



ANNUAL REPORT 2018/2019



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PRESIDENT'S REPORT

While this was a year of transition and change at Tropicana Community Services, what is important to know is that funding grew year over year which positively impacted our programs.

With our vision and strategy clearly in our view, the Board embarked on the first phase of improvements, efficiencies and productivity, with a focus on programs and other areas of the organization including Operations, HR and IT.

The Board is committed to strengthening the skills of the organization's teams and improving their ability to use technology and their various talents, to maximize contributions to our programs and ultimately increase the impact to the community. This is all important so that all the individuals that are supported by this organization can continue to have equal access to opportunities to reach their goals.

I am honored to be chair of the Board of Directors of this marvelous organization and I am excited about what the future holds, from working with our donors and volunteers to our various partners, to improve the care and services that we deliver every day. In other words, to make the world a better place for all.

A sincere thank you to all the Tropicana employees, volunteers, the Board of Directors and all supporters of Tropicana Community Services for your invaluable contributions and the role you played in its continued success.

Sincerely,

CAROL COMMISSIONG
- President



INTERIM EXECUTIVE DIRECTOR'S REPORT

Our 2018/2019 year has been full of exciting and challenging changes. I have had the privilege to work with a dedicated group of staff who have worked hard and have been exceptionally supportive. I would like to take this opportunity to thank the amazing staff, board members and committed volunteers at Tropicana for guiding us through 2018/2019. As an organization, we went through a major transformation with the departure of our former ED who had been with the organization for 30 years. Tropicana staff came together as a united front and ensured that programming was not impacted by this change. As staff, we continue to serve our community by running programs for mothers, providing employment opportunities to young people, training to newcomers, counselling to abused women and running our day care centres.

As the Interim Executive Director, making an impact to clients and their families and building relationships with these courageous people has been my main priority. Being in the trusted "middle place" between a caring community and making a difference for a young person facing a challenging life situation is a position I am honoured to hold. Tropicana Community Services works with the most vulnerable population and I would like to highlight the work Tropicana staff does on a daily basis and the impact it has on the community.

The Women Empowering Women Support Network held 15 group sessions for 267 participants. They included: "How to Build and Maintain Strong Relationships", "Domestic Sex Trafficking of Youth – Trauma Informed Prevention & Intervention", "Balance for Better – Be Ready, Be Resilient, Be Remarkable", "Financial Literacy", "Sew 'N Learn" and "Free Your Mind Yoga". Having attended the session on building and maintaining strong relationships, a participant shared the following: "The workshop was informative and exceeded my expectation. I'm glad that someone has finally decided to discuss openly and honestly about a topic which can be taboo. I will never forget the experience and thank you once again for always making me feel special."

Eighty one children from seventy four households benefitted from instruction received in the SNAP service. "My 11-year old son, T, attended the SNAP program in Fall 2018. I was pleased that he was able to be accommodated in 1:1 sessions and that [a male staff] was assigned - without a father figure, he needs to have as much male interaction as possible. The concept of Hard Thoughts was key to breaking the barrier down with T. He is [now] better able to articulate what his needs are without getting angry - this takes constant practice and reminders from me to breathe, take a drink of water, walk out of the room, etc. The greatest learning that I took away from the experience was that I, too, have Hard Thoughts that I need to be aware of and manage." A.D.

Tropicana Community Services continues to have a positive impact on our Community. As part of celebrating Black History month, Tropicana welcomed 170 new Canadians with Judge Rochelle Ivri presiding. What a great way to welcome these newcomers to Tropicana and also celebrate this momentous occasion with them! Tropicana looks forward to hosting further citizenship ceremonies in the future.

There are so many things that I could point to that truly encompass all that Tropicana has accomplished this year. However, the greatest accomplishment is the fostering of a dedicated and innovative group of people who have come together despite difficulties and challenges to achieve a greater and common purpose: to serve the most vulnerable and marginalized in our communities to the best of our ability. I thank each and every one of you for coming together for this purpose and I look forward to what the coming year brings. I anticipate great things from us all.

Thank you,

NIMO ADULKADIR
- Interim 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.

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.

STRATEGIC PLAN
2018 - 2021

I. AGENCY SELF SUFFICIENCY:	II. COLLABORATION AND PARTNERSHIP:	III. INNOVATIVE PROGRAMMING:
<p>Tropicana Community Services strives toward self-sufficiency and diversification of funding sources to allow for self-direction to meet the mission.</p> <p><i>Strategic Initiative:</i></p> <ul style="list-style-type: none">Fund/Income generationBrand growthOrganizational visibilitySuccession planning	<p>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.</p> <p><i>Strategic Initiative:</i></p> <ul style="list-style-type: none">Strategic performance managementProgram leadership and partnership roles<ul style="list-style-type: none">-Outcome focused program evaluation-Emulation of best practices	<p>Tropicana will develop innovative programs to enable us to be responsive to our clients’ needs.</p> <p><i>Strategic Initiative:</i></p> <ul style="list-style-type: none">Partnership alliances



PROGRAM REPORTS



Culturally Appropriate Counselling

By Cathy Providence

Department Summary:

While changes occurred in the organization and in the political arena, the department strove to maintain a balanced approach to meeting the needs of the community. Fledgling services in the department, such as Enhanced Youth Outreach and SNAP BACK began to hold their own as the year unfolded and another provincial service was added – Together We Can Youth Mentorship.

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 is delivered to women and children experiencing abuse. Activities include supportive counselling (crisis and long-term regarding issues of abuse, stress, self-esteem/confidence, housing, employment, education, childcare and parenting), safety planning and advocacy for priority housing as well as consultation with child welfare authorities.

Transitional Housing & Support includes intake assessment, safety/transitional planning, supportive counselling, accompaniment for housing and legal appointments and advocacy for priority housing to women who experience domestic violence, sexual assault and forced marriages.

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.

Together We Can – Youth Mentorship aims to increase the resiliency of youth to make healthy and safe choices. The program facilitates activities that encourage the fostering of healthy relationships between youth and caring adults. Activities related to: life-skills training, goal-setting, cultural awareness and community engagement.

Program Highlights:

Individual & Family Counselling encompassed clinical support to 1703 individuals.

Violence Against Women Counselling assisted one hundred and thirty (130) women and twenty one (21) children.

Transitional Housing & Support supported seventy four (74) women-headed households to leave domestic violence with fifty five (55) applications for priority subsidized housing.

Enhanced Youth Outreach supported thirty (30) youth to re-engage with a caring adult, liaise with supportive services and implement action plans to achieve long-term goals of family relationships, education and employment.

SNAP BACK (Stop Now And Plan for Black, African & Caribbean Kids) entered into Year Two of its funding and facilitated four (4) Cohorts as follow: 3 groups for boys ages 6-8; 3 groups for boys 9-11; one (1) group for girls 9-11; and their associated Parent Groups. In addition, staff attended school meetings in ten (10) schools to support parents to advocate and work collaboratively with officials to ensure their children reach their fullest potentials. Main issues addressed included: rebuilding the caregiver-child relationship, introducing emotional regulation strategies, improving pro-social behaviours and empowering individuals to make healthier choices. Eighty one (81) children from seventy four (74) households were supported.

START for Life facilitated three (3) 10-week life skills training sessions for 40 individuals. Throughout the series, participants received instruction to strengthen positive social skills, anger control and moral reasoning to increase their capacity to respond to life’s challenges.

YouthSTART facilitated two (2) life skills training sessions for thirty one (31) youth. One series was held at Bendale Business & Technical Institute for their Boyzz 2 Men program (intended to support students at risk of truancy and early school departure by affording youth a safe space equipped with adult resources while the other was held as a week-long Summer Camp at Tropicana. The following feedback allowing others a glimpse of the challenges they, in particular Black, African and Caribbean youth, experience in today’s society was shared:

- Listening is difficult in a conflict especially when others are not listening
- There’s no chance to listen when someone has a gun or a knife
- Hard to conduct role plays in front of peers
- Triggers include: name calling, condescension, theft
- Cues include: shaking hands, feeling hot, increased heart rate, urge to cry

At the graduation, the youth indicated that the forum raised their awareness of dealing with problems and a community resource, namely Tropicana, to contact if in need.

Together We Can – Youth Mentorship paired forty-six (46) mentees and twenty-three (23) mentorship matches.

Women Empowering Women Support Network hosted fifteen (15) group sessions for 267 participants. Sessions included topics such as: “How to Build and Maintain Strong Relationships”, “Domestic Sex Trafficking of Youth – Trauma Informed Prevention & Intervention”, “Balance for Better – Be Ready, Be Resilient, Be Remarkable”, “Financial Literacy”, “Sew ‘N Learn” and “Free Your Mind Yoga”.

Gentlemen’s Forum – Leadership by Example hosted two (2) sessions:

“Redefining your Label” was hosted on June 19, 2018. It focused on identifying and assessing the labels attributed to males, in particular, those from the Black, African and Caribbean community, by society and their female counterparts in addition to forms of discrimination including stereotypes, micro-aggression and the impact of power and privilege.



The 2nd International Men’s Day was hosted on November 15, 2018. The theme was “Positive Male Role Models” highlighting strategies that men could utilize to coach boys and younger men into becoming productive and honourable men in society. Participants reported that the session was 8% “useful” and 85% “very useful” – 15 men attended.

The Tropicana Effect

“This was a heck of a ride! I was very negative coming into the program; didn’t want to be open with any of you. But the vibe and the spirit I got made me able to open up. I want to thank everybody. I honestly liked the support I got. When I felt no one was listening to me [outside group], at least I knew coming here on Thursdays, I would have an ear of support. That was really helpful because there were times I wanted to snap. Coming here was like a break and [I could] breathe. It felt really good to hear others, to know that I wasn’t alone in feeling angry as hell. I appreciate you guys hearing my long draining stories; watching me cry like a baby. The one-on-ones I had with [the counsellor] helped a lot. I appreciate everything you guys have done for me.”

Latoya, Individual and Family Counselling participant

“Tropicana Community Services has been very helpful in arranging one-on-one counselling with [the staff]. There has been a huge improvement in my son’s behaviour. He used to lash out and be really angry but now he is calmer, helpful and no longer showing the behaviours he did. [The staff] taught my son many new life-skills and ways to deal with his emotions. I would like to thank [them] for all [their] help and positivity.”

C.E, Enhanced Youth Outreach participant

“When I first came into this program, I’m like: What is this? Role-playing, shenanigans, like whatever. I will just pay for the Lyft services for a bit and, hopefully, survive then get out of here. Then Ralph [another participant] got some tidbits and I was checking out Ralph. Then I’m like” Okay, wait, this has to do with me; it starts with me! I got to look at myself, re-evaluate myself and be honest with myself. Before, I was very argumentative. Now I know I have another choice, that I’m not a punk if I walk away from a fight. I didn’t know I had that choice before. It’s a work in progress. I’m not perfect. This program helps.”

Felicia, START for Life participant



Tropicana Employment Centre

By Nimo Abdulkadir

Department Summary:

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. 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.

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. These are a few of our loyal employers: Shoppers Drug Mart, Canadian Tire, Eggsmart, Cara Operations, Chair-man Mills Corp., Sobeys, Inc., Cobs Bread, Royal Legacy Marketing, etc. 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, Sheridan Nurseries Ltd., Burger King, Victoria Village Children Services, allow students to get their first job and gain some valuable work experience over the summer season.

Below is a list of programs managed through 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 a 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, 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



TEC HIGHLIGHTS

Employment Services

- 1194 clients were served through Employment Services
- 291 clients were placed through our Job Development and Placement Services
- 67% of our clients are employed at exit
- 20% of our clients returned to Training/Education
- 96% of our clients reported that they were satisfied with our services

Youth Job Connection

- 297 clients were served through Youth Job Connection
- 180 clients were placed by our Job Development Team
- 205 clients are employed at exit
- 21% of our clients returned to receive further education or training
- 89% of our clients reported that they were satisfied with our services

The Tropicana Effect

Clients' Testimonials:

“I’m currently attending the YJC program. The reason I am emailing you is to let you how much of a positive impact [the staff member] had on me and other participants. He was very interactive, engaging, and knowledgeable. Overall made the program fun. The program was great for all of us and we appreciate [his] effort in the program” Y. Hamilton

“Being accepted into your program has been the best birthday gift I received in ten years. After we finished the info session, I left in tears of joy and the happiness I felt was a feeling I hadn’t felt in years. I want to express my appreciation and gratitude for all you have done. Not only were you the gate keeper to opportunities and growth, you were part of the reason my son will have a better future. You have inspired me with your elegance and strength and if anyone has been my mentor or role model I’d have to say you were the first person I can say I looked up to. Your motivational speeches and videos gave me new found hope that I am fully convinced that more than ever I am capable of achieving my dreams and being a successful woman. Thank you for being the angel God guided me to in order to get my life back on track.” C. States

Employer Testimonial:

“We are regularly getting experienced, motivated and dedicated employees from Tropicana. It’s very hard to find exact employees at right moment. [The staff] is performing the job for us.

We are thankful to Tropicana Community Services for helping us by providing good employees. We are really happy to work as a partner with Tropicana as we are getting best service from them. “

A+ Academy of Advancement. Dr. Badsha Alam, Director





Youth Development & Education

By Amanda Bridgelal (for Bernadette Hood)

Department Summary:

The Youth Development & Education department focuses on the holistic development of children and youth. YDE is comprised of a variety of specialized programs that offer participants unique opportunities to feel empowered over their academic, social, emotional, moral, and developmental success. In collaboration with family, schools, and local partnerships, each program aims to engage participants in identifying their existing strengths while challenging them to develop new skills that propel them towards success in life. As always, the involvement of parents, children, and youth are integral in the achievements of each participant and in the future evolution of all YDE programming.

Programs include:

Increase Your Success Tutoring

IYS Tutoring assists students from Grades 1-12 who are experiencing difficulty in Mathematics, Language, and Science. Each volunteer tutor provides 3 hours of focused, one-on-one instruction to help improve students' understanding of educational curricula and effectively, students' overall grades. Moreover, students are encouraged to critically evaluate the world around them through small group interaction and discussion. Social skills workshops are also incorporated in the program to assist students increase their self-esteem and develop a positive self-image, resulting in improved learning skills.

Chess

Chess is a two-player game that focuses on each player's ability to analyze and strategize a plan to defeat their opponent. The Chess program encourages students to sharpen their analytical skills and enhance their ability to focus on an achievable goal. This longstanding program at Tropicana Community Services is available to all ages and has been a favourite which has effectively trained students to set goals and work towards them.

Steelpan

The Steelpan program is open to anyone ages 9 and up. In this program, children, youth, and adults can learn how to play Trinidad and Tobago's culturally symbolic musical instrument, the steelpan. This program is well attended by individuals who are interested in expanding their musical repertoire and for those who would simply like to try something new. Steelpan classes range from beginner, intermediate, and advanced levels. At the end of the school year, the advanced class is given the opportunity to demonstrate their musical skill in a variety of concerts, performances, and other special events.

Wing Chun Martial Arts

Wing Chun Martial Arts is a multidisciplinary martial arts program that focuses on inner strength. Specifically, Wing Chun trains the body and the mind so that students are able to exhibit self-control. It reminds students that if they make wise choices, they can achieve every success in life.

S.T.E.M.

S.T.E.M. is the interdisciplinary study of Science, Technology, Engineering, and Mathematics. The S.T.E.M. program gives children and youth the opportunity to fuse their understanding of these 4 disciplines to create innovative scientific designs and to explore new models and theories in the fields of science and technology. Moreover, the S.T.E.M. program fosters collaboration of ideas and teamwork amongst participants.

Coding

The Coding program aims to inspire children and youth in the domain of computer programming. It is the ideal opportunity for participants to begin creating software, apps, and websites. This program is open to students in Grades 4-8.

Defy Your Label Boys & Defy Your Label Girls

The Defy Your Label programs support youth, ages 8-13. These programs aim to inspire, empower, and foster a positive self-image in each youth while encouraging them to defy the negative labels, stereotypes, and expectations that they encounter on a daily basis. Consequently, participants of the program develop supportive relationships with one another and a sense of community in order for them to make a positive impact and contribution to our society. The core components of the programs are self-identity, self-respect, resiliency, conflict resolution, cultural education, social skills, and experiential learning. An extension of the Defy Your Label Boys program, during school lunch hours, is also offered to surrounding TDSB elementary schools.

ManUp

The ManUp program provides a space for males, ages 14-19, to develop and examine the behaviors that affect them both positively and negatively. This is accomplished through the use of skill-building activities, team-building exercises, and open discussions. Occasionally, the program also features guest speakers who facilitate workshops that focus on: developing personal life skills and conflict resolution skills; building self-confidence and self-esteem; and healthy relationships and sexuality. Within this safe space, participants are highly

encouraged to take responsibility for their actions, thoughts, and the accompanying feelings that they experience on a regular basis. As a result, young men are provided the opportunity to grow mentally, socially, and emotionally, and become positive role models in their community.

March Break Camp

March Break Camp is a fun-filled week-long camp program that serves youth in the community who are between the ages 5-13. The camp hosts a great wealth of exciting recreational and academic activities that assist campers in developing their social, intellectual, and physical competency. This safe space encourages the unique abilities of each camper and provides them a sense of community and belonging.

Camp Tropicana

Camp Tropicana is one of the Youth Development & Education department's most sought after programs as it is the summer camp program for children and youth aged 6-12. In a partnership with the Toronto Catholic District School Board, the 6-week long camp program takes place in a safe space where campers may foster community and a sense of belonging with other fellow campers. Campers typically enjoy program activities and events such as dance, drumming, sports and recreation, arts and crafts, literacy and numeracy, and a variety of field trips for campers to explore the world around them.

The Lab

The Lab, powered by Freedom Mobile, is a facility designed to allow members of the community to have the opportunity to reach their full potential in society through the use of digital technology and digital resources. The Lab purposefully opens doors for individuals interested in a future in digital media. Essentially, The Lab allows its members to better their lives in areas such as finding gainful employment; providing a safe space for those with an interest in video gaming and computer science; and assisting individuals to increase their overall digital literacy skills.



The Tropicana Effect

"We would love to thank the staff at Tropicana for welcoming Gia. Gia looks forward to the program every Wednesday as [the staff member] allows the girls to express themselves in a positive manner while providing a safe and friendly environment."

Tanya, parent of Gia, Defy Girls participant

"My son likes coming to tutoring every Saturday morning. He enjoys the extra work he gets because it helps him to develop his skills more. He also feels very comfortable coming to tutoring because the tutors are very relatable and help him to come out of his comfort zone."

Anna, parent of Yusuf, Grade 7 student in the Increase your Success Program

"Being able to come to Tropicana for this program has benefitted me greatly. I like coming here knowing that I can play sports with people around my age and I know that by having fun with them, I'm also learning. Tropicana has also improved my grades because it's an environment where I won't find myself getting distracted from doing homework like I do usually when I'm home. In conclusion, coming to Tropicana will benefit everyone for themselves now and their future."

Tyrone, ManUp participant

Program Highlights:

Throughout the 2018 Camp Tropicana program, 10 subsidized spaces from the Toronto Fresh Air Fund were available to summer campers in need.

In 2018/2019, there was a total of 23 volunteers and placement students across the Youth Development and Education department.

The Defy Your Label Girls program had their Black History celebration on March 20th to enhance their understanding of African culture and history through the influence of drumming, spoken word, poems, singing and art. Activities included Black History trivia and open discussion about "What does being Black mean to you?" Overall, the event was extremely informational for the girls and raised awareness about the importance of Black History.





Children of Tomorrow Daycare Centres *By Olive McKenzie*

Children of Tomorrow Daycare Centres are located in McCowan Road Junior Public School and John McCrae Public School. The centres are in close proximity to each other and have a total license capacity of 122 spaces accommodating children aged from 3 months to 12 years.

The centres run play based programs where children's interest and participation is reflected in program planning and implementation. The children's play is intentional as they play with a purpose, developing their natural ability to self-regulate, cope with challenges and adopt a positive perspective as they develop self-confidence.

Outdoor activities are an essential part of their day as they discover nature and develop their learning skills. Staff interactions with the children provide positive role modelling.

The Daycare centres celebrated 30 years of service to the Scarborough community and the celebratory event took place at the John McCrae Public School where the kindergarten and school aged programs are housed.

The evening kicked off with drummers from the Caribbean Dance Theatre and guests enjoyed a culinary feast. Staff were acknowledged and given certificates recognizing their years of service to the organization. Half of the staff have more than twenty years of service.

Staff training:

Staff continues to upgrade their skills by participating in workshops which included:

- Building School Ageds Awareness, Attention and Peer Interactions
- Initiating Sensitive and Meaningful Conversations With Families
- Behaviour Strategies to Support Children to be Successful
- Encouraging Language Development in Early Childhood Settings
- Community Practice- Connect and Reflect for Toddler Educators

Program Highlights:

- The two centres combined served a total of 141 families
- The school age capacity was increased by 50% from 30 to 60 to meet the demand for before and after school spaces
- The kindergarten/school age program operated at 90% capacity
- 2 students were employed under the Canada Summer Jobs Program
- Both centres received clear licenses
- Students and volunteers logged a total of 805 hours
- The toddler and preschool rooms got a complete makeover thanks to a generous donor
- The school agers participated in a 5 week WeeSTART Program intended to deal with conflict resolution, respect and developing positive social skills





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.

139 families received a combination of gift cards, food hampers, clothes and/or toys

110 families received toys for their children

29 families were selected to be sponsored

The 2018 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 75 years.

The Tropicana Effect

"I would like to thank the Tropicana Community Services Toy Drive for providing me with gifts for my children. Sometimes as parents our budget is tight and we aren't able to provide for our kids. This has helped me out a lot and will surely put a smile on my children's face. Thank you."

"Thank you for being kind and thinking about the children during this season. May God bless you and your family as well. With love and blessing."

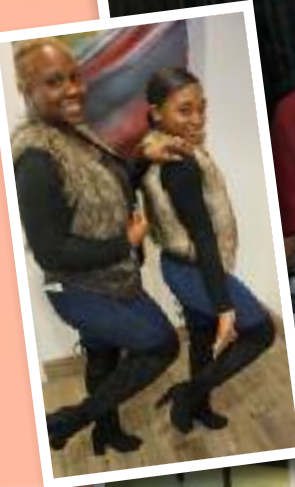
"Thank you so much. I really appreciate it a lot. Can't wait to see my kids' reaction. Thank you for putting happiness in their life. God bless you all."

"A huge thank you to everyone who makes this toy drive happen. We are very grateful for all you do for us and other families. Thank you."

"I just wanted to say thank you for thinking about my family in this festive season. We're going to have a very happy holidays thanks to you for your heartfelt gifts. Thank you."



The Year in Pictures



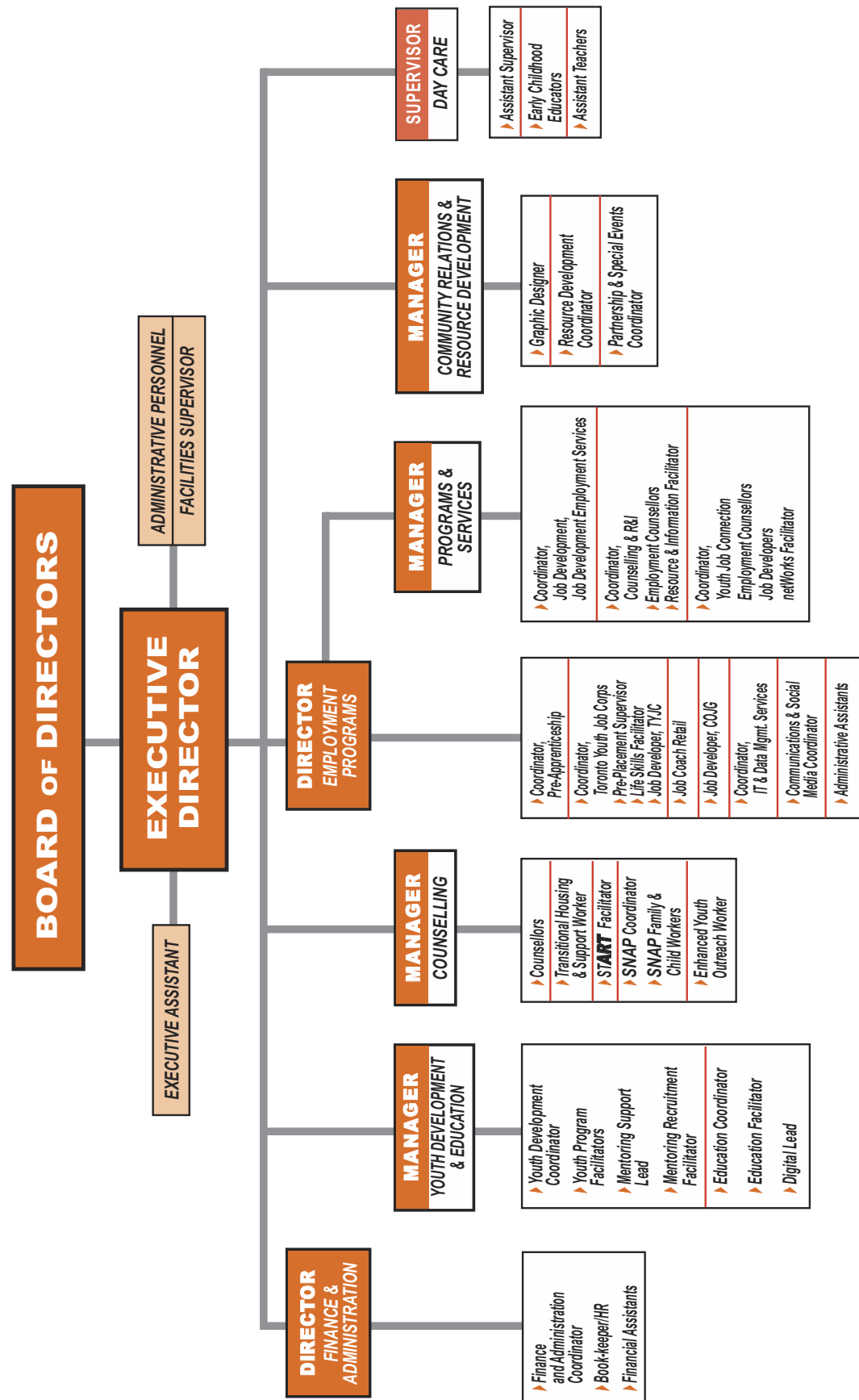


HUMAN RESOURCES





Organization Chart



Board of Directors



CAROL COMISSIONG
President



JENNY GUMBS
Immediate Past President



THORA ESPINET
Vice-President



LENNOX PARKINS
Treasurer



ESRICK QUINTYN
Secretary



PAULA MORRISON
Director



JONATHAN WONG
Director



ALICE BHYAT
Director



TIANA KNIGHT
Youth Rep.



BASIL MWAWASI
Director



COLLEEN VANDEYCK
Director



BOBBETTE JONES-KEITA
Director



NIMO ABDULKADIR
Interim Executive Director

Board Committees 2018/2019

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 Veecock
Joshua Reece
Ronald Blackman
Rohan Russell

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

Alice Bhyat (Chair)
Carmen James-Henry
Bobbette Jones-Keita
Joan Pierre
Autherene Adamson (Staff Rep)
Heather Douglas (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)
Karen Bivand (Staff Rep)
Heather Douglas (Staff Rep)
Nolan White (Staff Rep)

The PR and Membership 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.

IT

Paula Morrison (Chair)
Sakib Yasar
Andrew Linton
Aidin Jno Baptiste
Martin Luciani - Noli
Trevor Hills

The purpose of the IT Committee is to assist the Board in fulfilling its oversight responsibilities with respect to the overall role of technology in executing the business strategy of the organization including, but not limited to, major technology investment, technology strategy, operational performance and technology trends that may affect program issues.

Human Resources

Colleen Vandeyck (Chair)
Tonia Griffith
Esrick Quintyn

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

Basil Mwawasi (Chair)
Bobbette Jones-Keita
Thora Espinet
Colleen Vandeyck
Jenny Gumbs
Carmen James-Henry

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)
Gillian Johnson
Linda McGrath
Emil Boychuck
Elizabeth Leydolt
Nimo Abdulkadir (Staff Rep)
Migdalia Jones (Staff Rep)
Mayra Perez (Staff Rep)

Youth Development & Education

Thora Espinet (Chair)
Alice Bhyat
Amanda Bridgelal (Staff Rep)
Jason Yorke-Best (Staff Rep)
Nicole Mohammed (Staff Rep)

Day Care

Alice Bhyat (Chair)
Olive McKenzie (Staff Rep)

Management Staff

SHARON SHELTON, *Executive Director (to July 2018)*

NIMO ABDULKADIR, *Interim Executive Director*

NIMO ABDULKADIR, *Director*

- *Tropicana Employment Centre*

SRI RAMACHANDRAN, *Director (to June 2018)*

DENNISON HARCHARAN, *Acting Manager*

- *Finance & Administration*

HEATHER DOUGLAS, *Manager*

AUTHERENE ADAMSON, *Acting Manager (to July 2018)*

- *Community Relations & Resource Development*

CATHY PROVIDENCE, *Manager*

- *Culturally Appropriate Counselling*

MIGDALIA JONES, *Manager*

- *Programs & Services, Tropicana Employment Centre*

BERNADETTE HOOD, *Manager*

- *Youth Development & Education*

OLIVE MCKENZIE, *Supervisor*

*Tropicana Daycare Centres,
- Kindergarten and School-age / Infant / Toddler*

Volunteers

Sean Agard

Farrukh Akhter

Ogundare Akintunde

Michelle Alburo

Ashmead Ali

Camile Ali

Natasha Alleyne

Norma Ambrose

Mathias Ambrose

Octavia Andrade-Dixon

Faisal Ashfaq

Shabana Bashir

Rose Beckles

Roselin Bedeau

Ronald Blackman

Mikkayla Brown

Aziza Brown-Bonsu

Jamie Caine

Noreen Callender

Fitzgerald Charles

Cana Charles

Qun Chen

Rosina Clarke

Kofi Coach

Noreen D'Andrade

Hyacinth Dennie

Yunji Dong

Millicent Dyer

Affi Entezami

Elizabeth Escourse

Meelo Fairfax

Arnold Floweres

Aisha Francis

Diane Gardiner

Diana Gardiner

Dionne Gooding

Bernadette Goudarzi

Audrey Goulborne

Tracey Grant

Tonia Griffith

Lynval Gritton

Elenor Hasan

Trevor Hills

Mark Hoyte

Alysaa Isaac

Nykael Isaiah

Mikael Israel

Andrea Jacobs

Travis James

Carmen James-Henry

Fasaha John

Len Jones

Lenuid Jones

Wendy Jones

Len Joseph

Gio Laxamana

Jaymyi Lesmond

Flozelle Lewis

Ruby Licorish

Oriel Licorish

Gwen Licorish

Joseph Licorish

Hazel Lord

Michael Marshall

Sophia Marshall

Paulette Massey

Helen Mathras

Rochelle McFarlane

Sophia McMahon

Liz Miles

Iqra Mizia

Aldwyn Murray

Dianne Murray

Clara Neequaye

Fay Neil

Dayna Nelson

Andree Nicole

Kathleen Nicoll

Renette Nkombe

Osayi Okuns

Esther Onajobi

Guerilneda Pierre

Joan Pierre

Cindy Pollard

Rachel Potter

Charles Providence

Joshua Providence

Patricia Providence

Karlene Pryce

Joshua Reece

Else Reeves

Hillary Robinson

Joseph Rouse

Selwyn Rouse

Rohan Russell

Dwayne Rutherford

Gemma Sairsingh

Kevin Sam

Pauline Samuels

Osmond Sargeant

Mavis Semper-Benn

Julian Shelton

Misty Shepherd

Debi Shorte

Tanya Simpson

Blossom Sinclair

Chitraranie Singh

Susan Small

Ashley Small

Pat Smart

Joycelyn Smith

Mohani Sowdagar

Joseph Stepaniuk

Beulah Stewart

Nabila Tabassum

Lotia Taberna

Eden Talbot-Griffiths

Aneesa Taylor

Carl Veacock

Ajay Vimal

Renesha Waldron

Kyshana Walker

Vivian Young

Newton Young

Adrian Yusuf

Placement Students

Youth Development & Education:

Ajay Maharaj
Nabila Tabassum
Carlene Edwards

Counselling:

Keerthana Baskaram
Natoya Dennis
Fatima Sisay

Tropicana Daycares:

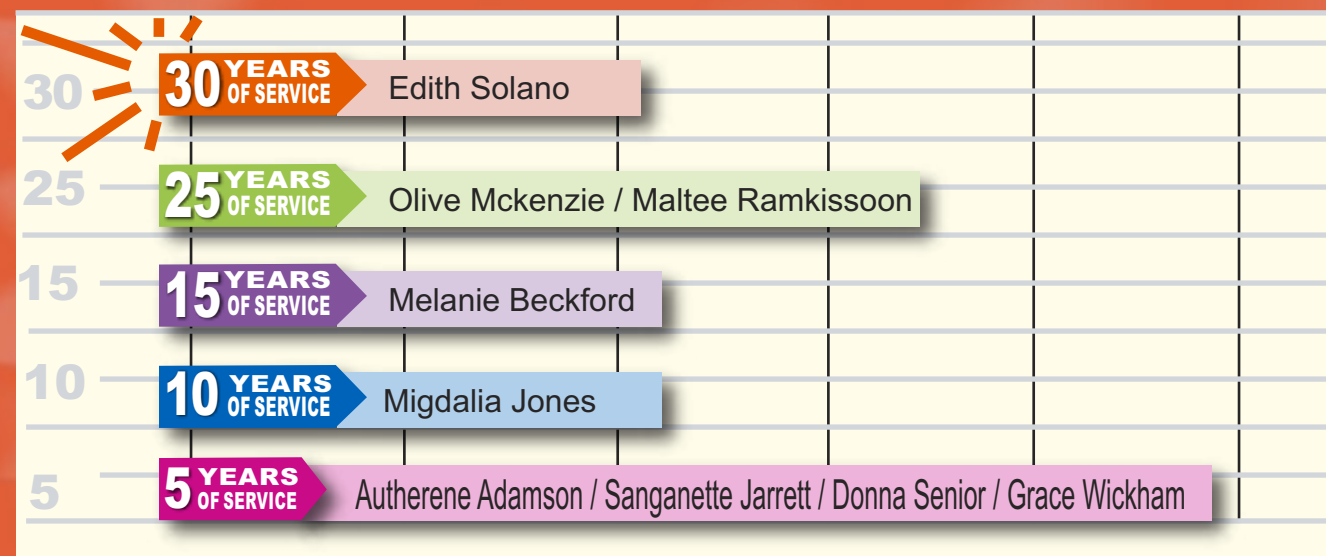
Qun Chen
Elenor Hasan
Yunji Dong
Farrukh Akhter
Mikkayla Brown
Guerlinda Pierre
Shabana Bashir

Tropicana Employment Centre (TEC):

Alberteena Mends
Kiara Wharton
Charles Andanar
Shilpi Bhardwaj

Financial Reports

LONG TERM Employee Service Awardees 2019



Treasurer's Report

By Lennox Parkins, MBA,PMP,CPA,CMA. - Treasurer

Tropicana continued to operate in a fiscally prudent manner during the year. Revenues increased by \$855,000, driven by a \$583,000 increase from the Ontario Provincial government. An increase of \$376,000 from City of Toronto for Tropicana Employment Centre (TEC) and Day Care with an offsetting decreased funding of \$92,000 from United Way and decrease of \$9,000 from the Federal government. The management and excellent support staff continued to carefully monitor the revenue sources and controlled expenditures. Consequently, Tropicana ended the year with an operating surplus of \$36,000, compared to a budgeted surplus of \$4,000 and a surplus of \$71,000 in 2018 and a deficit of \$200,000 in 2017.

The year ended with a \$362,000 increase in Cash Funds (from \$92,000 in 2018 to \$454,000 at March 31, 2019). This was driven by the collections of \$375,000 that were owed to Tropicana from various funders, at last fiscal year-ended March 31, 2018.

The Financial oversight and stewardship of the organization continue to be of utmost priority of the Board and Management. All three major Tropicana financial goals were achieved, namely;

- *Achieving an operating surplus.*
- *Revenue growth.*
- *Positive Cash Flows to support the organization's continuity.*

My special appreciation to the Audit and Finance Committee (AFC) who provided much support, guidance and direction during the year. In the new fiscal year, the AFC will be augmented and increased to ensure the continued financial risks management and to support internal controls.

A special thank you to our staff, the Acting Executive Director, Nimo Abdulkadir Jama, the former Executive Director, Sharon Shelton, and the Acting Finance Manager, Dennison Harcharan for their continued hard work, due diligence and expertise in completing another financially successful year for Tropicana, despite the challenges during the year.

Thanks to our external auditors Deloitte LLP for the successful completion of our annual external audit.

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 2018-2019 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 (for males aged 14-18) and Defy Your Label (for boys and girls aged 8-13) enable children and youth to participate in activities, be exposed to positive role models and have discussions that nurture their healthy development.

During the March break and summer holiday, Camp Tropicana offers a safe and enriching environment filled with cultural activities, sports, arts and crafts and educational support for children and youth.

The Increase Your Success Tutorial Program for students in grades 1 through 12, assists students who are experiencing difficulty in Mathematics and Language Arts.

All of these programs help to boost the self-esteem and confidence of the participants.

Special Event

4th Annual Uplifting Spirits Event

On Friday June 1, 2018, over 150 friends, donors and supporters joined us for Toronto's premier Caribbean food and drink event, our 4th Annual Uplifting Spirits fundraiser. This event was MC'd by Kerry Lee Crawford, on-air personality at G98.7fm's Steps after Dark and featured DJ Glen C and the Lester McLean Band, who were back by popular demand. Guests enjoyed a fun-filled celebration of Caribbean cuisine and revelled in the flavours of the tropics, including some of the best Caribbean spirits in the VIP sampling suite. The night also included a silent auction, raffle and live auction and raised over \$30,000 for our youth programs and services.

FUNDERS 2018 /2019

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 Children and Youth Services

5. Ministry of Citizenship and Immigration

6. Ministry of Community and Social Services
7. Ministry of Advanced Education and Skills Development

8. The Ontario Trillium Foundation

9. Toronto Foundation

10. Toronto Star Fresh Air Fund

11. United Way of Toronto & York Region

12. United Way of Greater Toronto

DONORS 2018/2019

CAPITAL CAMPAIGN

Donors
(Up to \$499)

Angeles, Ryan
Balter, Israel
Belle, Peter
Blackman, Joycelyn
Burton, Edelstein
Cal, Christopher
Callender, Michael
Camacho, Matthew
Chambers, Charles
Edelstein, Burton
George, Stella
Haehnel, William
Hung, Chiu Lam
Jolly, Nicole
Laflamme, Constance
Lam, Hung Chiu
Mawdsley, Gord
Morrison, Neville
Morrison, Paula
Nelson, Valerie
Padmore, Ann
Papapanou, Panos
Parado, Charlene
Shelton, Sharon
Tebaldi, Rosemary
Trotman, Kay
Young, Karen

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

Dewaal, Ken
Fearon, Gervan
Jeffers, Francis
Sweetnam, Elizabeth
Sweetnam, James
Williams, Christine

UPLIFTING SPIRITS 2018

Donors
(Up to \$499)

Doucette, Kandice
Dunston, Leonard
Espinete, Thora
Martin Ridsen, Althea
Nicholson, Leroy
Preudhomme, Rosaline
Wisdom, Ronald

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

Andre M. Hughes Dentistry Professional Corporation

Donors in Kind

Abdulkadir, Nimo
African Canadian Entrepreneurs (ACES)
Amethyst Wine Agency Inc.
Art Gallery of Ontario
Canadian National Exhibition
Canadiana Flowers
CN Tower
G&G Electronics
Halsall, Patrick
Lawrence Kerr Photography
Mariposa Cruises
MLSE
Morgan, Dwayne
Ontario Science Centre
Saldenah Carnival
Scarborough Town Centre
Shelton, Sharon
The Art Forum
The National Ballet of Canada
Toronto Revellers
Variety Village
Walker, Kyshanna

Sponsors

Appleton Estate
DASD Contracting Inc.
Deloitte
Freedom Mobile (Shaw Communications, Inc.)
Gervais
Jamaica Tourist Board
Lyon & Butler Insurance Brokers Ltd.
Nando’s
Nidea Partners
Nursing and Homemakers, Inc.
Sea Garden Beach Resort
STO Orthodontists
TD Bank Group
The Co-operators

ROBERT K. BROWN
SCHOLARSHIP FUND

Donors
(500 - \$4,999)

Rouse, Joseph

DONATIONS
GENERAL

Donors
(Up to \$499)

Albanese, Adriana
Alfred, Marguerite
AMG Metals
Arumugaraj, Raja Kesary
A-Supreme Nursing & Home Care Service Inc.
Augustine, Jean
Bacon, Denise
Bedeau, Roselin
Bernard, Eugenia
Bhabha, Aisha and Abdool K.

Boychuk, Emil
Britton, Rhonda
Brown, Jean
Caseby, Nigel
Chambers, Charles
De Gannes, Sheila
Diaz, Myrna
Drayton, Shirley
Dyer, Ruthlyn
Espinete, Thora
Fanfair, Dessie
Faustin, Gwyneth
Gabriel, Lenore
Galliani, Phyllis
Gatti, Arline
Gatti, Duilio
Gloudon, Patricia
Goldman, Allan
Gomes, Henry
Gordon, Bonnie
Harris, Amah
Harris, Samuel
Hersi, Liiban
Jackson, Denise Herrera
Jeffers, Gayle-Bates
Jeffers, Keith
Johnson, David and Marlene
Johnson, Gillian
Jones, Lenuid
Katchay, Terry Kim
Kennedy Road Business Area
Klick Inc.
Lagroix, Kathryn
Lassiter, Shana
Lewis, Mark
Licorish, Gwen
Licorish, Joseph
Licorish, Oriel
Lien, Nicholas
Magerman, Barbara
Mark, Kirk
Massiah, Diana
McKenzie, Robert
Morrison, Paula
Morrison, Valerie
Neil, Fay
Nelson, Valerie
Nethersole, Ann-Marie
Nicholson, Joan
Norris, John
O’Connell, Catherine

O’Connor, Eulan
Ojo, Remi
Padmore Assam, Ann
Parkins, Lennox
Pouyat, Desmond
Rose, Alison
Senior, Joy
Sewell, Joanne
Skalos, Greg
Smith, Sonya
Taylor, Kamaica Nicole
Tower Litho Company Limited
United Way Kingston, Frontenac
United Way Durham Region
Veacock, Carl D.
Vennema, Alice
VG Engineering
Vista-Pak
Waithe, Rosmond and Vivian
Zabella, Alvin

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

Bhyat, Alice
Comentan, Leonardo
David, Karean
David, Kendell
Fearon, Gervan
John Howard Society of Toronto
King, Cecil
La Capitale Financial Group
Foundation
Lorimer, Edith
Lorimer, J.W.
Murrell, Liza
RBC
Wood Hart Fund at Toronto Foundation

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

Enterprise Holdings Foundation
Mondelez International

Donors
(\$10,000 up)

Shaw Communications Inc.

Cornelis van de Graaf and
Terence Clarkson Foundation
c/o Toronto Foundation

Donations in Kind

Adamson, Autherene
Aguirre, Betty
Dejonge, Jackie
Dunn, Rob
Maheswaran, Mathisan
Nando’s
Old Navy, Eglinton Town Centre
Parkdale Community Food Bank
Pat Doyle powered by Proforma
Piedrahita, Marlon
Rayman, Carol
Red Lobster
Ripley’s Aquarium of Canada
Rosiner Singh/Boston Pizza (Warden/Eglinton)
Shepherd, Mitzy
Spence, Sephton
The Caribbean Camera
Whole Foods Market

PRE-
APPRENTICESHIP
PROGRAM

Sponsors

Automotive Industry Association of Canada
Avenue Collision Inc.
3M Canada Company

CAMP TROPICANA

Sponsors

Automotive Industry Association of Canada
Avenue Collision Inc.
3M Canada Company

FOOD DRIVE
DONORS

Donors
(Up to \$499)

Collins, Enid
Franklin, Hope
Linh, Eric
Massiah, Diana
McLennon, Derrick
Padmore, Ann
Russell, Gloria
Waithe, Rosamond and Vivian

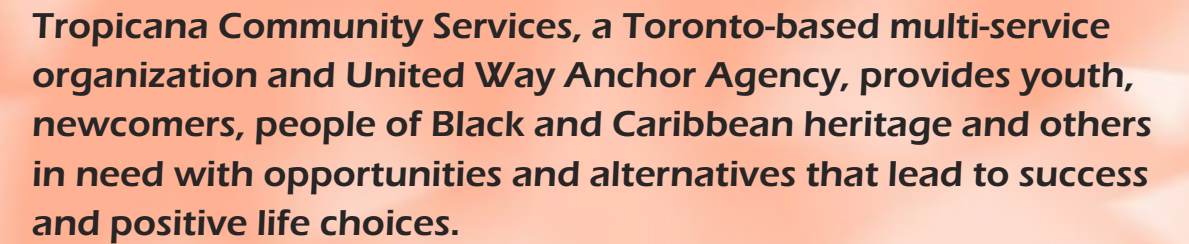
Donors
(\$500 - \$4,999)

Chum Charitable Foundation
Malcolm, Michael

Donations in Kind

Black Business Networks
Faustin, Gwyneth
Grant, Tracey
North of 50
Ol’ Foots
Pat Doyle Powered by Proforma
Sawh, Terry
TD Auto Finance
The Sunshine Girls

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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.

Tel: 416.439.9009

Tel: 416.269.7093
Fax: 416.269.4874

