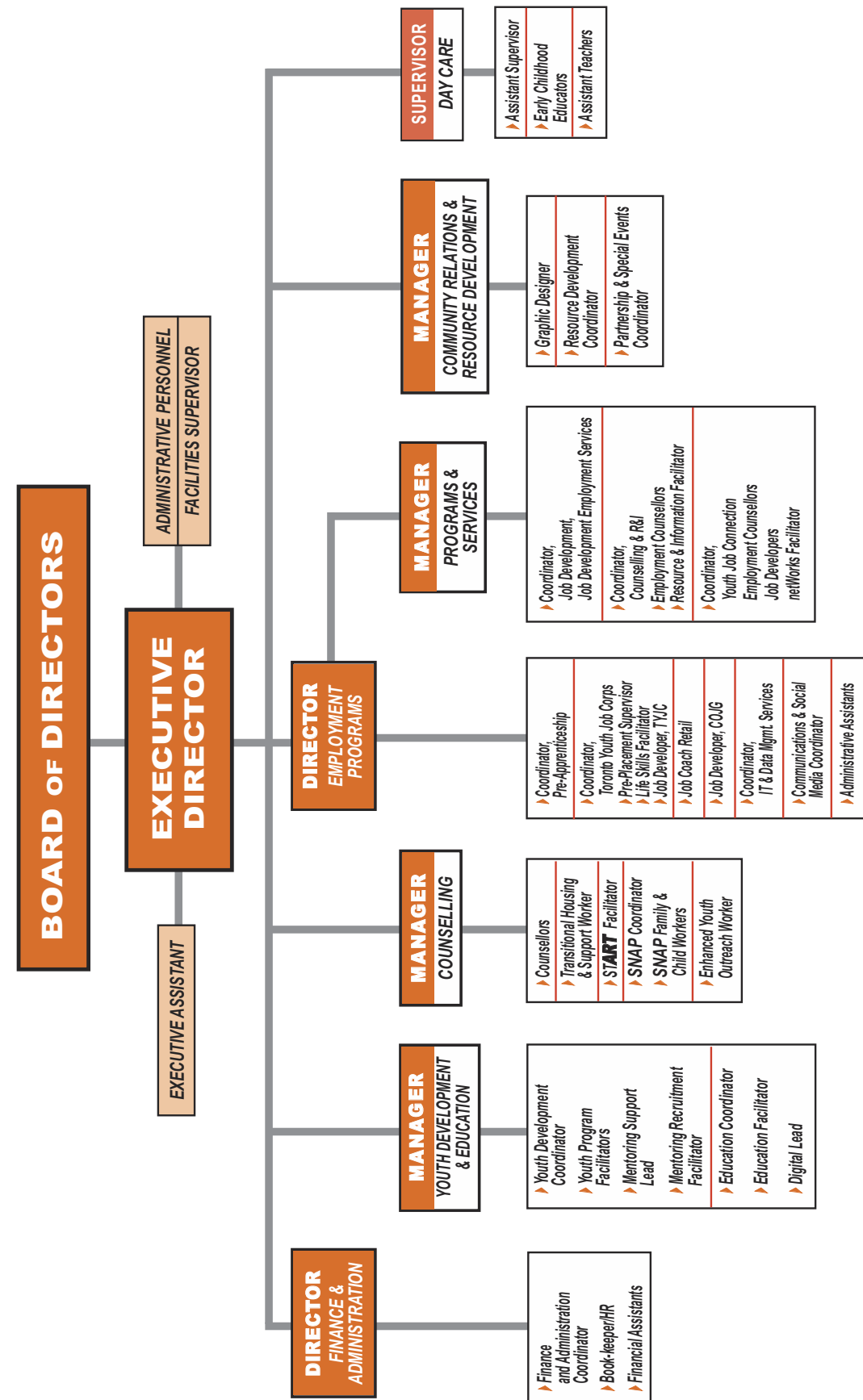


# Human Resources



**TROPICANA**  
COMMUNITY SERVICES

# Organization Chart



## Board of Directors



**JENNY GUMBS**  
*President*



**CARMEN JAMES-HENRY**  
*Immediate Past President*



**PAULA MORRISON**  
*Vice-President*



**LENNOX PARKINS**  
*Treasurer*



**ESRICK QUINTYN**  
*Secretary*



**JONATHAN WONG**  
*Director*



**CHERYL BLONDELL-KING**  
*Director*



**THORA ESPINET**  
*Director*



**ALICE BHYAT**  
*Director*



**TIANA KNIGHT**  
*Youth Rep.*



**CAROL COMISSIONG**  
*Director*



**BASIL MWAWASI**  
*Director*



**NEWTON VANRIEL**  
*Director*



**SHARON SHELTON**  
*Executive Director*



# Board Committees 2017/2018

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*  
*Joshua Reece*  
*Ronald Blackman*  
*Rohan Russell*  
*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.

### Program Planning

*Carol Comissiong (Chair)*  
*Thora Espinet*  
*Alice Bhyat*  
*Tiana Knight*  
*Jonathan Wong*

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.

### Human Resources

*Esrick Quintyn (Chair)*  
*Colleen Vandeyck*  
*Astley Thompson*  
*Tonia Griffith*  
*Joyce Blackman (Staff Rep)*

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.

### Fundraising

*Newton Vanriel (Chair)*  
*Carmen James-Henry*  
*Kathi Nicoll*  
*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.

### 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.

### Governance & Nominating

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

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*  
*Liz Leydolt*  
*Linda McGrath*  
*Gillian Johnson*  
*Nimo Abdulkadir Jama (Staff Rep)*  
*Migdalia Jones (Staff Rep)*

### Youth Development & Education

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

### Day Care

*Alice Bhyat (Chair)*  
*Olive McKenzie (Staff Rep)*

### Counselling

*Jonathan Wong (Chair)*  
*Thora Espinet*  
*Cathy Providence (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 Development & Education

**OLIVE MCKENZIE, Supervisor**

Tropicana Daycare Centres - Infant/Toddler

# Volunteers

Olivier	Abtan	Trevor	Hills	Joshua	Reece
Ashmead	Ali	Mark	Hoyte	Else	Reeves
Mathias	Ambrose	Everard	Hunter	Jeffery	Reid
Norma	Ambrose	Alyssa	Isaac	Kyla	Reid
Cordy	Antoine	Marlon	Isaac	Joseph	Rouse
Shanica	Baker	Mikael	Israel	Selwyn	Rouse
Vanessa	Balzan	Gillian	Johnson	Rohan	Russell
Rose	Beckles	Gavin	Jones	Michael	Samuels
Mavis	Benn Semper	Len	Jones	Pauline	Samuels
Ronald	Blackman	Zelma	Kelly	Shanite	Sawh
Emil	Boychuck	Monica	Kirton	Julian	Shelton
Clive	Braham	Brandan	Kolar	Clarence	Sicat
Florence	Charles	Lancelot	Leach	Charmaine	Silvera
Cana	Charles	Mable	Lee	Blossom	Sinclair
June	Chin	Maureen	Lee-Grant	Rajeen	Singh
Diane	Chung	Mahel	Levy	Chris	Singhroy
Matthew	Chung	Gwen	Licorish	Ashley	Small
Joan	Clarke	Joseph	Licorish	Pat	Smart
Noreen	D' Andrade	Oriel	Licorish	Clayton	Smith
Doreen	Deabreu	Ruby	Licorish	Warren	Stanley
Gail	DeFoe	Hazel	Lord	Joseph	Stepaniuk
Camille	DeFreitas	Sophia	Ma	Mary	Stepaniuk
Hyacinth	Dennie	Louise	Mangalino	Keniesha	Stephens
Hamzah	Desai	Jennifer	Matherson	Beulah	Stewart
Rookmanie	Dindyal	Cheyenne	Matthews	Eden	Talbott-Griffiths
Zoe	Dittrich	Linda	McGrath	Claudette	Thomas
Angela	Duval	Liz	Miles	Astley	Thompson
Clement	Edwards	Rorsa	Mokhtari	Colleen	Vandeyck
Dorothy	Edwards	Gerlynmay	Monje	Carl	Veacock
Elizabeth	Escourge	Karlene	Monje	Kyshana	Walker
Dessie	Fanfair	Clara	Neequaye	Tanya	Walsh
William	Fletcher	Kathleen	Nicoll	Janine	Walters
Vonette	Forde	Fay	Niel	Nicole	Walters
Zuri	Forde	Tiffani	Okonta	Tieann	Walters
Jo-Ann	Galvez	Osayi	Okuns	Pauletta	Wandja Dika
Andrew	Gemon	Patricia	Oliver	Barbara	Watson
Jenetha	Gill	Julia	Palatino	Monica	Winger
Bernadette	Gonsalves	Maryam	Panah Khosra	Elvoseta	Wynter
Audrey	Goulbourne	Ashisha	Persaud	Paulette	Yazbeck
Tracey	Grant	Cindy	Pollard	Vivian	Young
Tonia	Griffith	Rachel	Potter	Newton	Young
Brenda	Gritton	Charles	Providence	Jez	Yu
Lynval	Gritton	Joshua	Providence	Marguerite	
Senthuran	Gunaratnam	Patricia	Providence		
James	Hart	Karlene	Pryce		
Kareen	Hamadeh	Brandan	Quesnel		
Amy	Henry	Richard	Ray		
George	Henry	Sigrid	Ray		



# Placement Students

**Youth Development & Education:**

Marisa Linscott-Wiltshire      Centennial College

**Tropicana Daycares:**

Meha Bhuiyan      Centennial College  
Aneeta Niazi      Centennial College  
Taija Spence      Centennial College  
Akayla Simms      Cedarbrae C.I.  
Nasra Osman      Centennial College  
Qun Chen      Centennial College  
Guelinda Pierre      Centennial College  
Yun Ji Dong      Centennial College

**Counselling:**

Melissa Donnelly      York University  
Sean Agard      York University  
Stephanie Chambers      Ryerson University  
Tamika White      Ryerson University  
Katie Peterson      George Brown College

**Tropicana Employment Centre (TEC):**

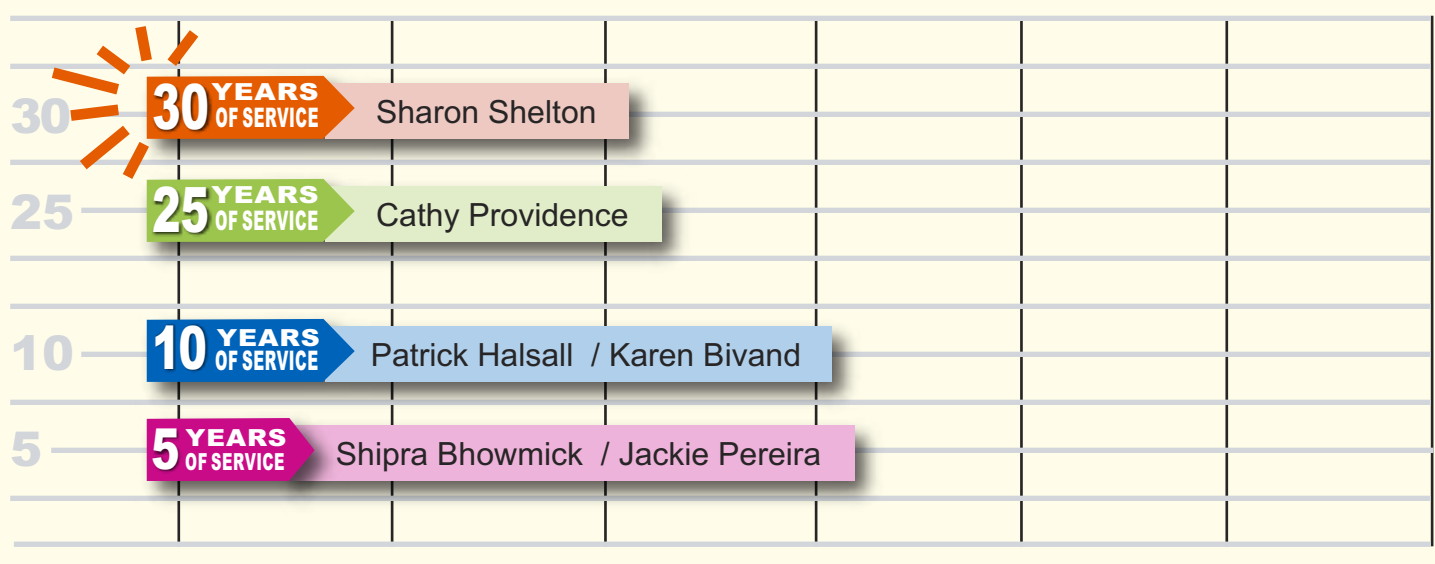
Sehee Ahn      University of Toronto  
Amina Gaziani      Sir John A. MacDonald C.I.



# Financial Reports



## Long Term Employee Service Awardees 2018





# Treasurer’s Report

Fiscal Year ended, March 31, 2018

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

# Resource Development

*By Autherene Adamson*

Tropicana continued to operate in a fiscally prudent manner during the year. Revenues increased by \$460k, driven by \$475k increased grants from City of Toronto for the Toronto Youth Job corps (TYJC). The management and staff continued to carefully monitor the revenue sources and to control expenses. Consequently, Tropicana ended the fiscal 2018 year with an operating surplus of \$71k, compared to an operating deficit of \$200k for the fiscal 2017 year.

The year ended with a \$692k reduction in Cash Funds from \$784k in March 2017 to \$92k that was primarily used to refund the Ministry for funds not used in the various employment programs. In the new fiscal year, Tropicana will focus on increasing the performance of these employment programs within the strict Ministry guidelines.

The financial oversight and stewardship of Tropicana 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.

*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 2017-2018 funding priority was our Youth Development and Education department which aims to provide the all-round development of children and youth.**

**Life skills development programs such as ManUp and Sister 2 Sister for ages 14-18 enable youth to participate in activities, be exposed to positive role models and have discussions that nurture their healthy development.**

**The Increase Your Success Tutorial Program for students in grades 1 through 12, assists students who are experiencing difficulty in Mathematics and Language Arts and programs such as Chess and STEM (Science, Technology, Engineering and Math) support the students’ development of critical thinking and problem solving skills. All of the programs help boost the self-esteem and confidence of the youth.**

## Special Events

### 3rd Annual Uplifting Spirits Event

On Friday June 2, 2017, over 150 friends, donors and supporters joined us for Toronto’s premier taste of the Caribbean event, our 3rd Annual Uplifting Spirits fundraiser. This event was hosted by Kerry Lee Crawford, on-air personality at G98.7fm’s Steps after Dark and featured DJ Glen C and the Lester McLean Band. Guests enjoyed an evening of delicious cuisine and some of the best Caribbean spirits, including in the VIP sampling suite where a Rum Master was on hand for a tasting lesson. The night also included a silent auction, raffle and live auction and raised over \$29,000 for our youth programs and services.



FUNDERS 2017/2018

1. Children's Services Toronto

2. City of Toronto Community and Neighbourhood Services

3. Human Resources Skills Development Canada/Employment & Social Development Canada

4. Ministry of Citizenship and Immigration
5. Ministry of Community and Social Services

6. Ministry of Advanced Education and Skills Development

7. The Ontario Trillium Foundation

8. Toronto Foundation – Capital

9. Toronto Star Fresh Air Fund

10. United Way of Toronto & York Region

DONORS 2017/2018

CAPITAL CAMPAIGN

Donors  
(Up to \$499)

Blackman, Joycelyn  
Chambers, Charles  
Morrison, Paula

Donors  
(\$500 - \$4,999)

Dewaal, Ken  
Fearon, Gervan  
Shelton, Sharon

UPLIFTING SPIRITS 2017

Donors  
(Up to \$499)

Abraham, Hermie  
Green, Sarah  
Richards, Judy  
Singh, Ryan  
Wisdom's Barber Shop & Beauty Salon

Donors  
(\$500 - \$4,999)

Dr. Lancelot A. Brown Dentistry  
Professional Corp.

Donations in Kind

Amethyst Wine Agency Inc.  
Art Gallery of Ontario  
Blackman, Joycelyn  
Boldt Castle/Thousand Islands Bridge  
Authority  
Canadian National Exhibition  
CN Tower  
Crichlow, Christabelle  
G & G Electronics  
Grace Foods Canada  
Halsall, Patrick  
International Festival of Authors  
Lawrence Kerr Photography  
MACPRI – ASO Services International  
Maple Leaf Sports & Entertainment  
Morgan, Dwayne  
Mysteriously Yours Dinner Theatre  
Ontario Science Centre  
Scarborough Town Centre

Shelton, Sharon  
TELUS  
TEVA Canada Ltd.  
The National Ballet of Canada  
Variety Village  
Waldron, Sylvia

Sponsors

Caribbean Airlines  
Christie Park Dental/Andre' M. Hughes  
Dentistry Professional Corp.  
DASD Contracting Inc.  
Deloitte Management Services LP  
Foresters Financial  
Gervais Party and Tent Rental  
Hilditch Architect  
LEC Elecronics Inc.  
Lyon & Butler Insurance Brokers Ltd.  
Purolator Inc.  
RBC Royal Bank  
STO Orthodontists  
TD Bank Group  
TEVA Canada Ltd.  
The Co-operators  
West Jet

Robert K. Brown  
Scholarship Fund

Donors  
(Up to \$499)

Bhyat, Alice

Janine Williams  
Memorial Scholarship  
Fund

Donors  
(up to \$499)

Alexander, Carol  
Alves, Anette  
Anderson, Anita

Balter, Israel  
Blair, Gladstone  
Blair, Merlena  
Bavariyan, Dr. Mahvash  
Breau, Erika  
Gabidon, Peter  
Lawrence, Nurline  
Lloyd, Eva  
Macaulay, Janice  
MacArthur, Mary Anne  
Mair, Anthony  
Medford, Fay  
Neate, Jennifer  
O'Donnell, Kim  
Patten, Albert  
Ranken, Lisa  
Robb, Merle  
Russell, Gloria  
Shonukan, Yvonne  
Taylor, Lorianne  
Tonea, Marie-Louise  
Wisdom's Barber Shop & Beauty Salon  
Wong, William

Donors  
(\$500 - \$4,999)

Williams, Andre  
Williams, Ashworth  
Williams, Delrose  
Williams, Marianne

DONATIONS  
GENERAL

Donors  
(Up to \$499)

African Diaspora Association of the  
Maritimes  
Alleyne, Noreen U.  
Anderson, Sylvia  
Annette, Adrienne  
Bacchus, Hazel  
Bermudian Canadian Relief Association Inc.

Bruce, Fenella  
Carrington, Marilyn  
Chambers, Charles  
Chau, Margaret  
Comissiong, Carol  
Coy, Serena  
Dennis, Astley  
De Freitas, Elmosa  
De Gannes, Sheila  
Dias, Dianne  
Downer, Max  
Drayton, Shirley  
Emile's Gourmet Foods  
Espinete, Thora H.  
Gabriel, Lenore  
George, Stella  
Gill, Jenetha  
Gloudon, Patricia  
Grant, Janet  
Greaves, Marcia  
Gumbs, Jenny  
Harris, Samuel  
Indiegogo  
John, Elaine  
John, Kemrick  
King, Cecil  
Massiah, Diana  
Maple Leaf Sports & Entertainment  
Master Tailors & Cleaners  
Maxwell, Jermaine  
McKenzie, Robert  
McPherson, Denika  
Morrison, Paula  
Parkins, Lennox & Denise  
Persaud, Dave  
Philip, Leleetha  
Poirier, Julie  
Prochilo Brothers Auto Collision  
Sealey, Kenneth  
Richards, Judy  
Ritz Clinic  
Rose Alison  
Rouse, Joseph  
Senior, Carren  
Shelton, Dominick  
Simpson, Neville  
Vukmanovic, Jovana

Donors  
(\$500 - \$4,999)

Andre M. Hughes Dentistry  
Professional Corporation  
Bhyat, Alice  
Centre for Addiction and Mental

Health  
Fearon, Gervan  
James-Henry, Carmen  
John Howard Society of Toronto  
La Capitale Financial Group  
Foundation  
Nicholson, Joan  
RBC Royal Bank Taxation Group  
Shoppers Drug Mart Life  
Foundation  
Tranquility Alumni Association of  
Canada  
Wood Hart Fund c/o Toronto  
Foundation

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

Enterprise Holdings Foundation  
Mondelez International

Donors  
(\$10,000 up)

Shaw Communications Inc.

Donations in Kind

Agard, Renette  
Campus Living Centres  
Chartland Jr. Public School  
Chipotle Mexican Grill  
Clarke, Maureen  
Diaz, Myrna  
Grady, Aleesha  
Hoyte, Mark  
Hurd, Carlton  
Kernels Popcorn Ltd.  
Lee-Grant, Maureen  
Llewelyn, Esther  
Morrison, Paula  
Nando's  
Ontario Basketball Association  
Powell, Melecia  
Preudhomme-Dunstan Associates  
Red Lobster  
Seneca West Indian & African  
Association  
Shepherd, Mitsy  
Snug Harbour Seafood Bar & Grill  
Soltau, Karen  
Tim Hortons Restaurant #3942  
Whole Foods Market

PRE-  
APPRENTICESHIP  
PROGRAM

Sponsors

Automotive Industry Association of  
Canada  
3M Canada Company  
CARSTAR Canada  
Collision Solutions Network  
Lincoln Electric Company of  
Canada  
LKQ Canada Auto Parts Inc.

FOOD DRIVE  
DONORS

Donors  
(Up to \$499)

Chambers, Charles  
Collins, Erma  
Franklin, Hope  
George, Stella  
Massiah, Diana  
McLennon, Derrick and Angela  
Russell, Gloria  
Senior, Joy  
Tri Vinh Linh, Eric  
Waithe, Vivian and Rosamond

Donors  
(\$500 - \$4,999)

Chum Charitable Foundation

Donations in Kind

Ambrose, Mathias & Norma  
Bolduc, Stef  
Bridgewater, Hubert  
Bridgewater, Leila  
Collins, Enid  
D'Andrade, Noreen  
Daniel, Ingrid  
De Freitas, Eardley & Elmosa  
Dolan, Diane & Peter  
Di Tamaso, Allison & Chris  
East York/Scarborough British  
Methodist Episcopal Church  
Falvo, Rob  
Faustin, Gwyneth  
Gill, Jenetha  
Gillies, Charles & Valerie  
Grady, Aleesha

Grant, Tracey  
Hasbro Canada Corp.  
James-Henry, Carmen  
Jones, Lenuid  
Lee-Grant, Maureen  
Lindsay, Liz  
Llewelyn, Esther  
March, Patricia  
Mawdsley, Carolyn  
Morrison, Melissa  
Morrison, Paula  
Powell, Melecia  
Sanofi Pasteur  
Seneca West Indian & African  
Association  
Smith, Lynn  
Springer, Roselyn & Samuel  
Stewart, Beulah  
TD Auto Finance  
TD Canada Trust, McCowan &  
Finch branch  
The Caribbean Event  
The Sunshine Girls  
Thomas, Jenny  
Toronto District School Board  
Wilks, Andrea  
Wisdom-Gillian, Pauline



# The Year in Pictures







**Tropicana Community Services, a Toronto-based multi-service organization and United Way Anchor Agency, provides youth, newcomers, people of Black and Caribbean heritage and others in need with opportunities and alternatives that lead to success and positive life choices.**

**The dedication and diligence of staff and volunteers enables Tropicana to deliver much-needed programs and services. Our services include counselling, life skills development, educational and employment services, daycare, and social/recreational programs.**

**[www.TropicanaCommunity.org](http://www.TropicanaCommunity.org)**

**Tel: 416.439.9009**

**Main Office:**

1385 Huntingwood Drive  
Scarborough, ON M1S 3J1

**416.439.9009**  
Fax 416.439.2414

**Tropicana  
Employment Centre:**

505 Consumers Rd., Suite 102  
North York, ON M2J 4V8

**416.491.7000**  
Fax 416.491.4669

**Tropicana Daycare Centre  
Preschool /School-age:**

431 McCowan Road  
Scarborough, ON M1J 1J1

**416.261.9893**  
Fax 416.261.6236

**Tropicana Daycare Centre  
Infant /Toddler:**

425 McCowan Road  
Scarborough, ON M1J 1J1

**416.269.7093**  
Fax 416.269.4874

