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PRESIDENT'S / EXECUTIVE DIRECTOR'S REPORT



The 2013/14 fiscal year was extremely exciting as a dream became reality. On July 11, 2014, Tropicana's head

office moved into its Centre of Excellence. Words such as "amazing", "exciting", "stunning" and "awesome" that were used by staff as we settled in still did not capture the feeling of overwhelming pride that was evident on their faces. And this was just Phase 1 – the offices, reception and counselling space.

We immediately began work on obtaining the permit for Phase 2. We were again asked to appear before the Committee of Adjustment for exactly the same parking issues as Phase 1. After this, we had to receive Site Plan approval as we were changing the fundamental use of the building – from sports apparel manufacturing to community services. We weathered every storm, answered every question, paid every fee and we were granted a conditional permit at the end of February. 2013/14 saw the beginning of Phase 2 construction – programming space which includes classrooms, computer lab, art studio, library/board room, large program space and the long-awaited gymnasium. Expected completion is August 2014.

Most programs remain status quo in spite of flat-lined or reduced funding (see program reports). With programming space not available at our new location, we had to rent space for our Youth & Education programs and Jobs for Youth training. This was difficult for staff and program participants as we did not have the ready access to office space and other amenities to which we were accustomed. However, in true Tropicana spirit, the staff made the best of a less than ideal situation and continued to provide quality programming.

This year, the Ministry of Children and Youth Services (MCYS) expanded the Jobs for Youth Program to include after-school programming. Tropicana is the lead agency in Toronto, working with

three partner agencies - Youth Employment Services, Polycultural Immigrant and Community Services and Success Beyond Limits - to provide this program extension. During the school year, the partnership is able to provide 290 youth with the opportunity to receive training and part-time employment.

Expansion also took place at AYCE Employment Services with the addition of the Youth Employment Fund, a new program implemented by the Ministry of Training, Colleges and Universities. Start-up for the program was intense and staff had to meet stringent targets within a short timeframe. AYCE stepped up to the plate and met the targets thereby ensuring continuance of the program for 2014/15.

We were very proud of our Jobs for Youth After-school team, led by Carmen Harper-Brown and Tameika Crann-Morris, which won a Bhayana Family Foundation Team Achievement Award. These awards recognize extraordinary contributions made by staff at United Way Toronto funded agencies. The awards ceremony was made even more special as Mark Tremblay, Coordinator of the Pre-Apprenticeship program at AYCE, won the Partnership Builder Award. Tropicana Community Services was the only agency to win multiple awards.

Tropicana hosted a community forum to discuss the research document entitled “Towards a Vision for the Black Community.” The team of authors, dubbed the Breakfast Club, have representation from the fields of education, politics, police services and social services. The meeting was very well attended and there was a great deal of dialogue resulting in many suggestions which were passed on to the authors. The seven members of the Breakfast Club continue to appeal to the community to make individual and organizational pledges to ensure the continued improvement of conditions for the Black community and for assistance in moving the suggestions forward.

As the Chair, Agencies on the United Way Toronto Campaign Cabinet for the 2013 campaign, Sharon was very privileged to meet several corporate executives and United Way’s motto of “Without

you, there would be no way” was evident during her visits to several agencies across Toronto. We were thrilled when the United Way announced that the goal of \$117,000,000 had been met and even more proud to learn that there was an increase in the donations from the agencies. The learning curve was steep and, as such, Sharon is pleased to be on the Cabinet for a second year, with increased confidence in executing her responsibilities.

We enter 2014/15 with much excitement. The renovations will be substantially completed and we can resume our regular programming in our new space. We can also look forward to new and exciting programs and greater involvement of the community. We remain committed to our mission and values and consistently look for opportunities to support us in meeting our goals. We look forward to the future with optimism that our partners, supporters and volunteers will continue to work with us in the building of healthy communities by creating opportunities for individuals and their families to thrive. Tropicana’s Board of Directors and the staff will remain committed and diligent in our pursuit of excellence in serving our communities for the years ahead.



CARMEN JAMES-HENRY

- President



SHARON SHELTON

- Executive Director

OUR MISSION, VISION, VALUES

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.

Culturally Appropriate Service

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

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.

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.

WHAT WE DO...

In order to provide community members with opportunities and alternatives that lead to success and positive life choices, Tropicana Community Services administers over 40 programs and services from 6 separate sites.

By providing culturally appropriate programming in areas such as counselling, child care, educational and employment services and youth development Tropicana is able to connect with clients on a meaningful level and work with them to create real change in their lives.

To provide professional guidance to the agency in areas such as finance, program planning, fundraising and public relations, we have 6 committees of the board staffed by Board Members, staff and volunteers.

As a leading community service agency, Tropicana provides training and mentorship to youth/community groups. Our Director of Trusteed Projects was kept busy this year as she mentored two community groups and assisted them with financial management, human resources, mentorship and governance.

Volunteers are the backbone of Tropicana. Without their contribution and dedication, many of our programs would cease to run. This year our volunteers contributed a total of 2142 hours to Tropicana – the equivalent of 89 days! We are extremely grateful for their ongoing commitment to creating healthy communities with us.

Strategic Plan

2013 - 2017

I. HEALTHY COMMUNITIES:

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

Strategic Initiative:

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

II. AGENCY SELF SUFFICIENCY:

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

Strategic Initiative:

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

III. COMMUNITY LEADERSHIP:

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

Strategic Initiative:

- Outcome focused program evaluation
- Brand growth
- Organizational visibility

Program Reports

Culturally Appropriate Counselling

By Cathy Providence

Individual & Family Counselling:

Individuals initiated contact with the program seeking assistance for a variety of concerns including relationship maintenance, behavioural management, coping with grief/loss/bereavement, sexuality/sexual identity, separation and reunification, employment support, education, immigration.

This year the department served **1676** individuals which is **3%** higher than our target of 1620. This was remarkable given that effective April 1, 2013 the program downsized by one full time employee with the closure of our formal settlement services. The reduction of staff decreased the total number of individuals served by **18%** in comparison to the prior service year and an increase of 2-3 weeks in wait times. On an ongoing basis, department staff have allocated a portion of their administrative time as volunteer hours as their contribution to the community and a demonstration of their desire to “give back”.

“I would like to sincerely thank you and the staff at Tropicana for the services given to my son Benjamin. I am very pleased to say that my son is attending school now and is doing much better as we speak. I know my family would not be at this point without the help, guidance and hours that you put in to helping us.”*

*not his real name

Violence against Women and Children Services:

Services provided included supportive counselling and education related to safety planning, awareness and referrals to community resources and self-empowerment strategies.

The program provided assistance to **211** women (6% higher than anticipated). As the focus shifted to respond to the requests of women to prioritize themselves for service, referrals were made for children to access specialized child-oriented programs. This action resulted in the anticipated decrease of children served. Group programming was in high demand. To this end, **7** additional groups were facilitated. They included: a grief management group for women experiencing loss, information sessions at Birkdale Residence (women’s shelter), hosting of Tropicana’s 11th Annual International Women’s Day Celebration and the gathering of the Women Empowering Women Support Network.

Transitional Housing and Support Services:

The Transitional Housing and Support program facilitated the process for women to escape abusive individuals by securing independent housing through the formulation and implementation of safety/transitional plans, crisis counselling, referrals/accompaniment to housing/legal and long-term counselling services.

It was a busy year for the program in that word of mouth referrals from satisfied clients resulted in a **50%** increase in women served. This demand for service resulted in a few additional days wait for service however prospective clients were adamant that they wanted to wait for the service rather than accept a referral. Following receipt of the service, they tended to proclaim that it was worth the wait.

“I want to thank you so much for all the support, help and guidance from my counsellor. She helped me to find housing and gave me good advice on how to settle down with all problems I had in the past, and the family issues I had with my husband. She has been always there for me

in every step of the way, Now that I have my place to live I can even more realize how good she is with me and my son (7 years old).”

“I just wanted to say thank you to everyone at Tropicana for all their continued kindness, especially my counsellor. She has been a saviour to me in regards to helping me with housing, and providing many resources to me and my children. Not only is she well informed about everything in regards to how housing works, her soothing voice gives me plenty of hope. She not only assures me that everything will be ok, she is positive that they will be. Thank you so much!”

START for Life:

The life-skills development program entitled “Success through Aggression Replacement Training for Life” was facilitated three times throughout the past year for individuals interested in enhancing their skills of leadership, anger control and decision-making.

“I’ve noticed that I don’t get as angry as quickly as I used to....it’s almost like it just doesn’t bother me anymore. I know I still have to keep working on it but at least now I know what to do.”

“When I first started this program, I thought it wasn’t going to work for me because of my lifestyle. I grew up in a lot of violence and I have an anger problem. But being here for the ten weeks, I guess it’s working, because I got in to some situations where I calmed it down and walked away. So, I guess it worked. I’m going to keep trying.”

Highlights:

11th Annual International Women's Day Celebration

24 women attended the annual event, this year themed "Inspiring Change". Throughout the day, participants engaged in topical discussions, art projects and collaborative activities designed to foster self-reflection on their aspirations and the inspirations that motivated them. **100%** of the participants indicated that they would recommend the event.

"We women need to ALWAYS REMEMBER WE ARE AWESOME."

As the renovations to Tropicana's Head Office will be completed later on this year, both staff and clients are eagerly anticipating a bigger and better celebration in 2015.

Women Empowering Women Support Network

Following a January 2007 focus group to explore the need for group services, the Network was launched a mere two weeks later to fulfill a collective wish of the group participants to not spend Valentines Day alone. Despite blizzard-like conditions, **23** women attended the event. To date, **49** sessions have been hosted for a total of **943** participants. 2015 is slated to be a banner year for the Network as the size of Tropicana's new building will eliminate the cap to participant numbers and enable the expansion of programs that incorporate kitchen and gymnasium facilities.

There is no other support group such as Women Empowering Women; the attention to detail to create a welcoming ambience and a dedication to provide solicitous care of the women is second to none. Feedback continually lauds the impact that the Network has on the lives of the participants. Many consider the Network to be extended family and will travel from as far away as from Hamilton to attend as they find the information sharing, learning and camaraderie to be enriching.

Partnerships:

- **Jamaican Canadian Association**
 - co-organization to deliver VAW services
- **Homeward Family Shelter**
 - co-organization to provide VAW services
- **Birkdale Residence**
 - facilitate life skills workshops for residents
- **Dr. Roz's Healing Place**
 - facilitate life skills workshops for residents
- **Transitional Housing & Support Advisory**
 - committee of service providing organizations collaborating to develop services/resources
- **Immigrant Women's Health Centre**
 - collaboration to provide health services to low income women, in particular immigrants
- **Woman Abuse Council of Toronto**
 - collaboration to develop services/resources
- **Scarborough Access Centre**
 - collaboration to develop services/resources
- **Children's Aid Society**
 - referral collaboration

AYCE Employment Services

By Nimo Abulkadir Jama

Tropicana's AYCE Employment Services (AYCE) provided employment counselling, job search training and job opportunities for more than **6,000** clients during the 2013/2014 year. Programs at AYCE include Employment Services, the Youth Employment Fund, Summer Job Services and the Pre-apprenticeship Program.

Highlights:

- AYCE surpassed targets for both intake and employed outcomes in **Employment Services**. Through Employment Services, the largest employment program at AYCE, **1,493** clients received employment counselling and **407** clients secured paid employment with the assistance of a job developer. **70%** of AYCE clients found employment, which was above the provincial standard of 69%, and 18 % returned to school or enrolled in training. In other words, **88%** of AYCE clients exited our services with a positive outcome. **1,815** participants attended our workshops and over 1,000 clients used the resource area while conducting their job search. They accessed a wide range of job search resources including computers, the internet, and fax and photocopying services. Customer satisfaction results indicate that **97%** of our clients are satisfied with the service received and would recommend the agency to a friend.

- Youth Employment Fund: Through this program, 132 clients between the ages of 15 and 29, living in high needs communities, were provided with an entry point to long-term employment through job placements that offer the chance to learn work skills, while earning income and getting access to short-term training opportunities.

- Summer Job Services: More than **602** students were able to find summer employment through our Summer Jobs Services program.

- Pre-apprenticeship Program for Auto Body and Collision Damage Repair: Last year was a successful year for Pre-apprenticeship as **100%** of the students graduated from the program. AYCE also celebrated the **5th** year anniversary of the Pre-apprenticeship program. This event was held at Metro Hall and was attended by a number of industry experts, employers who have supported our program from the beginning, and alumni of the Pre-apprenticeship program.

AYCE continues to develop new partnerships in the community and build strong relationships with local businesses in an effort to enhance employment prospects for our clients. We open doors for young people by helping them explore new avenues, whether that is training in a specific trade, becoming an apprentice, returning to school for a high school diploma, or enrolling in a post-secondary program. Older workers who have lost their jobs are also given the opportunity to retrain and pursue a second career. Employers continue to play a critical role in helping our clients achieve their employment goals. They participate in our training sessions, providing useful information about industry trends and the latest hiring practices. They forward job advertisements and participate in job fairs. Businesses such as Marché Restaurant, Gatestone, Cara Foods and Canadian Tire provide many opportunities for our clients throughout the year.

What our employers say...

"In the competitive area of retail recruitment, AYCE Employment is like having an ace in your back pocket. Here is an organization that understands the needs of employers and assists candidates to be job ready and be able to hit the ground running"

What our clients say...

"I was offered a position and I'm pretty sure that without your long-term supports, I could not find this opportunity. You and your great colleagues at AYCE Employment Services are one of the nicest, most effective, professional and respectful new immigrant supporters which I have ever seen. With many thanks to you and each one of your fantastic colleagues, I wish the most success and happiness for you and your great colleagues in your endeavors."



Youth & Education

By Bernadette Hood

The programs in the Youth & Education department focus on the all-round development of each participant. In order to achieve this, parent/family involvement is emphasized. Services include tutoring, March Break and summer camps, chess and steelpan instruction, YouthSTART, Defy Your Label and other youth development initiatives in schools and in the general community. Partnerships with the TDSB, YMCA, Girls' Action Foundation, University of Toronto (Scarborough Campus), Scarborough Arts/Kaleidoscope and other agencies sustain our community connection. Volunteers and placement students play important roles in our programming, and are integral to our tutorial program. Volunteers are additional resources for our staff pool and bring a range of expertise that benefits our clients. A number of past clients return as volunteers and some even access employment opportunities in and through the organization.

PROGRAMS:

Weekends of Learning:

- A.** Increase Your Success (IYS) Tutorial Program
Mathematics and Language Arts/
Grs.1 - 12
 - The tutorial program has served **40** students from Grs. 1-12 from September 2013 to March 2014.
 - On March 1st 2014, the program hosted a Black History Month celebration based on various milestones in Nelson Mandela's life.
- B.** Chess (Children & Adults) Ran up to May 2013. On hold. Classes will resume in September 2014.
- C.** Pepsi Tropicana Steel Orchestra
Mixed ages (9+)
 - There were **10** individuals in the Beginners' class and **13** in the Advanced class.
 - The program served over **30** individuals this year.

Summer Camp – Camp Tropicana

75 campers from ages 5-14 attended Camp Tropicana which, this year, was themed "Imaginarium". Kaleidoscope conducted weekly interactive and educational workshops in Spoken Word, African drumming, African dance and Visual Arts. Campers participated in the Roberta Bondar Foundation's summer photographic challenge. The Leadership campers took amazing photos that were then displayed at Parents' Night.

The campers also participated in Canadian Tire's 10th annual JumpStart Games in Aurora. Free transportation and meals were provided and the campers enjoyed the range of activities at this event. Campers aged 12-14 visited Tropicana's Protech Media Centre on a weekly basis to engage in media literacy activities. Campers also enjoyed a workshop on Recreational Mathematics led by The Independent Learning Centre. Thank you to The Toronto Star Fresh Air Fund for supporting families in financial need and providing tickets to visit Canada's Wonderland in the final week of camp.

March Break Camp

March Break Camp took place from March 10 – 14, 2014. With the theme 'Challenge Yourself', **19** participants (6 – 13 years) had a full slate of daily activities that physically and intellectually challenged them. Activities included recreational and competitive games, creative writing, cooking, science experiments, brain teasers, drama, arts & craft and social-skills development. Team building was achieved through collaborative work in the building of structures using various materials. The highlight of camp was the group activity at the National Film Board. Campers participated in Claynation and produced four 4-second videos. March Break Camp was successful and new campers received information about the summer camp.

YouthSTART

(Success Through Aggression Replacement Training)

Teaches youth 9-13 how to implement a combination of life skills and anger control strategies to their daily lives. Last year the program was run in **4** local schools.

YMCA Exchange Program

The YMCA Youth Exchange is a group reciprocal exchange program designed for groups of 10 to 30 participants, ages 12 to 17. Participants are twinned with same-age groups from another province or territory and take turns staying in each other's communities for at least five days. This year Tropicana was paired with a group of Grade 9's from the Sunchild School on the Sunchild First Nations Reserve near Rocky Mountain House, Alberta. Our young people were in awe of the Rocky Mountains and the Icefields. They also participated in a Sweat Lodge ceremony but the highlight of this year's trip was climbing Mt. Baldy, **2192m/7192 ft.**

The Cultural Explosion fundraising dinner recognized both our Sunchild guests and the Tropicana youth who participated in the planning and execution of the dinner. **\$1098** was collected and included sales from tickets, a Toonie drive and a \$165 donation from a vendor who sold African jewelry at the event. This was a major accomplishment and the money helped defray expenses for travel and entrance fees for our guests.

Defy Your Label

Defy Your Label is a program for girls between the ages of age 8-13 held every Wednesday evening. The program addresses a wide range of relevant issues and encourages participants to become more globally conscious citizens.

Defy Your Label's curriculum focuses on topics such as:

- Friendship
- Being a girl
- Healthy Bodies/Body Image
- Diversity
- Expression of Individuality

This year, Tropicana ran Defy Your Label in **3** schools. School administrators have noted that the program has assisted in increasing self-esteem and creating an anti-bullying atmosphere.

KEY MILESTONES

- Defy served a total of **35** participants, maintaining a **90%** attendance rate throughout.
- **4th** year of programming at William Tredway Jr. P.S. Also facilitated programs at Emily Carr P.S. and Knob Hill Jr. P.S.
- **3rd** year of boys' programming at William Tredway.
- Defy continued its Partnership with Girls Action Foundation (G.A.F)
- IYS: Awarded Sayzer Sherif with a **\$1,000** scholarship courtesy of Milestone/Flow

GROWTH:

- Camp Tropicana increased from 70 campers in 2012 to **75** in 2013.
- March Break Camp increased from 15 participants in 2013 to 19 participants in 2014.
- The number of partners for Camp Tropicana increased from 7 in 2012 to **11** in 2013.
- Based on requests from **4** additional schools, two part-time facilitators were contracted to do workshops.

PARTNERS:

•United Way •TDSB •Girls Action Foundation •RBC •Heart & Stroke Foundation •Kids Up Front •YMCA of Greater Toronto - Exchanges Program •Scarborough Arts – Kaleidoscope Program •Toronto Star •Canadian Tire •Roberta Bondar Foundation •Independent Learning Centre •Service Canada (HRSD) •Focus on Youth (Toronto Catholic District School Board) •Telus (Day of Giving)

TESTIMONIALS:

Defy Your Label:

"Defy has really helped me to become a more open person. I was very shy and afraid to meet new people but since my parents put me in the program I have made a lot of new friends".

– 9 year old participant

"Defy has helped me to be more confident. Before I used to compare myself with the mannequins in front of the store displays. I felt that I could never be as pretty or thin like they are. But being part of Defy I learned that it doesn't matter what people say or think about you it's all about what you think about yourself. I know now that I am more valuable than a plastic display because I have life and they don't".

– 13 year old participant

Camp Tropicana:

"Overall great camp, my daughter loves coming here every year"

- Parent

"Excellent program this season! The drumming/dance/photography provided fantastic variety" - Parent

"Often my children would be tired when picking them up, that's an obvious sign that they are kept active throughout the day, which is great"

- Parent

"My daughter loved the trips and day to day activities" - Parent

IYS Tutorial Program:

"Sometimes I enjoy tutoring and some days I don't, I mean because I have trouble reading English words but my teacher tries to help me so I can get better with my English."

- Grade 1 French Immersion student

"I think tutoring is awesome! My teacher Ms. P always has so much fun with us. She gives out candy to help us learn multiplication and always has someone else come in to teach us new things like science"

- Grade 3 student

March Break Camp:

"Camp Tropicana is a fun camp to go to. We play a lot of games, some of them are really hard but that's why we play them so can push ourselves" - Camper

"The programs were excellent for all the children. Very well planned"

- Guardian

"My daughter was very pleased and happy with the activities. She really enjoyed her first year at camp" - Parent

"I don't want to forget Tropicana because it is so much fun. I am coming to Tropicana in the summer" - Camper

Pre-School School-Age Centre

By Susan Sedgley

Our goal is to provide quality early learning and childcare that allows parents in the community to work or attend school knowing their children are active and safe.

Our learning environment is designed to meet the needs of our **32** pre-school children aged 2.5 to 5 and our **21** school-aged children aged 6 to 10 years.

Our 7 staff carefully plan and implement age appropriate activities while considering the children's interests. These activities include arts and crafts, language development, pre-math skills, science and nature, dramatic play, toys, games, cultural activities and summer trips.

Staff take weekly pictures of the children engaged in their activities. Parents look forward to seeing the pictures and how their children enjoy their day.

Professional development on a variety of topics is provided to staff during the year. This year, topics included Building Schoolagers Awareness Attention and Peer Interactions, Introduction to Autism Spectrum Disorder, Photo Documentation, Hands on Science Fun and information sessions on pre-school and school-age nutrition, playground requirements, and program content criteria.

Early Childhood Education college students completed their placements and assignments working with both age groups.

Our children develop self esteem, independence and problem solving skills as they make choices and assist staff in planning the environment and activities through their interests.

The centre will continue to provide our children new and exciting programs and parents high quality childcare.

Centre Highlights:

Centre moved to new location in July 2013.

Children's Summer Trips:

Horse Capades

Bowmanville Zoo trip for children and parents

Science Centre

Bowling

Movies

Neighbourhood Splash Pad

Picnics in the Park

Blue Jays Game

End of Summer Bubble Party

Sports Day

Winter Olympics

Days of Caring - Volunteers from Bank of Montreal

This Is What Our Parents Have To Say....

"Children of Tomorrow Daycare has a great impact on Tyler. He enjoys reading stories more with me at home and will now sit and colour. The daycare program helps to encourage him to be more independent and do things on his own. He enjoys coming to daycare every day."

"Brianne enjoys the interaction with the other children (her friends). She enjoys painting, reading, singing, building blocks and playing with dolls. Brianna comes home and sings songs that she has learned at daycare. She also gives great details of her paintings and drawings. The daycare centre has a great impact on Brianna's ability to interact with other children."

"Phenix really enjoys the arts and crafts. He really enjoys just being able to play. Daycare has helped since Phenix was having a hard time adjusting to a new school. The daycare workers are very caring and are always willing to help out."

"Rihanna is always looking forward to going to daycare. They are always working on some project. Rihanna loves drawing almost every day. She brings home her artwork. She loves being around her friends, always having fun. Daycare is like her second home. She cannot wait for the summer so she can go on trips."

Infant / Toddler Centre

By Olive McKenzie

The centre runs a play-based curriculum for children aged 3 months to 2.5 years. Through play, the children develop socially, cognitively and emotionally while making sense of their world.

Planned activities are designed to provide learning experiences that motivate and support the development of skills.

The infants engage in daily sensory activities and appropriate art and physical activities while self help skills and language are the focus of the toddler group.

- 44 clients were served in the past year and the centre maintained an average enrolment of 86%
- 92% of clients are from the immediate area
- 48 % of clients are repeat clients
- 11 volunteers participated in the program for a total of 797 volunteer hours.
- The program has been enhanced with the participation of parents sharing their skills.

Special Events:

The annual Summer Family Day event was done with a twist.

Instead of the usual outdoor activities, families were given a 4 course meal to take home and enjoy with their families.

Scarborough Youth Resource Centre

By Cameal Johnson

This year, the centre went through a mini make-over to transform the space into a more youth-friendly and family-oriented environment. Youth welcomed this change and continue to use the space as a second home, utilizing our resources and enjoying the safe, warm and welcoming atmosphere. The new layout of the centre includes a gaming lounge, media corner, living room area and computer area.

The Scarborough Youth Resource Centre (SYRC) registered **409** new clients this year who made **3,734** visits to the Centre.

PROGRAMS:

TROPICANA LYVE

Designed to help youth facing multiple barriers to find employment, this year Tropicana LYVE placed **41** individuals with local businesses throughout the Scarborough region. **38** of these youth completed their work placements while **35** were offered ongoing employment. This year, participants were trained in various fields such as web design, marketing, construction, interior design, auto detailing, and customer service.

"Life can be challenging a lot of the time, and these people are here for positive assistance. A little goes a long way and sometimes you need to take small steps. Before SYRC, I really needed to get my life on track. I went to the centre in hope of progression. A gentleman recommended me to a program located in Scarborough Town Centre, SYRC, where I felt similar to those around me. I completed the program and life seemed slightly more hopeful"

"The program has been such a great experience for me to have the opportunity to see growth in a youth from beginning to end of placement. It was very reward-

ing. I was impressed with the care put into the program and my participation to be a part of something great is a blessing. Thank you for this opportunity."

"The program was a real good source of selecting and training the right person for the placement period for my business. The program continued to help the participants to build the proper skills about working and I provided the proper skills to the participants to do the job. Well done SYRC."

MAN UP! PROGRAM

This year saw 3 major improvements in the **34** young men who participated in our mentorship program for young men, Man Up!:

1. Attendance and punctuality- Many participants regularly arrived 30mins in advance of sessions.
2. Improvements in follow through.
3. Increased participation and open communication amongst the young men was seen.

"What I am trying to say is that the Man Up! program is very fun and unique in many ways. It helps people get motivated to do things and it helps people not to go down the wrong path. Thanks to everyone at the Man Up! program I went in as a person that needed help to a person that got help. All the people at the Man Up program changed me in many ways. Now I feel great and now I am a man."

"The Man Up! program has changed my perspective of life. It has changed my negative thinking to positive thinking. Before I joined the Man Up! program I was very bored with my life but it has given me a new lease on life. I have learned how to deal with my problems by talking it out and getting advice from my friends in the program. I have learned that I should keep trying, even when I fail."

"This program has made me a better person. I would recommend the Man Up! program to my friends. It has been an excellent opportunity and I am glad I have had the privilege of experiencing it. The staff are great at their job and have taught me many valuable lessons that will help me in the future."

SISTER 2 SISTER PROGRAM

A highlight for the women's program this year was the 'Women Making a Difference in the Workforce and within the Community' event. At the event, program participants were able to connect with female mentors representing a variety of industries. In addition to resume assistance, participants were able to receive one-on-one career counselling.

"I enjoy going to the Sister 2 Sister program every Thursday because it is a great way to interact with youth in my community. We do fun activities like cooking, dancing, and share personal stories with each other just like sisters do. We also encourage each other to strive for our goals."

"My experience in the Sister 2 Sister program was a memorable one because I was able to make such awesome new friends. It gave me a voice and I was able to express and be myself and not have to worry about what people had to say. I enjoyed all of the fun activities that we did together like cooking. In September, I would definitely come back and be in the Sister 2 Sister program because it's awesome!"

START FRESH

The START program teaches pro-social skills and gives youth the tools to maintain self-control, increase self-esteem and work through conflict. In the **10** youth served, improvements were seen in attendance, attitude and overall respect for their peers, staff and the environment.

SPECKZ-TACULAR

This year, the **31** participants of the Speckz-tacular Dance program attended workshops facilitated by top choreographers in various dance styles such as Afro-Fusion, Hip-Hop and Dancehall Reggae.

Intermediate/Advanced dancers performed at the City of Dreams Showcase, Tropicana's Annual Gala, Tropicana's Annual General Meeting, City of Toronto Stomp Dance Competition and Showcase and the Wi Can Dance Competition. Mary Hines-Henry took home the 1st place trophy for the solo dancehall category at the Wi Can Dance Competition.

The beginner dancers performed at the SYRC's Monthly Youth Night. This was a major accomplishment as most participants were very shy and felt uncomfortable dancing in front of an audience, yet alone their peers. They did an amazing job.

"Being a part of this program has made me more confident in my dancing and myself, knowing I can achieve my goals if I work hard and put my mind to it. I'm also learning to take the words "I can't" out of my vocabulary. The only way I can't do something is if I don't try. I've also learned and tried various styles of dance; trying new things in life is hard at times but it's also fun and fulfilling."

"Something I learned at the dance program is that there are other people in my age group that love to dance as much as I do and they see it the way I do, as a way to express who you are as a person. I also learned how to take constructive criticism, which was something that I wasn't good at before. Something I like about the program is that now that I'm comfortable in that environment and people, I can really be myself and work hard at something that I truly love."

MUSIQUE PROGRAM

Musique is a 10-week program for young emerging artists who are interested in learning the basics of the music industry from a business perspective. The program's **7** participants are interested in pursuing careers as singers, songwriters and producers. Participants were excited to interact with and learn from industry professionals such as DJ Lissa Monet, Artist Manager Ree Ree, and song writer Chattrisse.

Participants collectively wrote, recorded and performed their group song entitled "Watch me Now", which was written by the participants to inspire, motivate and encourage their peers to pursue their dreams.



Jobs For Youth

By Tameika Crann-Morris

After School Program

There were exciting changes for the Jobs for Youth (JFY) program for the year 2013/2014 as the department experienced growth and expansion. The agency was successful in its application for the After School segment of the program which resulted in Tropicana becoming the lead agency working with three other agencies. A total of 280 youth gained part-time employment during the school year. The partnership for this new segment of the program included Polycultural Immigrant Services, Youth Employment Services and Success Beyond Limits Education Program. Tropicana served the eastern section of the city and worked with **178** youth from the following communities:

- **Westminster-Branson**
- **Steeles-L'Amoureux**
- **Malvern**
- **Kingston-Galloway**
- **Scarborough Village**
- **Eglinton East-Kennedy Park**
- **Dorset Park**
- **Crescent Town**
- **Flemington Park-Victoria Village**

These youth will complete their placement in June 2014.

The After School segment of the program afforded youth the opportunity to work for 8 hours per week and spend 2 hours with a Youth Worker Leader gaining

support in areas such as life skills, employability skills, health and wellness and leadership. This approach allowed for better support and advocacy for the youth. At the time of writing, of the **203** youth placed, 183 remain in the program while 3 were employed on an ongoing part time basis by the companies where they were placed.

Summer Experience

The Summer Experience segment of the program continued in its usual format and saw **1,109** youth successfully completing their placement, with a satisfaction rate of **98%**.

"The workers at JFY have helped me become a person who will one day support his family. I've become more of a person who is punctual, organised and helpful to others. Everyone that worked with me has helped me become the person I am today"

"The program provided the push I needed to get my act together and provided motivation to remain in school so that I can realise my ideal career."

Another huge success for the Summer Experience segment of the program was the large number of employers who not only participated in the program but recruited their colleagues to get involved and provided exemplary support to the youth. The number of employers participating increased from 307 in the previous year to **390** in 2013-14.

Examples of employer success/involvement include:

- The Gap at the Scarborough Town Centre shopping mall provided an incredibly positive work experience for the youth. The store provided work placements to **21** youth coming from Scarborough Village, Kingston Galloway and Eglinton East Kennedy Park. The managers took the time to teach the youth how to be successful sales associates, assisted the Youth Worker Leaders in supporting the participants and worked through any issues that the youth faced. All of the youth completed their placements and **10** were offered continued part time employment at the end of their placement.

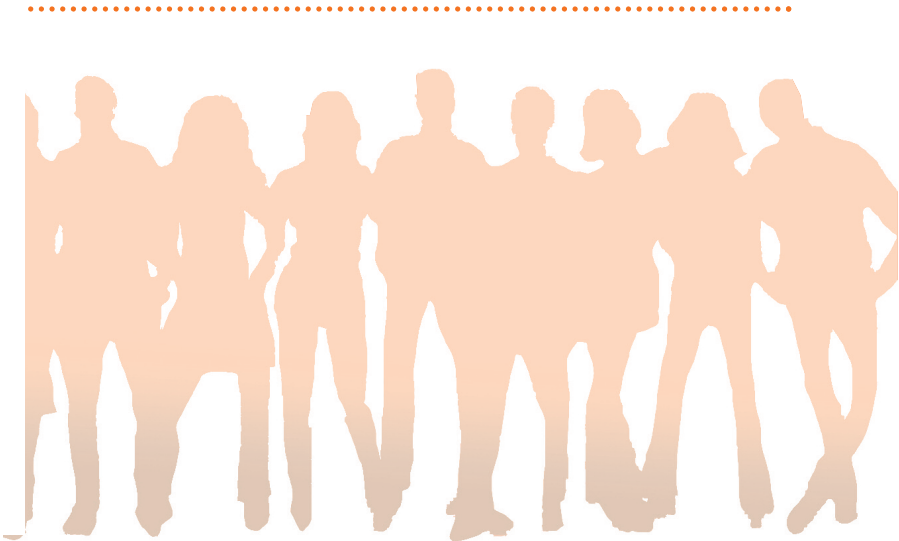
- A returning employer from a hair boutique who understands the principles behind the program did an exemplary deed. After confirming that a participant had stolen several packs of hair extensions, instead of terminating her or notifying the police, the employer decided to become a mentor to the young lady. The employer believed that the youth did not like the placement and thought that stealing would get her fired. The employer gave the youth a second chance and told the participant, "I am here as your support and everyone makes poor decisions sometimes,". The employer allowed the participant to return the stolen items and complete her placement.

- Within the Etobicoke area there were many repeat employers who, in spite of the challenges experienced in previous years, understood the pivotal role that they play in the lives of the youth that were placed in their organisations/businesses. They were dedicated to teaching, accommodating, and training the youth as many saw the participants as the future of their companies and the communities.

The greatest success in this area was seen from companies that went on to retain the talent that was provided by JFY. These companies included Staples, Sears, Hudson Bay, Platinum Hair Studio, Winners and Stitches.

Statistics – Summer Experience

Target	Outcome
1,020 youth placed	1,175 placed
80% completion rate	94.4% completed
80% of youth satisfied with placement	98% satisfied with placement
80% of youth satisfied with support of YWLs	97% satisfied with YWLs
80% of employers satisfied with program	99.7% satisfied with program



ProTech Media Centre

By Ainsworth Slowly

What an incredible year for ProTech Media Centre! The centre implemented its new programming schedule, social enterprise program, newly-created fee based curricula and increased its community outreach initiatives by developing new partnership opportunities with youth organizations. The lab saw the installation of new Apple computers loaded with the latest Adobe Cloud video, graphic and web software. In addition, the staff successfully applied for and received a business implementation grant from the Innoweave Foundation.

Throughout the year participation levels fell below the previous year. The restructuring of the program schedule and reduced hours of operation both had a significant impact on the participation levels. ProTech adapted to this change by adding more quality programs which benefited participants. With an average of 10 programs running, Kennedy-Eglinton Youth Advisory Group (KEYAG) and Jobs for Youth, participation levels remained the highest amongst youth.

Strategic Plan

The Centre was awarded a special business implementation grant through The McConnell Foundation, Innoweave Program. This grant provided a social enterprise coach to support the development of a social enterprise business plan.

The SWOT and environmental scan have already been completed and staff is now working with the coach to develop a plan that allows ProTech to become sustainable.

We are excited about this project and the future impact it will have on the community and the agency.

Programming

ProTech registered 3,424 clients for the year 2013/14 with an average of 12 visitors per day and 2 average visits per registrant.

In October 2013, the centre installed seven new computers loaded with the latest in graphic, video and web based software. The other computers were also updated. In November, ProTech Media introduced the new Adobe CS6 Premiere and Photoshop workshops.

ProTech continued building on its initiative to advertise its video production services to other departments of Tropicana. One of ProTech's youth digital production volunteers was requested to film the SYRC dance showcase. The video then was edited and uploaded to ProTech's Youtube channel. The project was completed successfully and SYRC was pleased with the outcome. This experience increased the youth's confidence in his skills as he learned to organize a project from conception to completion. The volunteer is now contemplating higher education and a possible career in the field of media.

ProTech's production interns were contracted to film and document AYCE's annual Business Breakfast. The volunteers did a great job. They gained a lot of experience working in a professional environment, where they got the opportunity to network and showcase their talents.

From November 2013 to March 2014, ProTech partnered with Rosalie Hall to deliver a customized new media production workshop, exclusively designed for their youth. 8 youth participants were selected to learn Adobe Premiere video editing, including the disciplines involved in video production and social media marketing and distribution. Upon completion, the participants applied their newly-learned talents towards Rosalie Hall's community project.

Program Statistics

Drop-In-Users	3424
Programs Run	121
Total Participants	1778
Youth Participants	500
Adult Participants	1278
New Registrants	115
Average Visits Per-Day	12.34

Partnerships

During the year, Protech established some key partnerships and continued to maintain those established in previous years. The goal was to ensure that the centre succeeds in its purpose of educating the community in general and youth specifically in the trends and changes taking place in the digital world.

Some of our key partnerships include:

- The Kennedy/Eglinton Public Library, Centennial College, Black Chick Media.

Trusted Projects

By Carmen Brown Harper

Steeles L'Amoureux Youth Hub:

Despite many challenges experienced during the year, renovation of the space was completed and the youth of the Steeles L'Amoureux now have a beautiful space for programming. Special mention must be made of the project's staff and Ken Fukushima Architecture for the time and effort extended to ensure this completion.

North York Inter-Community Youth Group – Pan Fantasy Steelband (NYICYG):

The grant from the Trillium Foundation allowed the group to successfully accomplish the following:

- The organization provided 45 new spots for youth to participate in their steelpan musical program. They purchased new instruments and also re-furnished some of the older steelpanns to accommodate community workshops.

- They provided several extra workshops to members and to the community at large, educating them about the history of the instruments.

- All youth that were recruited were trained in our beginners program and had an opportunity to play at several local community events, and the end of summer festivities at Downsview park, Lamport Stadium and the Scotia Bank Toronto Carnival festivities.

- Families and community members had an opportunity to attend the recitals and celebrate the accomplishments of the youth. They were pleased that we were able to offer the program free to the youth many of whom were experiencing financial difficulties.

- Throughout the duration of the grant over **650** people benefited directly

including 350 youth and 150 adults who learned to play the pans, and 150 members in community programs/schools throughout GTA.



Food & Toy Drive

Funding

A total of **\$2,622.04** in cash and gift cards was donated to the Food Drive. These donations ranged from \$20.00 to \$480.00. In-kind contributions included:

- Gift cards
- Food
- Toys
- Books
- Bedding and personal hygiene products
- Outerwear

Numbers Served

- In total, **152** families were served in the 2013 Food Drive
- **141** of these families received gift cards to grocery stores allowing them to purchase items they needed.
- **11** of these families were sponsored and received a combination of gift cards, food, toys, clothes and personal hygiene products

Sponsors

There were a total of **6** donors who sponsored 11 families. 5 of these sponsors were individuals and one sponsor was the “North of 50” group. **3** not-for-profit groups, namely-Caribbean Event, Tsung Tsin Association and The Sunshine Girls, donated a large number of toys and food items.

Expenditure

\$14,000.00 in gift cards were distributed to those registered in the food drive. Along with the cards, some families also received food baskets and toys.





Donors (\$1-499)

Chambers, Charles
 Callender, Michael
 Collins, Erma
 George, Stella
 Linh, Eric Tri Vinh
 McPherson, Denika
 Molligan, Worrell
 Rawlins, Coleridge
 Reesor, Debbie
 The Harrison-Queen's College
 Alumni
 Association
 Waithe, Rosamond
 Waithe, Vivian

Donors (\$500-4,999)

Chum Charitable Foundation

Donors -In Kind

Ambrose, Herbert
 Ambrose, Norma
 Bridgewater, Leila & Hubert
 Caribbean Event
 D'Andrade, Noreen
 Daniel, Ingrid
 De Freitas, Helen & Eardley
 Dunoon Bowling League
 Fraser, Sharon
 Gill, Clyde
 Gill, Jenetha
 Grant, Tracey
 Llewellyn, Esther
 Phillips, Orlando
 Springer, Samuel & Roselyn
 Stewart, Beulah & Stanford
 The Sunshine Girls
 Tsung Tsin (Hakka) Association of
 Ontario, Canada

Human Resources

Health & Safety

Health & Safety took on a new meaning as we moved into our new premises. Fortunately, the architects and contractors were able to guide us through the building code requirements so that the premises are fully accessible. A fire drill has been developed and tested with our new muster point and any issues have been discussed. We will continue to improve on our response time and will revise this drill once the renovations have been completed.

Tropicana Community Services is in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). This fiscal year, the agency developed the following:

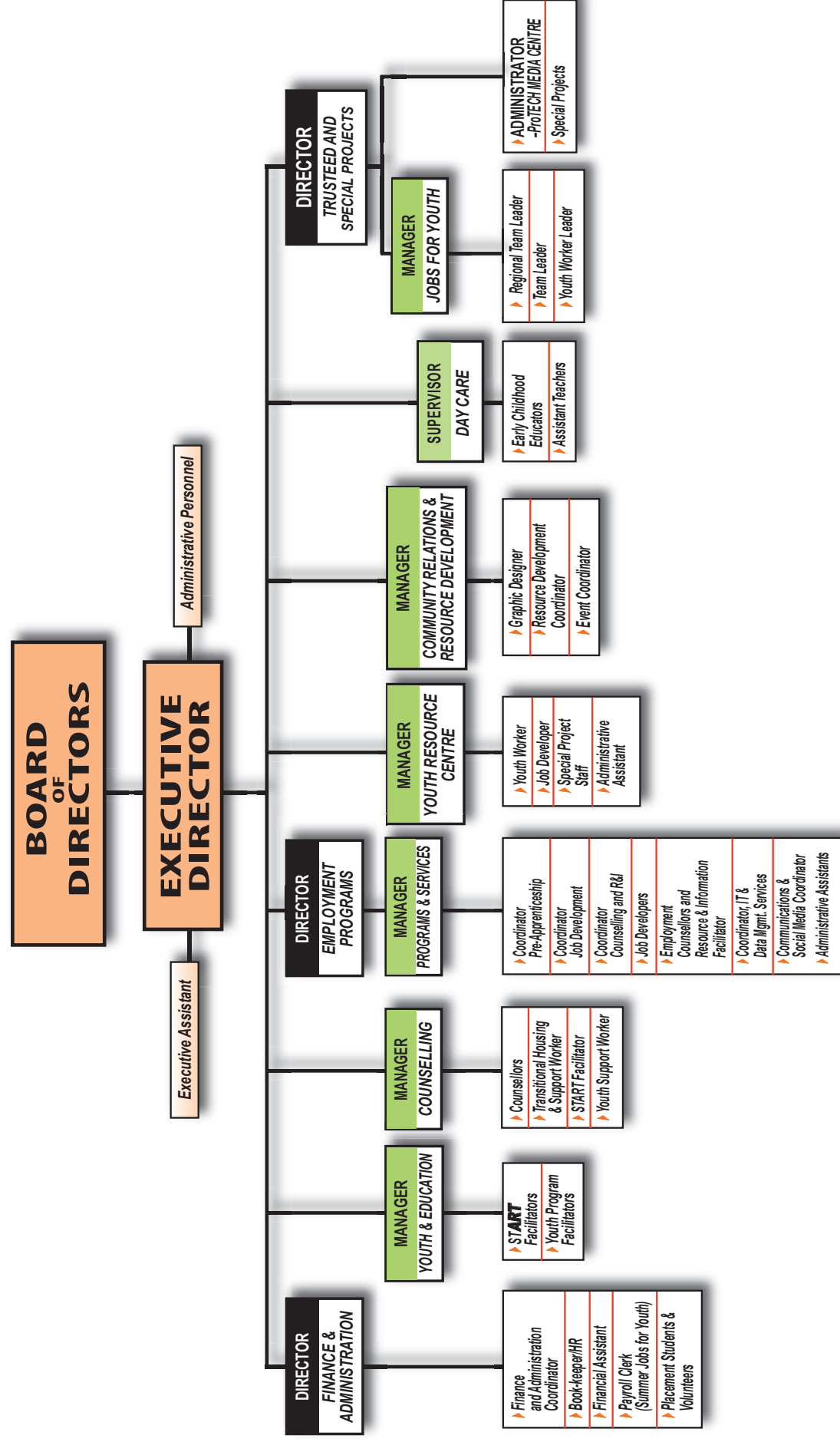
- **Multi-year Accessibility Plan**
- **Employment Policy**
- **Information & Communication Policy**
- **Workplace Emergency Response Information**

Volunteers

This year, 125 individuals volunteered a total of 2142 hours with one of our programs, committees or events. In the fall of 2013, 8 Deloitte employees spent a morning volunteering at our Children of Tomorrow Daycare Centres through the Days of Caring program. An annual program of the United Way of Greater Toronto, Days of Caring provides an opportunity for United Way corporate donors to see and experience how money donated to the United Way is making a difference in recipient organizations.

Organizational Chart

2013 / 2014



Board of Directors

2013 / 2014

Ms. Carmen James-Henry	President
Dr. Gervan Fearon	Immediate Past President
Mr. Charles Chambers	Treasurer
Ms. Cheryl Blondell-King	Secretary
Mr. Astley Thompson	Board Member
Ms. Thora Espinet	Board Member
Ms. Paula Morrison	Board Member
Dr. Alice Bhyat	Board Member
Ms. Joanne Sewell	Board Member
Ms. Noreen Alleyne	Board Member
Mr. Emile Carrington	Board Member
Ms. Jennifer Vassell	Board Member
Mr. Nigel Samaroo	Board Member
Ms. Sharon Shelton	Ex-Officio Staff

Board Committees

2013 / 2014

Audit & Finance

Charles Chambers (Chair)

Joanne Sewell

Noreen Alleyne

Keith Patterson

Ron Blackman

Carl Veacock

Leonardo Comentan

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

Carmen James Henry (Co-Chair)

Nigel Samaroo (Co-Chair)

Joanne Sewell

Cheryl Blondell

Autherene Adamson

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

Program Planning

Astley Thompson (Chair)

Emile Carrington

Jennifer Vassell

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. Advisory committees have been established for each of Tropicana's core programming areas: AYCE, Day Care, SYRC, Youth & Education and Counselling

PR & Membership

Paula Morrison (Chair)

Krysta Celestine

Stacey Calender

Kim England

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

Human Resources

Jennifer Vassell (Chair)

Astley Thompson

Melissa Calender

Joyce Blackman

Barbara Marshall (Consultant)

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

Emile Carrington (Chair)

Joanne Sewell

Cheryl Blondell

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.

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 2013-2014 funding priority was our Youth and Education Department, which focuses on the all-round development of children and youth.

Special Events:

JCA – Tropicana Walk Good Fundraiser

On Sunday May 5, 2013, Tropicana took part in a community walk spearheaded by the Jamaican Canadian Association. Tropicana staff and volunteers came together to walk 5km while raising just over \$1000 for our Youth and Education department.

Annual Caribbean Gala

On Saturday June 1, 2013, over 280 friends, donors and supporters of Tropicana came together to celebrate at our 20th Annual Caribbean Gala. This annual event attracts substantial sponsorship from a wide range of businesses and enjoys broad-based support in the community.

Held at the Angus Glen Golf Club and Conference Centre the event featured a 3-course Caribbean style dinner, silent auction, awards, and grand raffle. Our signature fundraising event raises vital funds for our programs and services while showcasing the social impact of our community work.

Our President's and Community Builder Awards celebrate the achievements of individuals who have provided outstanding leadership and contribution to the Canadian and Caribbean communities. The 2013 President's Award recipient was Chief (Ret) Armand P. La Barge and the 2013 Community Builder Award recipient was Delores Lawrence, CEO and President of NHI Nursing & Homemakers Inc. This year's event raised just under \$30,000.

Move In Sale

Shortly after moving into our new address on Huntingwood Drive, Tropicana held a move in sale. We were delighted to meet many of our new neighbours as they learned more about our organization and they were pleased to purchase some of our gently used office supplies in support of our programs and services.

Gift Card Fundraising

Just prior to Christmas 2013, we introduced a Gift Card Fundraiser. Supporters were able to purchase cards in a variety of denominations for retailers such as the Gap, Canadian Tire, Best Buy as well as grocery stores and gas stations. Those who purchased cards received the full value of the card while Tropicana received a percentage of the total purchase. Supporters purchased just over \$3000 in cards.

Treasurer's Report

By Charles Chambers, Treasurer

As stated elsewhere in this report, it was a momentous year for Tropicana. With the acquisition of the building, we have acquired our own new home in which to conduct our business and carry out our strategic plans for the organization. Though this undertaking presents new challenges, we have risen to the task. Not only have we secured a mortgage on the building but we also secured financing for Phase II of the building development.

On the operations side for this fiscal year, highlights include:

■ A significant increase in total revenue from the previous year. This was primarily attributed to the expansion of the Jobs for Youth program to encompass all year round employment (increase of \$1.6 million) and fully funded Trusteed Projects (increase of \$0.6 million).

■ Despite the expected increase in expenses, we were able to keep expenditures in check. As a result, we ended up with a modest surplus for the year.

■ We also managed to maintain a comfortable cash position at year- end.

My thanks to the members of our Audit and Finance Committee who continued to provide good guidance and counsel throughout the year.

Thanks are also extended to our staff and, in particular, our Executive Director, Sharon Shelton, and Finance Director, Leonardo Comentan, for their assistance and efforts.

FUNDERS 2013 /2014

1. **Children's Services - Toronto**
2. **City of Toronto Community & Neighbourhood Services**
3. **Federal Economic Development Agency for Southern Ontario**
4. **Human Resources Skills Development Canada**
5. **Ministry of Children & Youth Services**
6. **Ministry of Citizenship & Immigration**
7. **Ministry of Community and Social Services**
8. **Ministry of Training, Colleges & Universities**
9. **The Ontario Trillium Foundation**
10. **United Way of Greater Toronto**

DONORS 2013 /2014

Capital Campaign

Donors (\$1-\$499)

AFP Greater Toronto Chapter
Agard, Renette
Blackman, Joycelyn
Dean, Carol
Estrada, Quintin
George, Stella
Harcharan, Dennison
Harlow, Cindy
A. Hope, David
McLennon, Angela
McLennon, Derrick
Waldron, Sylvia

Donors

(\$500-\$4,999)

Charles Rosenberg
Comentan, Leonardo
Ellis, Jacqueline
Fearon, Gervan
Jamaican Canadian Association
Sebro, Curtis
Shelton, Sharon

Donors

(\$500-\$4999)

Williams, Ray

Caribbean Ball

Donors

(\$1-\$499)

Alleyne, Noreen U.
Anand, Elaine
Annex Mechanical
Bacon, Denise (Richard)
Banes, Lavern
Bentham, Cynthia
Bhasin Consulting Inc
Black Business & Professional Association
Blackman, Joycelyn
Blondell-King, Cheryl
Braithwaite, Paul
Brisbane, Sonia

Carrington, Emile
Carrington, Victor
Caseby, Nigel
Crichlow, Christabelle
Chambers, Charles
Comentan, Leonardo
Comissiong, Carol
Consulate General of Barbados
Consulate General of the Republic of
Trinidad and Tobago
Crann-Morris, Tameika
Danford, Andre
De Jonge, Jackie
Dennis, Astley
Dobson, June
Durham, Beverly
England, Kim
Fearon, Alwin
Fearon, Gervan
Fraser, Sharon
Gajraj, Eden
Gayle, Eric
Gittens, Margaret
Grant, Finola
Grant, Pamela
Grant, Roy L.F.
Hart, James
Hood, Bernadette
Hunter, Caroline
Jamaican Canadian Association
James-Henry, Carmen
John, Bernard
John, Shelly
Juman, Kai
King, Janice
Lee, Chin
Lee, Raymond
Lindsay, Lacieta
McLennon, Derrick
Melhado, Vernon
Milgrom, Harvey
Mitchell, David
Moore, Carol
Morrison, Neville G.
Morrison, Paula
Myers, Robert
Padmore Assam, Ann
Pinnock, Michael

Pinnock, Tka
Robinson-Powell, Hyacinth
Sadu, Itah
Samaroo, Nigel
Samuel, Carmelita
Sealey, Lesley
Second Base (Scarb.) Youth Shelter
Sedgley, Susan
Service, Dave
Sewell, Joanne
Shelton, Paul
Stanley, Shawn
The Scarborough Hospital
Foundation
Thompson, Astley
Tracedata Services Inc.
Webb, Christopher
Welshman, Jennifer
Wilmot, Eagan
Wilson, Debbie
Wong, Soo
Young, Joseph
York Regional Police

Donors

(\$500-\$4,999)

Associum Consultants
DASD Contracting Inc
Invar Building Corporation
Royal Bank of Canada
Scarborough Town Centre

Donors In-Kind

Morrison, Paula
TEVA Canada Limited
Waldron, Sylvia

Robert Brown Scholarship Fund

Donor (\$1-\$499)

Brown, Jean

Janine Williams Scholarship

Fund Donors (\$1-\$499)

Alexander, Carol
Clarke, Norma
Miller, Karen
Montanaro, Gloria
Williams, Delrose

Donations General

Donors

(\$1-\$499)

Agard, Renette
Alcindor, Mary
Alfred, Charmaine
Alfred, David
Alfred, Marguerite
Ali, Carol-Ann
Alphonsus, Claude
Amponsah, Nana
Anand, Elaine
Augustine, Jean M.
Barrow Smith, Marsha
Baynes, Michelle
Beckford, Melanie
Beeransingh, Joy
Beeransingh, Kenrick
Bhyat, Alice
Blackman, Joycelyn
Boaro, Joe
Brito, Aileen
Broomes, Andrea
Brown, Ashley
Bryan, Andrea
Clarke, Herma
Cooper, Gemma
Coutinho, Sara
Delloitte & Touche Foundation
Canada
Edwards, Kamla
Balroop
England, Dawn
Frederick, David
Frederick, Joanne
Gap Foundation
Gjermeni, Eni
Global Immigration & Investment
Services
Gloudon, Patricia
Gold Rush Inc.
Grant, Faith
Grant, Jennifer
Sheila Grenke, Kristen
Griffith, Joycelyn
Halls, Frankie
Harlow, Cindy
Harris, Samuel
Haynes, Florette
Henderson, Jo-Anne
Heron, Deanna
Herr, Scott
Hood, Bernadette

Hood, Claudette
Hood, Lavonne
Hood-Caesar, Bernadette
Jacobs, Kevin
Jacobs, Michele
James, Merlyn
Jin, Carman
John, Elaine
John, Kemrick
Keeling, Jeanelle
KPMG Law LLP
Labarge, Armand
Lalumiere, Jean-Claude
Lee, Henry
Ma, James
MacNeil, John
Mak, Miranda
Mallia, Mary
McKenzie, Olive
McKenzie, Robert
McLennon, Derrick
Morancie-Alexis, Leslie
Ann Najafi, Bahman
Nichol, Andre
Nichol, Shantelle
Alcindor Pahlevan, Shapour
Park, Tracy
Patel, Aejaz
Patrick, Leslie
Persad-Maharaj, Jaimanie
Peterson, Heather
Providence, Cathy
Rawlins, Coleridge
Richards, George
Rodriguez, Leah
Rodriguez, Rick
Rouse, Joseph
Rouse, Selwyn
Santaguida, Frank
Shelton, Sharon
Solmes, John P.
Trachuk, Sylvia
United Way of York Region
Uzoaba, Ken
Vanderkooy, Sheldon
Wafa, Khalid
Waithe, Rosamond
Waite, Sharon
Waithe, Vivian
Won, Stella
Yip, Shelton

Donors

(\$500- \$4,999)

Chambers, Charles
Ellis, Jacqueline
Fearon, Gervan
Girls Action Foundation
Hood, Bernadette
Hummingbird Lawyers LLP
John Howard Society of Toronto
King, Cecil

Massiah, Diana
Motivate Canada
Nicholson, Bruce
Nicholson, Joan
Queens College Alumni
Association of Guyana
Sebro, Curtis
SOCAN Foundation
United Way Centraide Ottawa

Donors

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

F.K. Morrow Foundation
Mondelez International
The Rainbow Foundation
Toronto Star Fresh Air Fund

Food Drive Donors

(\$1-\$499)

Chambers, Charles
Callender, Michael
Collins, Erma
George, Stella
Linh, Eric
Tri Vinh
McPherson, Denika
Molligan, Worrell
Rawlins, Coleridge
Reesor, Debbie
The Harrison Queen's College
Alumni Association
Waithe, Rosamond
Waithe, Vivian

Donor

(\$500-\$4,999)

Chum Charitable Foundation

Donors In-Kind

Ambrose, Herbert
Ambrose, Norma
Bridgewater, Hubert
Bridgewater, Leila
D' Andrade, Noreen
Daniel, Ingrid
De Freitas, Eardley
De Freitas, Helen
Dunoon Bowling League
Fraser, Sharon
Gill, Clyde
Gill, Jenetha
Grant, Tracey
Llewellyn, Esther
Phillips, Orlando
Springer, Roselyn
Springer, Samuel
Stewart, Beulah
Stewart, Stanford

Donors In-Kind- Others

Ambrose, Norma
Crichlow, Christabelle
Cuffy, Liz
Daniel, Sheryl
Dr. Quansah
Dyer, Ruthlyn
Kelly, Estriana
Kids Up Front
Leacock, Wayne F.
Mayers, Deborah
QSSIS Banquet Halls
Reid, Myrtle
Simpson, Bernice
United Way of Greater Toronto

Placement Students

PRESCHOOL

Nazneen Akhter	– Centennial College
Rosemary Ly	– Seneca College
Xiang Zhou	– John McCrae

INFANT/TODDLER

Samira Bakharia	– Centennial College
Alysha Bonadie	– University of Toronto
Mandisa Guishard-Meade	– Centennial College
Vanadama Thawar	– Centennial College
Tamika White	– Cedarbrae C.H.S.
Anna Yu	– Centennial College

SYRC

Elizabeth Comrie	– Centennial College
Marie Gourdet	– Centennial College

YOUTH AND EDUCATION

Affefah Ally	– University of Toronto
Joyce Lin	– University of Toronto
Kate Nitsis	– University of Toronto
Janet Wong	– University of Toronto

COUNSELLING

Farizma Ahmed	– George Brown College
Brianna Mokwele	– Ryerson University
Sathursha Sirakumaran	– York University

AYCE

Kristan Francis	– Seneca College
Malcolm McLeod	– Centennial College

Volunteers



DAYCARE

Rosemary Ly
Nazneen Akhter
Samira Bakharia
Melissa Bhukhan
Alysha Bonadie
Zedric Edralin
Mandisa Guishard – Meade
Jason Johnson
Belqees Khonjazada
Vandana Thawar
Chris Thomas
Tamina White
Anna Yu
Xiang Zhou

YOUTH & EDUCATION

Withney Adams
Alexander Archer
Anthony Archer
Michael Bartley-Smith
Kaela Beals
Allysia Chin
Shanice Chin
Stella George
Dionne Gooding
Tashica Hamilton
Trevor Hills
Hazel Lord
Paula Morrison
Donna Neita
Donna Nicholson - Robertson
Joseph Rouse
Selwyn Rouse
Nicholas Rudolfo
Robyn Rudolfo
Joanne Sukhai
Jelani Watson
Raymond Whittaker
Cindy Wynne

SYRC

Asriel Belle
Shanikhoa Burke
Elizabeth Comrie
Haniyfa Douglas
Marie Gourdet
Jermal Humphrey
Tyler Murphy
Arrathiyah Thirukkumaran

AYCE

Perez Alberto
Nadia Faisal
Kristan Francis
Malcolm McLeod

CRRD

Noreen Callender
Angela Dabideen
Deon Dabideen
Ettie Dawkins
Myrna Diaz
Dennison Harcharan
Natasha Harcharan
Sanganette Jarrett
Cameal Johnson
Oliver Martins
Sandra Morris
Dhanmatie Moses
Lystra Pierre
Amanda Samad
Sandra Walsh
Kali Walsh

FINANCE

Luis Garcia

ADMIN

Rosalee Brown
Beverly Kerr
Donna Neita
Kathryn Parkins

COUNSELLING

Farizma Ahmed
Mathias Ambrose
Norma Ambrose
Melany Brown
Nichola Bynoe
Noreen D'Andrade
Camille DeFreitas
Ruthlyn Dyer
Jenetha Gill
Tracey Grant
Jonathan Haynes
Estriana Kelly
Amos Licorish
Corey Licorish
Marlon Licorish
Esther Llewellyn
Brianna Mokwele
Nancy Pollard
Charles Providence
Joshua Providence
Patricia Providence
Rida Shaikh
Bernice Simpson
Sathursha Sirakumaran
Beulah Stewart
Sruthy Udayakumar

Management Staff

SHARON SHELTON

- *Executive Director*

NIMO JAMA *Director*

- *AYCE Employment Services*

LEO COMENTAN *Director*

- *Finance & Administration*

CARMEN BROWN HARPER *Director*

- *Trusteed & Special Projects*

KIM ENGLAND *Manager*

- *Community Relations & Resource Development*

CATHY PROVIDENCE *Manager*

- *Culturally Appropriate Counselling*

CAMEAL JOHNSON *Manager*

- *Scarborough Youth Resource Centre*

BERNADETTE HOOD *Manager*

- *Youth & Education Department*

TAMEIKA CRANN-MORRIS *Manager*

- *Jobs for Youth*

OLIVE MCKENZIE *Supervisor*

- *Infant/Toddler,
Children of Tomorrow Daycare Centres*

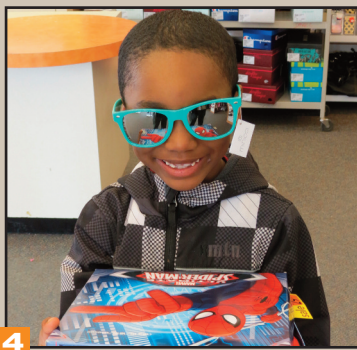
SUSAN SEDGLEY *Supervisor*

- *Pre-School/School Age,
Children of Tomorrow Daycare Centres*

AINSWORTH SLOWLY *Program Administrator*

- *ProTech Media Centre*

The Year In Pictures...



1. Kay-ann (l) and Richard (r) perform a dance for staff at our Christmas party. **2.** Employers enjoying the meal at the "Employer Breakfast" hosted by Tropicana's A.Y.C.E Employment Services. **3.** Deloitte staff helps out at our Children of Tomorrow Daycare as part of their "Impact Day." **4.** All smiles thanks to the generosity of Payless Shoes! **5.** Tropicana's staff display the colours of United Way as part of their annual fundraising campaign. **6.** AYCE staff getting festive at our Christmas party. **7.** Jennifer Kirner of Telus (l) and Sharon Shelton of Tropicana (r) present the Community Builder Award to Delores Lawrence of NHI. **8.** Our YMCA exchange visitors from New Brunswick, checking out the sights of downtown Toronto. **9.** Girls of Tropicana's "Defy Your Label" program make an appeal for the return of their abducted sisters in Africa. **10.** Executive Director, Sharon Shelton, proudly gives John Tory a guided tour of Tropicana's Centre of Excellence.

