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PRESIDENT'S / EXECUTIVE DIRECTOR'S REPORT



The dream of our own state-of-the-art building is now a reality. Construction of Phase 2 began in March 2014. Staff must be highly commended for their patience and resilience as they were subjected to the massive renovations – pounding, smell of welding, dust and often the loudness of power tools and the workers. They endured the discomforts and were real troopers throughout this ordeal, keeping their eyes on the prize.

Tropicana officially opened the doors of the Centre of Excellence on September 26, 2014. It began with a multi-faith service and was followed by speeches from ministry officials, three past Presidents – Christine Williams, Dr. Gervan Fearon (via Skype from Manitoba) and Carmen James-Henry and the Executive Director. We were honoured to have the Past Presidents of Tropicana or their representatives participate in the ribbon-cutting ceremony to officially open the building. Overall, the event was surreal with the newness of the building contrasting with the nostalgia of seeing so many faces from the past; former staff, board members, volunteers and clients were in awe of the premises. Main Street was bustling and the atmosphere was electric. The scene was exactly as we envisioned, as were the comments. There was a feeling of warmth and pride from community members.

That evening and the following day saw the start of the potential for use of the premises.

Tropicana had applied for and received status as an Ignite Partner for the Pan Am/Para Pan Am Games. Spearheaded by the staff at the Scarborough Youth Resource Centre, we hosted our own version of the games. Over 100 community members took part in opening ceremonies, “modified” games and an elaborate closing ceremony.

In December, 2015, our ProTech Media Centre moved into the head office from the Kennedy/Eglinton Library. Now dubbed “The Lab”, we are working towards re-energizing our digital media programming. New potential was realized as the Lab hosted participants of the March Break camp to develop Public Service announcements. Tropicana would like to take this opportunity to thank the Toronto Public Library, but more specifically the staff at the Kennedy/Eglinton site for an amazing four-year partnership. We sincerely hope that the Kennedy/Eglinton community will visit The Lab in its new location.

In January, 2015 the Scarborough Town Centre management informed us that the space occupied by the Scarborough Youth Resource Centre (SYRC) would be needed by the mall. It was agreed that the SYRC would move by the end of May 2015. It was all part of the plan unfolding – housing many of our services under one roof. It was happening faster than we had anticipated, but we were getting the push that was needed to continue our mission for the building.

Another highlight of the year was the United Way Employee Campaign headed by Marc Tremblay, Coordinator,

Pre-Apprenticeship Program. We far surpassed our goal and had high employee and community involvement. As a result of these efforts, we were very proud to have been nominated for a United Way Spirit Award.

With the amalgamation of programs in one space, our attention has turned towards the most effective and efficient programming and use of the space for the upcoming fiscal year. With the assistance of United Way Toronto, Tropicana has been afforded the opportunity to work with Newton NA, a company that works with organizations to help them get more out of their

operational processes. They will be working with us to conduct a program audit and to make recommendations for continuation of current programs. The management team has also conducted brain-storming sessions and has developed a roster of potential programs for the new year.

We are all excited and energized by the prospects for Tropicana Community Services for 2015/16 and look forward to increased involvement from the community we serve through volunteering, donating and sharing your unique expertise.



JENNY GUMBS
- 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.

Culturally Appropriate Service

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

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.

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.

The Tropicana Effect...



Day Care

"The daycare is a fantastic place for my son. They are very encouraging and a great help. The daycare and teachers are doing a good job with the students, as I can see when my son learns something new. My child enjoys the daycare and looks forward to coming everyday to see his teachers and friends. He loves to make his Lego creations. I would recommend this daycare to anyone who is looking for an involved place where their child can grow."

Mother of Child in Care

Sister 2 Sister

C. stated that she enjoyed the program because she got the opportunity to meet new friends, engage in conversations that helped her to develop herself. She enjoyed the activities and workshops she participated in. She also appreciated the support she got from the girls. She left the program feeling accomplished. She said that she built relationships with the girls outside of the program.

C. Sister 2 Sister Participant

YouthSTART

"As for the changes I have seen in Malachi, they have been nice and steady. He is starting to speak when he is angry instead of shutting down; his overall attitude has changed drastically from "I can't, I won't" to "I will try, I can". He's starting to come out of his depressed shell and walks a little taller. I thank both you and Michael for your time, patience, understanding and teaching ability. Malachi loooooooved attending."

Joanna Parent of YouthSTART Participant

Camp Tropicana

"The best part of this entire camp is the showcase for the parents and caregivers at the end of the program. This is where the students show what they have done for the summer. I've enjoyed mini skits, plays and showcasing of new talents especially the dance routine. It was well coordinated. Since that summer of 2008 my daughter has requested to go back to this camp every year. She is even interested in becoming a camp counselor when she is too old to be a participant. I would recommend Camp Tropicana to any parent who is looking for a fun and educational environment for their child. The location is great, the staff are friendly and the activities are entertaining; All the great qualities of a great camp."

O. Caleb Parent of Camp Tropicana Participant

Defy Your Label

"I think the girls club has changed me a lot now because I'm not so shy anymore and I've made a lot of new friends. We done so much fun things together, we laugh and made jokes. When I was alone I know I have supporting friends and staffs that were there for me. Tropicana also help me to become a young women leader and help build my self-esteem. I thank everyone for being there for me. Thank you to the Tropicana Team."

Defy Your Label Participant

START for Life

"I did not come here by choice. It was an obligation I had to fulfill. Yet I feel appreciative [that] the events, which were not great, lead me here since it has changed the way I look at things, the way I communicate with people, practicing taking a deep breath and a step back before I open my mouth or make certain actions. I told my cousin today it was graduation and she asked me if I had learned anything. I have. Just to be a better person, because of the things we learned. I am at a point in my life where I am transitioning into an adult because, I just turned 25 and by taking the [START] course it helped me become a better person. I enjoyed meeting everybody and listening to everyone's stories. We always had a chance to go over what we went through [during] the past week and some were funny or not so funny. It was great to hear how others are dealing and coping with life. I am thankful that we got this opportunity to do it."

C.S. START for Life Participant

Family Counselling

A family unit (mother and father) was referred to Tropicana by child welfare and their lawyer for strategies to enhance their capacity to parent. When they first began the process, the couple indicated that they were apprehensive about counseling. They however, continued. After several sessions they indicated that, as a result of participating in the sessions, they were able to (1) gain insights into the impact that their substance abuse and physical abuse had on their daughter and (2) clearly understand why their child was placed in foster care. Although their daughter has not been returned to their care, the parents indicated that they are using the tools and strategies acquired from the sessions to develop a cohesive relationship with their daughter and have begun to engage in activities during the supervised visits with their daughter which will hopefully build trust in their relationship. "...we think you have the right demeanor/personality to be doing the job you are doing...We wanted to say, thanks a million for all the help you offered to us, you are an awesome person. Don't ever change..."

Family Unit Counselling Participants

Man Up

N.B. is an 18 year old young man that has professed that he gained valuable life skills and leadership through his experiences with the programs offered to him at Tropicana. Nathaniel credits the Man Up program for helping him with his decision making skills, he says "When I get angry, I breathe and think about the anger management skills Man Up has taught me". Nathaniel is a common face at the SYRC, and he enjoys hanging out in what he calls "a friendly environment". The programs at Tropicana have made it easy for him to be social, while making him new friends in his community. Nathaniel credits Tropicana for being the main reason he is knowledgeable of community events and he understands that he can rely on our staff to help him with diverse issues that may arise."

Nathaniel Man Up Participant

Strategic Plan

2013 - 2017

I. HEALTHY COMMUNITIES:	II. AGENCY SELF SUFFICIENCY:	III. COMMUNITY LEADERSHIP:
<p>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.</p> <p><i>Strategic Initiative:</i></p> <ul style="list-style-type: none"> 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 	<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"> Strategic performance management Fund/Income generation Short and long term indicators identification Succession planning 	<p>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.</p> <p><i>Strategic Initiative:</i></p> <ul style="list-style-type: none"> Outcome focused program evaluation Brand growth Organizational visibility

Program Reports

Culturally Appropriate Counselling

By Cathy Providence

Individual & Family Counselling:

Word of mouth continued to be the source of referrals for the program which kept the staff and placement students alike busy. In addition to individual and family sessions, requests were made for educational workshops which created opportunities for clients to network with others in the community and to raise their awareness of a variety of subjects. To that end, the program delivered 2,866 counselling sessions and 63 workshops. Sessions conducted primarily related to: communication, conflict resolution, anger control, emotional health, abuse, child-rearing, grief management, employment support and stress management. The educational workshops related to topics such as: life-skills (positive social skills, managing emotions and decision-making), emotional health (effective change, positive self-talk and self-esteem), physical health (diabetes awareness and prevention, effects of physical activity and cancer screening and prevention), physical fitness (yoga, trail walks, aerobics) and nutrition (healthy eating, cooking and illness prevention).

Community excursions became the name of the game as a means to encourage clients to forge linkages with the resources available in the community as well as a means to address the shortage of program space during the construction of the agency's new building. Trips included: tour of the Royal Ontario Museum, nature walks through the neighbourhood's abundant trails and film screenings. For 2015-2016, it is anticipated that trips may be made to the Ontario Science Centre, community farmer's markets and sporting events as participants have asked for more of these type of activities.

Violence Against Women and Children Services:

Services were provided to women (and their children) who identified as being abused. Activities included: crisis and supportive counselling, safety planning,

information-sharing and referrals to resources. In recognition of International Women's Day, the program hosted its 12th annual celebration on March 12, 2015, 48 women attended the event named for the 2015 theme "Make it Happen". During the 3-hour event, facilitation focused on setting SMART goals (Specific, Measureable, Attainable, Realistic and Time-bound), chair-based yoga postures, strategies for making lasting legacies and team-building exercises. Feedback indicated that 86% viewed the event to be "Very useful" and 12% "Useful". Specific comments relating to learning included:

- "[I learned] the purpose of setting good goals."
- "[I] learned how to reach my goals."
- "The talk made me think of the goals I used to have and put aside because I was too busy raising my kids. I realize that I still want to achieve them so I will follow the SMART strategy and start to work on achieving them. Thank you for the reminder."
- "It reinforced the need for me to set goals and form a plan to make it happen. Hearing this message...makes me motivated to think of what I want out of life. I will complete my SMART goals so I can make it happen for me."

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 counseling, accompaniment to resources within the community and referrals pertaining to: housing, legal, counseling, parenting, education, employment, immigration and health services. Over the course of the year, the program launched new group initiatives to enhance the one-on-one services. Met with overwhelming appreciation, were the Urban Trail Walks and the Cook 'N Learn activities which enabled participants to discover afford-

able, health-related, stress relieving activities. Akin to the saying, you can't see the forest for the trees it would seem that many clients have been so engaged in the responsibilities of daily living that they have not seized the opportunity to take a walk. The Urban Trail Walk re-introduced clients to the flora and fauna of the nature trails in Scarborough. With respect to the Cook 'N Learn program, staff solicited a client volunteer to develop an educational workshop to share her expertise with other clients. In the initiative, the participants learned how to cook 10 Asian inspired dishes in 28 minutes – a feat that was greatly appreciated by all attendees who viewed it as a time-saving gift.

START for Life:

The goal of the Success through Aggression Replacement Training life-skills training program is to assist individuals to enhance their pro-social skills and to promote healthy interactions with peers, family and the community. Now in its eleventh year, START facilitated series #29-31. In response to feedback from prior series, the program returned to 3-hour sessions for the 10-week training where participants had the opportunity to strengthen positive social skills, manage their emotions (in particular, anger) and make effective decisions. Examples of some of the goals identified by participants include:

- Consistent/positive family communication
- Develop listening skills/insights regarding others
- Self-advocate/stand up for rights
- Say "No" respectfully
- Change a habit that is no longer useful
- Manage disappointment
- Learn about triggers
- Let go of past hurts
- Develop coping mechanisms to manage difficult people
- Enhance self-control
- Identify ways in which compromises are possible

- Handle new situations without feeling nervous/confused
- Control emotions when overwhelmed
- Be assertive rather than aggressive
- Develop humility
- Deal with/manage/control anger
- Express opinions clearly
- Communicate calmly; better; positively
- Increase self-esteem
- Strengthen parenting skills
- Increase patience
- Become assertive
- Avoid negativity
- Improve conflict resolution skills

Feedback received during the course of the programs and at the graduations revealed that participants learned the following:

- Ways to calm down before angered
- Not to make little things bother me
- Become more understanding of communicating with others
- Positively react to situations
- Develop anger management techniques
- Manage difficult situations
- Be understanding of how others may think or feel
- Give full attention when others are speaking
- Improve conflict resolution
- Be less aggressive
- Positively channel anger before it becomes aggressive

- Learn to not allow the actions of others to adversely affect me
- Speak in normal tone/volume when angry

In light of the on-going success of the START program, a gender-specific pilot was facilitated for women. The pilot consisted of four sessions which focused on pro-social skills (Asking for Help, Apologizing, Knowing your Feelings, Expressing your Feelings, Understanding the Feelings of Others, Getting Ready for a Difficult Conversation and Making a Decision), the ABC's of Anger (relationship between events, behavioural responses and life consequences), Anger Control Cycle (triggers, cues, reminders, reducers, self-evaluation and thinking ahead), Hassle Log (tool to reflect and evaluate decision-making outcomes) and Moral Reasoning (internal beliefs which construct the decisions made). Twenty-three women attended the program where feedback was positive (e.g. requests to provide the program again in the future with longer sessions).

Partnerships:

- Anti-Gang Unit (Probation and Parole) – client referral
- Birkdale Residence – facilitate life skills workshops for residents

- Community Care Access Centre – client referral
- Immigrant Women's Health Centre – collaboration to provide health services via their medical mobile bus to women in need
- Ministry of Community Safety and Correctional Services – client referral
- Toronto Public Health – collaboration to provide health services (e.g. diabetes prevention and nutrition)
- Scarborough Access Centre – collaboration to develop services/resources
- Scarborough East York Collaborative – committee of youth serving organizations (organized by Centre for Addiction & Mental Health – CAMH)
- Transitional Housing & Support Advisory – committee of service providing organizations collaborating to develop services/resources
- Woman Abuse Council of Toronto – collaboration to develop services/resources

PROGRAM STATISTICS			
Funding Source	2014-2015	2013-2014	Year-to-year Comparison
United Way (UWAY)	Counselling (Individual/family) 1 732	1696	+2%
MCSS - Violence against Women & Children (VAW) and Violence against Women & Children Enhanced (VAWE)	Counselling (Abuse prevention): 176 Women 49 Children	211 Women 48 Children	-17% Women +2% Children
MCSS - Transitional Housing & Support (THS)	Support/Advocacy (Abuse prevention): 25 Clients housed	109 Women 32 Housed	-14% Women -22% Housed
City of Toronto Community Services Partnership (CSP)	Workshop (START for Life/Parenting Together – Adult): 50	56	-11%
COMMUNITY EDUCATION			
Workshops	63 Workshops 846 Participants	25 Workshops 276 Participants	+152% +207%

AYCE Employment Services

By Nimo Abulkadir Jama

As an Employment Ontario delivery agency, we work with both job seekers and employers to achieve their employment related goals. Over the years, employment counsellors and job developers have supported thousands of clients looking for work and assisted employers in finding suitable candidates. We help our clients to secure employment, get training, and upgrade their skills. In addition to resume writing services and interview coaching, job seekers have access to a variety of career planning, educational materials and job search tools in our resource centre. For employers, we save time and money in the hiring process.

AYCE provides free job posting, recruiting, screening and coaching services. Employers can also access training incentives to offset the initial cost of training and orienting a new employee. Since employers continue to remain the backbone of our services, we ended the year with a successful employer event where employers had an opportunity to learn more about our services and network with other business owners.

I would like to express my gratitude to the staff at AYCE. The success of the programs would not be possible without their commitment, dedication and hard work. We are fortunate to have such a fabulous team. Thank you and I look forward to another exciting year at AYCE.

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 it be training in a specific trade or becoming an apprentice, returning to school for a high school diploma or enrolling in a post-secondary program. Older displaced workers are given the opportunity to retrain and pursue a second career.

Highlights:

- AYCE surpassed intake and employed outcomes for Employment Services. Through Employment Services, the largest employment program at AYCE, 1,503 clients received employment counselling services and 561 clients secured paid employment with the assistance of a job developer. 71% of our clients found employment, which is above the provincial standard of 69%, and 17 % returned to school or enrolled in training. In other words, 88% of our clients exited our services with a positive outcome. 1,853 participants attended our workshops. Over 1,000 clients used the resource area while conducting their job search.

These clients accessed a wide range of job search resources including computers, internet, 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: 221 clients between the ages of 15-29 and 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 accessing short-term training opportunities.

- Summer Job Services: More than 616 students were able to find summer employment through our Summer Jobs Services program.

- Pre-Apprenticeship Program: Last year was successful for Pre-Apprenticeship as 90% of the students graduated from the program. A graduation event was held at the Radisson Hotel to celebrate the students' achievements. In attendance, were a number of industry experts, employers who supported our program and the keynote speaker was John Tory.

What our employers say...

"Great resource, great help and cost effective solution. AYCE was an invaluable resource in our most recent search. We were looking for an efficient and cost effective way to reach a diverse set of applicants with hand-on-experience and AYCE offered that. We always got a quick response and assistance from highly qualified AYCE professionals especially from the job developer that in the past we have paid big dollars for recruiters to provide"

-Lily Shen, CHRP-Manager, Human Resources and Environmental, Health and Safety Crystal Claire Cosmetics Inc

"I believe AYCE is doing a great job by helping small businesses to find the right candidates. I have saved time, money and most importantly have found suitable persons for the job through the screening process which is brilliant. Thank you!"

-Muneer Mohammed, President Babatel/Digital Telecom Inc

"We have been using AYCE Employment Services to fill our office vacancies for the last 13 years. We have recruited very competent and dedicated employees through their placements. The remuneration they provide really helps smaller businesses with the expense of training a new employee. We would recommend them highly to anyone looking for a new employee."

-Josie Latchman, Office Manager, Jodee Trucking Ltd





What our clients say....

"Dear Zulekha Yusuf, I am writing this letter to acknowledge your invaluable support in terms of pre-employment, and employment services. You have been helping me through resume writing, interview preparation, information about voluntary activities, and education...Thank you, now I am able to work and start my life in Toronto as a result of your support."

-Yonathan Gebreyohannes, Employment Ontario Participant

"I have had a rewarding experience with AYCE Employment Services. This organization has a commitment to helping youth find jobs. However, not exclusive to this demographic because they lend services to those in need and based on their success rate their reputation precedes them. I had the privilege of listening to moving testimonials from others who were once in the same boat as myself. Therefore, it was only right that I provide my testimonial as well. Over the course of the year I had been aiming to get a job in my field and looking at other alternatives as well. I was fortunate to have a counsellor by the name of Vanessa Parodi aid me in my job search, if it wasn't for her dedication over these 5 months. I would not have garnered a position within my field. Furthermore, Vanessa's hard work and overall commitment to her role as a liaison is inspiring. Outside of the actual job she also played a role of a friend who genuinely cared about my well being, especially with all the disadvantageous circumstances aside from the job hunt. I will definitely direct students to AYCE Employment Services who are searching for jobs, because I am confident that this organization will provide them with the necessary skills (resume writing, interview prep, etc) to gain employment."

-Kiefer James, Employment Ontario Participant

Youth & Education

By Bernadette Hood

DEPARTMENT OVERVIEW:

The Youth & Education department provides a range of services to meet the educational and developmental needs of children and youth. Staff and parents work closely to provide support to all participants along their journey of learning. Programs include Tutoring, March Break and summer camps, Chess and Steelpan instruction, YouthSTART, Defy Your Label, the YMCA Exchange program and youth development initiatives in schools. Volunteers and placement students play important roles in our programming and are integral to our tutorial program. They 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:

- Increase Your Success (IYS) Tutorial Program (Saturdays)
- Mathematics and Language Arts/ Grades 1 – 12
- Volunteer Tutors
- The tutorial program has served 47 students in grades 1-12 from October 2014 to March 2015
- Chess (Children & Adults) 4 youth and 1 adult have attended classes
- Pepsi Tropicana Steel Orchestra (Saturdays) - Mixed ages (9+)
- There were 32 new registrants in the beginners' class and 20 returning players in the advanced class. This year's increased numbers can be attributed to advertisement through Arlanna Alie's on-line advertisements.

The program served 52 individuals in total this year

Camp Tropicana - March Break

March Break Camp took place from March 16 – 20, 2015. With the theme 'Discover

Yourself', 21 participants (6 – 11 years) were 'taken' to Newfoundland and Labrador, British Columbia, Yukon and Nunavut Territories. Campers were given passports and boarding passes for the trips. The journey taught about the culture and lifestyle of the people, giving our young ones a glimpse of Canada's diversity. Youth used arts and crafts to create artifacts and other historic items for display. Staff kept the group fully engaged with lots of recreational activities. One of the highlights of the camp was a trip to the Royal Ontario Museum (ROM) in which they visited a number of exhibits. Another highlight was a PSA project with Ainsworth Slowly from the Computer Lab. March Break Camp was a success.

Camp Tropicana - Summer

Camp Tropicana's theme this year was based on Leonardo Da Vinci's quote "Learning never exhausts the mind." We had a total of 69 youth from ages 5-14 that attended Camp Tropicana.

Activities this year included:

- Weekly workshops from Kaleidoscope (Scarborough Arts) in spoken word, African drumming, African dance and visual arts
- Kids Up Front (KUF) provided passes to the Royal Ontario Museum (ROM) and an afternoon in to explore Rouge Park via Kids in the Woods Initiative (K.I.W.I)
- Attended pre-launch of the 2015 Pan Am Games at Nathan Phillip Square
- Roberta Bondar Foundation's summer photographic challenge
- Participated in Canadian Tire's 11th annual JumpStart Games in Aurora
- Youth ages 12-14, visited Protech Media weekly to engage in media literacy activities
- Toronto Star Fresh Air Fund provided tickets to visit Canada's Wonderland
- Leadership campers received a 90-minute make-up session at Complexions College of Makeup Art & Design
- Attended Google's Geek Street Festival and learned about science and technology

Youth Development/Life Skills/START (Success Through Aggression Replacement Training) in schools.

This is a combination of life skills and anger control strategies. Two elementary schools received service: William Treadway Jr. P.S. (29 girls and 18 boys) and Chief Dan George P.S. (10 girls). Weekly attendance for school groups averaged 98%.

The 18 boys at William Treadway Jr. P.S. comprised of 7 grades 2-4 students and 11 grades 5-6 students.

Results:

- 65% of participants are more collaborative in their various classrooms
- Most participants are no longer frequently sent to the "detention bench"
- Most participants can now self-correct as observed by school authority
- A couple of past YouthSTART program participants have initiated some projects to help disadvantaged students in Africa (as reported by the school principal)
- Improved behaviour re: disruptive sessions, as the participants have obviously progressed immensely since the beginning of the school year

Program attendance rate increased from the initial total of 13 participants in December 2014 to 18 participants by the end of March 2015.

Client information – 88% of clients served are of Afro Caribbean or African origin, 12% Caucasian and Asian residing in and around Scarborough.

YouthSTART On-site program for 9 – 13 year-olds

YouthSTART teaches pro-social skills to build self-confidence and self-awareness. It also provides youth with the tools to deal with aggression and anti-social behaviour.

7 males and 1 female registered for this program and completed a 12-week program involving social skills, anger control and moral reasoning strategies.

YMCA EXCHANGE **Youth: 12 – 17 years of age**

The exchange took place in Moncton, NB, where one staff and chaperone accompanied 11 youth from June 22 -28, 2014. Participants enjoyed a week of adventure with kayaking, Tree Go, dancing and as one youth put it, seeing “how diverse Canada is....the fact that we are not so different.”

DEFY YOUR LABEL **On-site program for 8-13 year-olds girls**

Defy Your Label is geared towards girls between the ages of 8 and 13 years old that addresses a wide range of relevant issues and encourages participants to become more globally conscious citizens.

Weekly attendance taken for Defy Your Label on-site program showed a beginning percentage of 80% which decreased to 40% due to other after-school commitments later on in the year. A total of 15 girls registered for the program.

KEY MILESTONES:

- Defy Your Label (DYL) celebrates 7 years of programming
- DYL continued its partnership with Girls Action Foundation (G.A.F)
- A youth volunteer has applied for funding to do a leadership project with young girls
- 5 years of programming at William Tredway Jr. P.S., including 4 years of boys programs
- Expansion of programming to Chief Dan George P.S.
- DYL and the William Tredway Girls' group participated in the Bring Back Our Girls campaign in solidarity with nearly 300 Nigerian girls who were kidnapped in Nigeria by Islamist extremists Boko Haram.

CLIENT INFORMATION:

Most of the Youth & Education clients are from the Black/Caribbean community. However, programs are becoming more diverse with participants from Somali, Ethiopian,

East Indian, Middle Eastern, South Asian and Caucasian heritage. Clients came mainly from Scarborough and a few from the Greater Toronto Area - Durham and Markham regions.

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, Service Canada (HRDC), Focus on Youth (Toronto Catholic District School Board), University of Toronto (Scarborough Campus), and University of Toronto, Occupational Science and Therapy.

Community Involvement: Youth & Education staff participated in The Grade 8 Transition Program in the summer of 2014. This program was for students of the Malvern community who were not meeting expectations, and could benefit from strengthening their literacy and numeracy skills and/or needed to get a head start on high school by earning grade nine credits.

The program lasted for six weeks and included an academic component in the mornings and various workshops from community partners in the afternoons. The organizers identified the need to provide an opportunity for students to discuss identity, empowerment and leadership and the department presented one workshop on Leadership and Engagement based on the Defy Your Label program.



Pre-School School-Age Centre

By Susan Sedgley

The Children of Tomorrow Day Care Centre for pre-school and school age children is located at John McCrae Public school in Scarborough. We provide quality child care for 66 families in the community.

We currently offer three different programs in the community:

1. Childcare for 16 pre-school children aged 2.5 to 3.8 years.
2. Extended day before and after school program for 20 junior and senior kindergarten children. This is the centre's first year as the third party operator of this program for the Toronto District School Board.
3. Before school, lunch, and after school programs for 30 school aged children in grades 1-5. In August 2014 the school aged program increased from 21 to 30 children.

In 2014 the school aged program increased from 21 to 30 children. Our six full time and two part-time staff understands the needs of young children, and they deliver an age appropriate program where children learn and develop physically, socially, emotionally and cognitively. A weekly program of activities is developed for the children and parents are able to view the weekly schedule. Within this plan parents learn what skills their children are developing through participating in specific activities. Our goal is to make their children's learning transparent.

Our programs:

- Are inclusive and respect each child's abilities, needs and strengths
- Provide a language rich environment that encourages communication through positive interactions
- Develop children's self-esteem by ensuring that they feel valued and cared for as individuals
- Foster a sense of autonomy by ensuring flexibility and choice
- Provide a supportive environment in which children can develop their skills, talents and interests

Each year the children learn about different cultures. We celebrate Diwali, Chinese New Year, Kwanzaa, Eid al-Fitre, Black History, Canada Day. The children have fun on Valentine's Day, St. Patrick's Day and Halloween.

The centre mentors Seneca and Centennial College students doing their placements to become Early Childhood Educators.

Our summer program operates during July and August and children enjoy going on trips. Parent volunteers are appreciated during our summer program and any time of the year.

Centre Highlights:

Day Trip to Petticoat Creek

Ontario Science Centre

Ripley's Aquarium

Neighbourhood Splash Pads

Bowling

Christmas Party

Yoga Instruction

Movies

Dental Hygienist

Cinderella Party

St. Patrick's Day Parade

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



The daycare is a safe and secure environment where I feel comfortable leaving my child. It is like a good family and my child enjoys being there alot.

Laxaan's mother Full Day Kindergarten

The daycare is a phenomenal place for Rushawn. He loves his teachers, getting the time to do activities and play with his friends. It means a lot to me because his daycare teachers care a lot about him and treat him very well. I feel happy sending him to daycare. I know that he is safe and loved by the teachers. Its great having the breakfast program because some mornings he does not want to eat at home. When he gets to daycare he will eat. It means the world to me to have people who care.

Rushawn's mother Full Day Kindergarten

The daycare is a great centre. It means a lot to me that they are so willing to help me with issue's with my child at school. They are very respectful. I could not ask for a better centre to put my child in.

Phenix's mother School-Age

As a working mom with a medical condition daycare is a big help for me. My two boys enjoy different programs, play and interactions

with other kids. It's a great experience for them as they grow up. I'm so thankful for this daycare program is part of my kid's years of growing up. I hope and wish that Darrylson can stay another year until he's allowed to stay on his own.

Dewey and Darrylsons' mother School-Age

Daycare is a place for Angel to learn many things and play. When Angel is in the daycare I feel she is in a safe place in our absence. Children of Tomorrow staff are wonderful. Angel never hesitates to go to daycare. When we leave her in the daycare, she says bye- bye to us and goes to mingles with her peers. Thank you very much for your care and support.

Angel's mother Pre-School

My name is Maria, mother of Izehinosen. I have been using the daycare for some years with my son David and now Izehinosen. I thank God and staff. The children are little people. I see them playing together and making friends.

Izehinosen's mother Pre-School

We look forward to providing care to all our parents in 2015.

Infant / Toddler Centre

By Olive McKenzie

At Children of Tomorrow Day Care Centre, we provide care to families of children aged 3 months to 2.5 years old. We strive for excellence in our services by engaging the children in challenging activities that supports all areas of their development in an environment that nourishes humor, responsiveness and positive interactions. Through play based learning the infants develop skills and achieve learning goals. Dedicated staff members identify strengths and needs within the infants and toddlers and programming is developed accordingly.

We invite parent participation by having them lend their skills and to enhance the programming.

Staff training focuses on strategies for improving and incorporating developmentally appropriate learning experiences for the children while staying current with research and new findings as it pertains to how infants and toddlers learn utilizing the four foundations of How Does Learning Happen.

By the Numbers:

44 clients were served in the past year

28% of families were repeat clients

32% of clients are students

10 Infants and **15** Toddlers

The centre maintained an average enrolment of 88%.

The centre continues to support the colleges Early Childhood Education Program by providing placement opportunities to students enrolled in the program. Students are supported by a Registered Early Childhood Educator and gain worthwhile challenges that use existing skills and provide opportunities for developing new skills.

This year 9 Centennial College students were placed at the centre for a total of 898 volunteer hours.

Special Events/Celebrations:

Black History Month

St. Patrick's Day

Christmas

Valentine's Day

Scarborough Youth Resource Centre

By Cameal Johnson

This year Scarborough Youth Resource Centre (SYRC) celebrates 20 years of youth programming in our community, and as such it was a busy year for our team. SYRC staff facilitated in-house programs, hosted various events, did fundraising and facilitated workshops in collaboration with other organizations. We continued to offer drop-in services for youth to access resources such as computer, printing, faxing and photocopying. Our outreach efforts for this past year took us to the following locations:

- David and Mary Thomson
- Woodside Square
- Toronto Public Library
- YMCA
- Warden Woods Community Centre
- Birchmount Bluffs Neighbourhood Centre
- Operation Springboard
- Tamil Youth Centre
- East Scarborough Boys and Girls Club
- Heritage Skills Development Centre
- Agincourt Community
- North West Scarborough Youth Centre
- ACCESS Employment Services
- Malvern Community Centre

Also, SYRC remains a member of the Steele's L'Amoreaux Youth Empowerment (SLYE) network and partakes in various road shows organized by SLYE.

Statistics:

- The SYRC registered 231 new clients this year with a total of 2,192 visits

This year SYRC faced a decline in youth visiting the site and lower registration numbers for some programs; this is partially attributed to the outdated computers and resources at the centre and due to limited funding, upgrading SYRC's equipment is on hold. Further, SYRC is also located in Scarborough Town Centre (STC) and with recent renovations to the mall and the target of a new demographic to the shopping centre, the youth that once occupied STC have moved on. Near the end of Tropicana's fiscal year, STC

announced that they would be reclaiming the SYRC space and assisted in relocating all programming to Tropicana's head office. With the relocation and targeted outreach it is anticipated that there will again be an increase in youth participation.

Events:

MONTHLY YOUTH NIGHT

SYRC continued to implement monthly youth nights, however, with the increase in collaborated events, we did not host as many as in previous years.

Our monthly event brought youth together in a safe, positive, and social atmosphere. The youth nights have consisted of themed talent showcases while other nights, youth watched movies, played various board games, and engaged in friendly Wii/PlayStation competitions. Participants enjoyed the opportunity to interact with their peers and being in a space where they felt welcomed and supported by their peers.

CITY OF DREAMS YOUTH TALENT SHOWCASE

SYRC strives to deliver a positive social message to the community through dance, poetry, singing and more with the City of Dreams Showcase. For the second year, the SYRC hosted its annual City of Dreams Showcase which is an event that captures the drive and passion that lives in our youths, while giving them a safe and exciting platform for self-expression. This event took place twice this year because of the positive feedback from our youth. This event continually encourages our youths to follow their dreams, to stay focused and to be positive.

TIE THE KNOT: SYRC COMMUNITY BASKETBALL EVENT

SYRC planned and executed Tie the Knot: SYRC Community Basketball Event that was held on Saturday May 10th, 2014. The event was held at the

Chinese Baptist Church and was very successful with participants from four organizations partaking in the competition while family and friends cheered on. It was also a great event that featured several diverse communities coming together in a safe and positive atmosphere. We were also able to raise close to \$200 from food and raffle sales and entrance fees during this event. Funds raised supported our Man Up program.

Fundraising Events

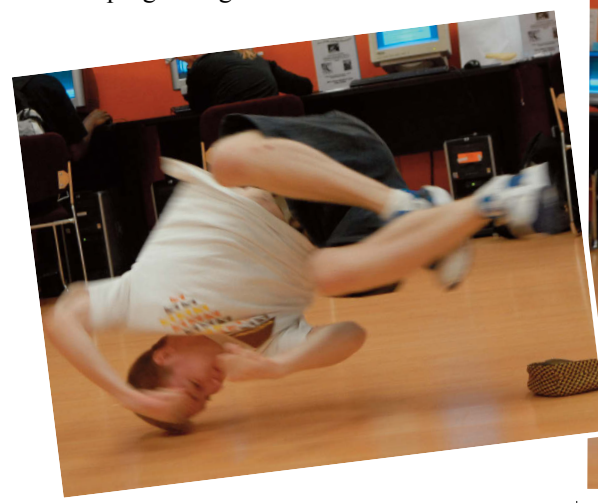
We'd like to give a very special thank you to the Real Canadian Superstore – Scarborough and Manager David McAlman, for their tremendous support throughout the year. The Real Canadian Superstore has provided us with gift cards to purchase healthy snacks for our program and for our annual holiday party. They have also been very gracious in allowing us to conduct our fund raising car wash on site at their location.

SYRC PROGRAMS:

TROPICANA LYVE

After a six month delay, the Tropicana LYVE program was renewed by Service Canada and resumed providing services to our youth in October 2014. Numbers from October 2014 – March 2015 are as follows:

- 55 youth selected for participation within the Tropicana LYVE program
- 25 individuals were placed with local businesses throughout Scarborough
- 6 youth complete the work experience (placement) successfully
- 14 are currently in the placements and are progressing well



- Participants were trained in a variety of roles such as administrative assistant, food server, kitchen helper, office assistant, receptionist, auto-mechanic assistant, auto detailer assistant, general helper, children's after-school programs facilitator and sales associate.

The Tropicana LYVE program is on the right track towards achieving its program outcomes. The program continues into the new fiscal year.

MAN UP!

This group encourages young men to gather and engage in discussion about current topics and issues of concern. Throughout the year, the young men focused on topics such as the importance of life skills and how developing important life skills can help each youth set and achieve their goals; substance abuse and drug awareness; mental health awareness; the importance of maintaining a healthy balance of self-care; understanding your feelings; and career building just to name a few. Throughout the program the participants were captivated and had a high level of engagement as they received information from both staff and guest facilitators from community organizations such as the YMCA and Centennial College's HYPE program. Some of the youth stated that they had made leaps and bounds in regards to their confidence, social and leadership skills, while others felt they still had more to learn.

This year the Man Up program also partnered with Read2Rap to deliver the R2R Roundtable Discussions (podcast). These collaborative sessions accomplished its objective which was to build confidence in our youth and improve their communication skills. Many youth within the program became confident in articulating themselves when discussing issues that were affecting them in today's society. The young men voiced that they enjoyed the program and it has been a benefit to them socially. One young man, JP, told staff that the program has helped him with his confidence. In conclusion, the youth were very pleased with the program and enjoy discussing the topics of interest in this new podcast format.

The program served 17 young men this year.

SISTER 2 SISTER

This program enables young women to meet on a regular basis to participate in activities, workshops and healthy discussions surrounding current issues. Throughout the year the ladies held great discussions on topics such as physical fitness, self-esteem, body image, healthy eating, budgeting and violence against women. Staff as well as guest facilitators from community organizations such as JVS Toronto and Toronto Public Health assisted in delivering various workshops to our young ladies.

Overall, the Sister 2 Sister program was a great program that provided young ladies with a supportive environment for them to

thrive in. The program allowed them to be themselves while giving them an opportunity to learn from their peers. Finally, the workshops offered provided them with an avenue to learn and try something new, and engage in conversations that lead to growth and self-development.

11 young ladies registered in the program this year.

SPECKZ-TACULAR DANCE PROGRAM

This program is for youth interested in learning, practicing and performing the latest steps in the urban dance scene. Throughout the year the dancers learned many dance styles, routines and the origin and culture of various dance styles. For example, the dancers were educated on how to interpret Caribbean music and movements and they learned about the origin and culture of Caribbean dance. The beginner dancers auditioned for the City of Toronto Stomp Competition and although they did not pass the audition stage, they gained a lot of valuable experience on preparing for dance competitions and what is involved overall. Both the beginner and advanced dance groups performed at many events. They performed at the end of program celebration, at various youth nights, the City of Dreams Showcase and the IGNITE Games opening and closing ceremonies.

9 dancers registered in the program this year.



Jobs For Youth

By Tameika Crann-Morris

After School Program

In its second year of inception, the After School program was led by Tropicana in partnership with Polycultural Immigrant Services and Youth Employment Services to assist a total of 260 youth gain part-time employment during the school year. Tropicana served the eastern section of the city and worked with 170 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 2015.

The After School segment of the program afforded youth the opportunity to work for eight hours per week and spend two 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 214 youth placed, 190 remain in the program while seven excelled at their jobs and were employed by the companies where they were placed.

Summer Experience

In 2014/15 the Jobs for Youth Summer Experience program proved to be successful in all 13 priority neighbourhoods. Successes included the prevention of incarceration, negative behaviours being replaced with positive ones, participants facing multiple barriers being able to overcome their challenges, youth

taking advantage of career-related opportunities, continued employment offered to many of the youth and employers giving references to many youth allowing them to gain future work opportunities.

Examples of this success can be seen through the following stories:

- A youth from the expansion segment of the program faced incarceration if he was not employed. Staff found immediate placement for the participant in a positive work environment that met the needs of his probation order. With the support of staff and his probation officer, the participant was assisted in abiding by all conditions of his order and was able to avoid incarceration while obtaining meaningful work experience.
- At the beginning of the program, another participant had several charges pending, was in the process of trial, and was under house arrest. Initially, this information was not disclosed to staff. On his way to his placement, was arrested. Staff advocated for him by providing documentation with proof of employment. Shortly thereafter he was released on the condition that he would be going to work and returning home when his shift ended. He completed the program with great reviews from his employer.
- One youth experienced a lot of family trauma over the past year. This youth was placed in a retail setting and impressed the employer with her maturity and strong work ethic. However, she became overwhelmed by her experiences and unable to effectively cope with her emotional stress; she experienced a breakdown and showed up to work intoxicated. Staff advocated for her and the employer agreed to support her and to allow her to

complete her placement. Sessions were also arranged for her with a youth support worker. The young woman successfully completed her placement and was hired on by the store at the end of the program.

PROGRAM STATISTICS

Program target:

- 1,020 youth placed in jobs
- 80% of youth reported satisfaction with their placement
- 80% of employers reported satisfaction with services received

Program outcomes:

- 3,507 youth applied to the program –a 13.5% increase from the previous year
- 1,143 were registered
- 1,096 were placed in employment
- 94% completed their six week placement
- 24 youth received certification in areas such as CPR/First Aid, food handling, WHMIS, Pet Expert Certificate
- 385 employers participated in the program

Program Evaluation

- 338 employers responded to the satisfaction survey and of these, the overall satisfaction rate was 99%
- 937 participants returned the satisfaction survey and 99% reported overall satisfaction with their placements

Feedback on the Program

Youth Response:

(In answer to the question 'What was the most helpful part of the program?')

- "Teaching me to be more responsible and better at understanding the workplace and what work is all about"
- "I got the job after summer!"

- “Gaining Canadian work experience as a recent immigrant”
- “Learning financial information about taxes, pensions and vacation”
- “During pre-employment I learned skills and ways of doing things that made my job experience better”
- “This program helped me with my communication skills. I learned how to communicate with customers”
- “Learning the importance of money and how hard it is to earn it. It helped me become independent”
- “This program gave me a chance, even when I didn't think I was qualified or deserving of it”
- “Learning organization and time management skills”
- “The program helped me with anger management and taught me leadership skills”
- “Showing me that I have a future”
- “Making money for school”
- “Teaching me to be more responsible and better at understanding the workplace and what work is all about”
- “The way the staff explained everything, always listening and giving advice; they checked in on us so we knew we were not alone.”
- “Learning how to market yourself in the workforce”

Employers Response:

- “We were very pleased with the team this year. They did a great job in keeping the store clean and assisting customers. They were able to organise our store very nicely. I had no complaints with these three bright individuals.”
- “I was more than satisfied with the students this summer. I only wish I could have offered more support. The youth worker leaders have been amazing and thoughtful.”
- “The youth have been very productive. They are shining stars.”

Special Projects

TD Employment Pilot Project

There was an exciting addition to Jobs For Youth in 2014/2015 as the department experienced growth through its tri-partnership with TD Bank and United Way. This pilot project allowed Tropicana the opportunity to provide job readiness training and ongoing placement support to three youth working with TD Bank.



The Lab, formally ProTech Media Centre

By Ainsworth Slowly

It was a transitional year for ProTech Media Centre. A business implementation plan was developed, a new programming schedule with a social enterprise component and newly created fee based curricula was implemented and ProTech relocated from the Kennedy/Eglinton Library to Tropicana's Centre of Excellence. However, participation levels declined due to a reduction in the number of hours that the site was open and the eventual relocation.

Staff successfully applied for, received and completed a business implementation grant from Innoweave Foundation which helps organizations become more innovative and impactful. From June 2014 to August 2014, under the guidance of Princess Alexander, Innoweave coach, staff completed the business strategic plan through an environmental scan, SWOT and competitive analysis and developed a Sustainability Transformation Plan. The final report included strategic pillars, a

financial forecast with potential revenue streams and pricing for workshops and services. Staff presented the plan to management, staff and community members.

ProTech introduced its new fee based video editing certificate workshop, using the newly installed Adobe CC Cloud Video, Graphic and Web bundled software. The IT Outsourcing and Social Media with Google accounts were 2 new workshops that were introduced in June 2014. The IT Outsourcing workshop gave the participants key information on how they can use the Internet to outsource products and services for free or minimal cost. In the Google workshop participants learned how to create and use Google products. In addition they learned how to compress and download videos from YouTube and learned how to make free phone calls with Google Gmail and Hangouts accounts. With an average of six programs running, Jobs for Youth

participation levels remained the highest amongst youth.

ProTech continued building on its initiative to advertise its video production services internally to other departments of Tropicana. In May 2014 ProTech's Production Interns were contracted out to film and document the AYCE Annual Business Breakfast in September 2014, the staff filmed the grand opening of Tropicana's brand new building as well as produced and edited a "Thank you Tropicana" video in celebration of Tropicana's 35th anniversary.

As 2014 came to a close, so did ProTech Media's run inside the Toronto Public Library Kennedy/Eglinton branch. The Centre moved to the head office and the current members were not very happy about the relocation of the centre. Increased and targeted outreach to draw clients to the new location will be a focus for the new fiscal year.

Program Statistics

Drop-In-Users	1,748
Programs Run	47
Total Participants	347



Food & Toy Drive

Food Drive:

- 169 families were served in 2014
- A total of \$1,923 was donated to the Food Drive. In addition to monetary donations, in-kind contributions were made such as gift cards, food, toys, books, bedding, personal hygiene products, baby clothes, and outerwear
- \$14,750 in gift cards were distributed and approximately \$185 was spent on food-drive related activities
- Seven families were sponsored and received a combination of gift cards, food, toys, clothes and personal hygiene products

Recipient Feedback:

Below are some sentiments shared by food drive recipients:

- *"Thank you greatly for helping out my family at this time of the year. Christmas would not have been nearly possible for me without this help."*
- *"As a single mother I do appreciate these goods, they really help out a lot!"*
- *"Thank you very much for the gift cards and toys this time of the year. I really need it. I have two small kids that Christmas means the world to. So thank you again for giving them a Christmas morning. I don't know how their Christmas was going to be without this help. Thanks again."*
- *"Thank you to the sponsors. My family is very grateful for your gifts this holiday season. May you be blessed."*

Sponsors:

There were a total of five donors who sponsored seven families. Three of these sponsors were individuals and two sponsors were groups.

Donors (up to \$499)

Callender, Michael
Chambers, Charles
George, Stella
Linh, Eric
McLennon, Derrick
McPherson, Denika
Molligan, Worrell
The Harrison-Queen's College Alumni Association
Waithe, Vivian/Rosamond

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

Chum Charitable Foundation

Donors In Kind

Ambrose, Norma & Mathias
Amow, Lena & David
Bridgewater, Leila & Hubert
Buck Consultants Ltd., A Xerox Co.
Caribbean Event
Daniel, Ingrid
D'Andrade, Noreen
Defreitas, Elmosa & Eardley

Garcia Family
Gill, Jenette & Clyde
Grant, Maureen & Alfred
Grant, Tracey
Llewellyn, Esther
Miami Fades Inc. (Dwight Murray)
North of 50
Springer, Roselyn & Samuel
Stewart, Beulah
The Sunshine Girls
Tringo Club
Tsung Tsun (HAKKA Association of Ontario Canada)

Sponsors

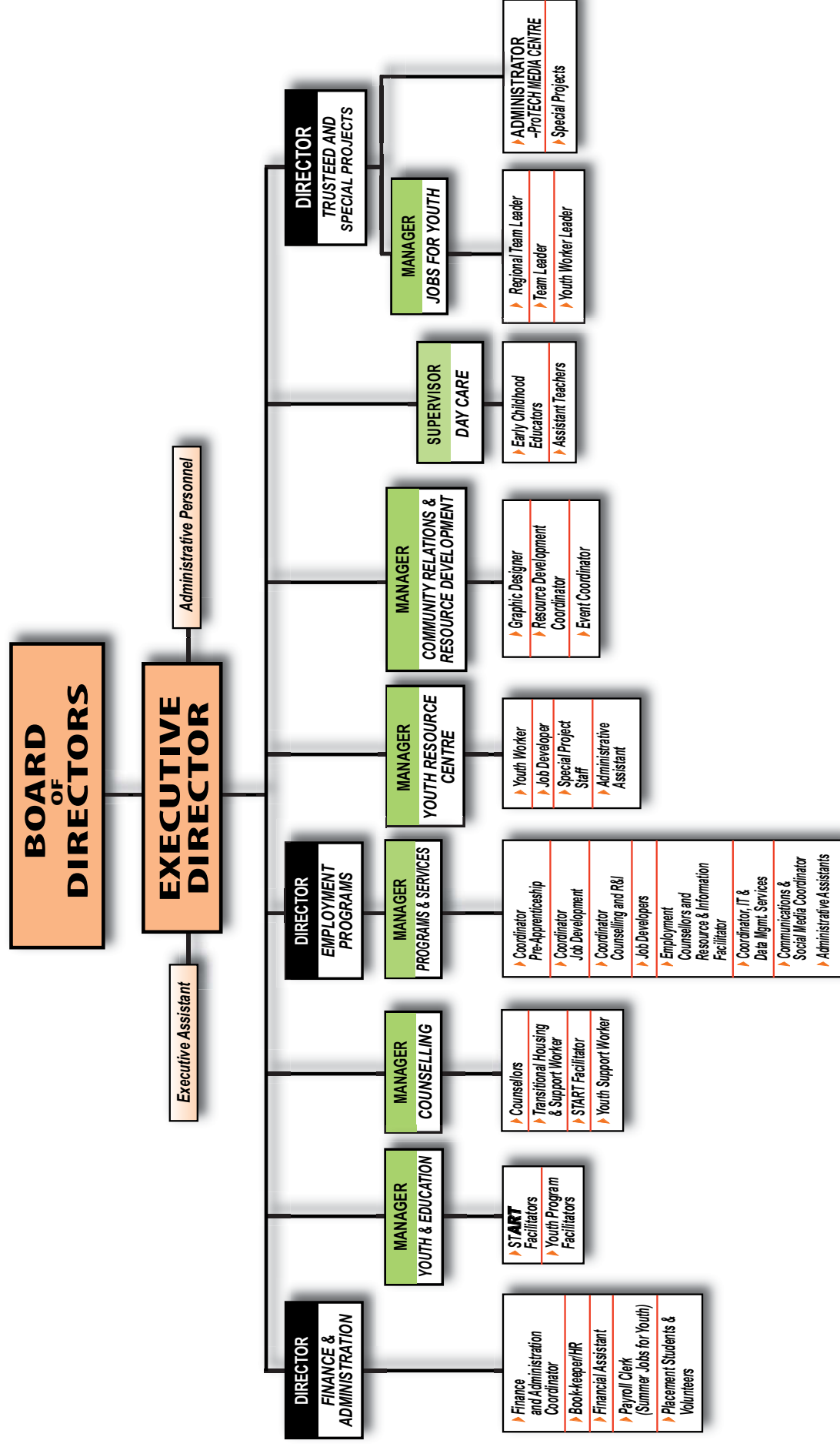
Faustin, Gwyneth
Marques, Nadia
O'Grady, Tara & Company (TELUS)
Paabor, A. & Company (TELUS)
Singh, Jennifer



Human Resources

Organizational Chart

2014 / 2015



Board of Directors



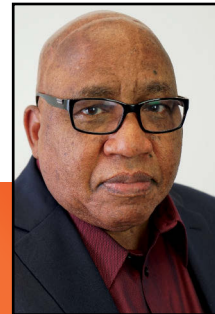
JENNY GUMBS
President



CARMEN JAMES-HENRY
Immediate Past President



PAULA MORRISON
Vice-President



CHARLES CHAMBERS
Treasurer



ALYCE BHYAT
Secretary



CHERYL BONDELL-KING
Director



EARVIN VENZANT Jr.
Director



THORA ESPINET
Director



ESRICK QUINTYN
Director



ASTLEY THOMPSON
Director



JENNIFER VASSELL
Director



JOANNE SEWELL
Director



TIANA KNIGHT
Youth Rep.



SHARON SHELTON
Executive Director

Board Committees

Audit & Finance

Charles Chambers (Chair)
Keith Patterson
Ron Blackman
Carl Veacock
Earvin Venzant Jr.
Cheryl Blondell-King
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 (Chair)
Paula Morrison
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

Cheryl Blondell-King (Chair)
Astley Thompson
Thora Espinet
Alice Bhyat
Esrick Quintyn

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 Callender
Heather Douglas

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
Jewel Celestine
Anne-Marie Tseretopoulos
Tracey Kalimeris
Esrick Quintyn
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 & Nominating

Joanne Sewell
Paula Morrison
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.

Management Staff

SHARON SHELTON

- *Executive Director*

NIMO ABDULKADIR JAMA, *Director*

- *AYCE Employment Services*

LEO COMENTAN, *Director*

- *Finance & Administration*

HEATHER DOUGLAS, *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*

Placement Students

SYRC

Amir Perera *Centennial College*

AYCE

Andrew Isiguzo *George Brown College*

Caitlin Williams *Centennial College*

Infant Toddler Day Care

Hussain Ahmadzada *Centennial College*

Otas Aigbokhae *Centennial College*

Christine Curaming *Centennial College*

Dora Joo *Centennial College*

Liang Lu *Centennial College*

Soyoung Park *Centennial College*

Jelvic Perez Rodriguez *Centennial College*

Rizelle Salalila *Centennial College*

Samantha Wong *Centennial College*

Pre-School/School Age Day Care

Mubeen Afzal *Centennial College*

Counselling

Rick Acheampong *Ryerson University*

Josette Leader *York University*

Sureka Rasiah *Ryerson University*

Youth and Education

Emily Boyer *University of Toronto*

Nuri Choi *University of Toronto*

Louisa Julius *University of Toronto*

Salama Karim *Seneca College*

Tiffany Leung *University of Toronto*

Pei Qi Li *University of Toronto*

Volunteers

Sarah Abby	Marcel DeWaal	Hazel Lord	Ryan Singh
Whitney Adams	Myrna Diaz	Shaun Malley	Ainsworth Slowly
Autherene Adamson	Maureen Ducherran	Rushane Martin	Akimha Smith
Renette Agard	O'Neil Edwards	Olive McKenzie	Glenda-Jean Steepe
Mathias Ambrose	Lawn Francis	Gayle McKie	Beulah Stewart
Norma Ambrose	Kimberly Gayle	Marcus McLean	Avinash Sudama
David Amow	Stella George	Franciene Mcleod	Corina Sukhai
Joshua Amow	Torissa George	Chris Mombourquette	Stephanie Sweetnam
Lena Amow	Jenetha Gill	Sandra Morris	Patricia Taylor
Mary Antonio	Marjorie Girdharry	Tachelle Mortimore	Imani Thomas
Florette Bacchus-Haynes	Dionne Gooding	Dhanmatie Moses	La Toya Thomas
Andrea Bacon	Tai-shon Gooding Spence	Ingrid Murphy	Karen Toney
Julie Bailey	Jennifer Grant	Donna Nicholson-Robertson	Anne-Marie Tseretopoulos
Grace Barker	Tracey Grant	Lennox Parkins	Mahnoor Uddin
Mohamed Baruwa	Sandra Gutierrez	Nidhi Patel	Guillermo Uscategui
Ray Bayliss	Tashica Hamilton	Alicia Patel-Burleigh	Carl Veacock
Zara Beacock	Dennison Harcharan	Crystal Patterson	Sashan Vidal
Kaela Beals	Natasha Harcharan	Keith Patterson	Deloitte Volunteers
Merinda Bian	James Hart	Calvert Phillips	Renesha Waldron
Ronald Blackman	Jonathan Haynes	Lystra Pierre	Sylvia Waldron
Tajhier Bowen	Valerie Hilderall	Tka Pinnock	Winnie Wang
Emil Boychuk	Trevor Hills	Cathy Providence	Jelani Watson
Kimberly Brooks	Michelle-Ann Hylton	Charles Providence	Raymond Whittaker
Melany Brown	Alysaa Isaac	Joshua Providence	Molly Whity-Selby
Sonia Brown	Ann Isawode	Patricia Providence	Lance Williams
Shannon Budd	Sanganette Jarrett	Khira Ray	Raquel Williams-Green
Elizabeth Butler	Stephen Jarrett	Richard Ray	Dionne Witter
Noreen Callender	Sutharsine Jayakanthan	Sigrid Ray	Quin Wong
Stacey Callender	Donna Jennings	Joshua Reece	Cindy Wynne
Emile Carrington	Cameal Johnson	Lorna Richards	Huan Ye
Jewel Celestine	Jessica Johnson	Bera Rituparna	Wenli Ye
Krysat Celestine	Nicole Johnson	Joseph Rouse	
Russell Coley	Marc Julian	Selwyn Rouse	
Jay Comentan	Louisa Julius	Winston Rouse	
Tameika Crann-Morris	Adil Kahin	Nicholas Rudolfo	
Noreen D'Andrade	Tracey Kalimeris	Robyn Rudolfo	
Ettie Dawkins	Kian Kasravi	Kendra Sandy	
Cassandra Deer-Gayle	Tona Kordich	Janette Schmitt	
Elmosa DeFreitas	Suzette Lewis	Julian Shelton	
Brianna DeWaal	Zijian Liang	Denise Shepherd	
Ken DeWaal	Jennifer Lindsey	Richard Silveira	



Financial Reports

Treasurer's Report

By Charles Chambers, Treasurer

On the operations side for this fiscal year, for the most, we managed to maintain our revenue base compared to last year and our bottom line surplus from operations showed a slight increase.

On the completion of Phase 2 development, our Capital Assets increased by \$1.5 million. Concurrently, we completed the additional mortgage financing of \$1 million at a favourable interest rate. Our cash flow position at year end remains at a comfortable level.

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.

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 2014-2015 funding priority was our Counselling department, which includes individual and family counselling, violence against women and children services, transitional housing and support services, women empowering women support network and START for Life (Success through Aggression Replacement Training for Life).

Our President's and Community Builder Awards celebrated the achievements of individuals who have provided outstanding leadership and contribution to the Canadian and Caribbean communities. The 2014 President's Award recipient was the Hon. George E. Carter and the 2014 Community Builder Award recipient was Mr. Selwyn Rouse. Also, the award for the Robert K. Brown Scholarship was given out to recipient Joshua Jones. This year's event raised close to \$20,000.

Special Events and Fundraisers

JCA – Tropicana Walk Good Fundraiser

On Sunday May 4, 2014, Tropicana took part in the Jamaican Canadian Association's 32nd annual Walk Good Fundraiser. Tropicana staff and volunteers walked, ran and jogged, and together raised over \$2200.

Annual Caribbean Gala

On Saturday June 7, 2014, 260 friends, donors and supporters celebrated at our 21st Annual Caribbean Gala. The event was held at the Angus Glen Golf Club and Conference Centre in Markham and featured a cocktail reception, silent auction, three course meal, captivating cirque performances by A2D2, and a keynote address by the award winning community activist, Spider Jones. This fundraising event raised vital funds for our programs and services, while showcasing the impact of our community work.

Golf Tournament

On July 12, 2014, we took part in the 7th annual Black Lawyers and Professionals Charity Golf Tournament at the Glen Eagle Golf Club in Caledon. The weather was perfect and over 70 golfers participated and raised funds for both Sick Kids and Tropicana Community Services. Tropicana received over \$800 from this event.

Legacy Fundraising Brunch

Ettie Dawkins of Ethereal Weddings and Events coordinated and hosted a fundraising brunch on Sunday February 22, 2015 to showcase our new Centre of Excellence and raise vital funds for our programs and services. The event featured a silent auction, marketplace and inspiring gospel, was attended by 200 guests and raised \$3,100.

FUNDERS 2014/2015

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 & Social Services**
8. **Ministry of Training, Colleges & Universities**
9. **The Ontario Trillium Foundation**
10. **United Way of Greater Toronto**

DONORS 2014/2015

CAPITAL CAMPAIGN

Donors

(up to \$499)

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Ebbutt, Joanna
Estrada, Quintin
George, Stella
Gloudon, Patricia
Harcharan, Dennison
Harlow, Cindy
Harnett, Margaret
Johnson, Tanya
Jolly, Nicole
King, Cecil
McLennon, Derrick & Angela
Morrison, Paula
Quigley, Cynthia
Robinson, Jennifer & Ian

Donors

(\$500-\$4,999)

Canadian Association of Black Lawyers
Comentan, Leonardo
DASD Contracting Inc
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Heron, Deanna
Nicholson, Joan
Padmore Assam, Ann
Scotiabank, West Hill
Shelton, Sharon

CARIBBEAN GALA 2014

Donors

(up to \$499)

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Associum
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Blondell-King, Cheryl
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Carrington, Emile
Caseby, Nigel
Chambers, Charles
Chow, Olivia
Comissiong, Carol
Daniel, Henrietta
De Gannes, Sheila
De Jonge, Jackie
Dennis, Astley
Donaldson, Joy
Dunston, Leonard
Espinet, Thora H.
Ettienne, George
Fearon, Carol and Alwin
Fearon, Gervan
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- Ryerson University
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Gumbs, Jenny
Headley, Sharol
Henry, Arthur
Henry, Joan
Hersi, Liiban/Sue
Highgate, Denise
Hills, Trevor
Hugh, Sherry
Humphrey, Jermal
Isaacs-Reynolds, Cherrie
(Brasington Reynolds)
Jackson, Paul/Nimo
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Jamaican Canadian Association
Johnson, Tanya
Jones de Perez, Migdalia
Mclsaac, Susan
Melhado, Arlene and Vernon G.
Mills, Pamela
Morrison, Paula
Narine, Yasmin
O'Dell, John
Ontario Federation of Labour (CLC)
Padmore Assam, Ann
Phillipps, Herbert

Preudhomme, Rosaline
Rouse, Joseph
Sedgley, Susan
Sewell, Joanne
Shelton, Dominick
Shelton, Paul
Sinanan-Chrichlow, Christabelle
Smith, Winsome
Thompson, Astley
Tota-Maharaj, Vidhya
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Venzant, Jr., Earvin Eugene
Waldron, Sylvia
Wright, Karen
York Regional Police

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Entertainment One Films Canada
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Entertainment
MultiComm Computer

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Haynen, Matt
Hendrikse, Janet
Levitt, Terry
Lewis, Chantelle
Lewis, Donna
Ling, Pauline
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Donors

(up to \$499)

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Dias, Dianne
Drayton, Shirley
Espinete, Thora H.
Faustin, Irwin & Sheila
Gibson, Rona
Gloudon, Patricia
Grant, Janet D.
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Haynes, Florette
Hersi, Liiban
Hood, Allan
Kordich, Tona
Malik, Irfan
McKenzie, Olive
McPherson, Denika
Merton, Mark
Motivate Canada
Patel, Aejaz
Lester B. Pearson C.I.
Preudhomme, Gloria Rosaline
Purdy, Chris
Rouse, Joseph
Sue, Paul
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Tucker, David
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Girls Action Foundation

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Donors

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

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The Rainbow Foundation
Toronto Star Fresh Air Fund

Donors

(\$10,000)

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Ontario Arts Council

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Daniels, Cheryl (Blue Nile Gifts)
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Greenwood Retirement Communities
Halley, Shaun
Johnson, Jessica
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Kordich, Tona
Ottey, Milton
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Peart, David
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Sewright, Cecil
Ambrose, Norma
Crichlow, Christabelle
Cuffy, Liz
Daniel, Sheryl
Dr. Quansah
Dyer, Ruthlyn
Kelly, Estriana
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Leacock, Wayne F.
Mayers, Deborah
QSSIS Banquet Halls
Reid, Myrtle
Simpson, Bernice
United Way of Greater Toronto

35 Years in Pictures...

