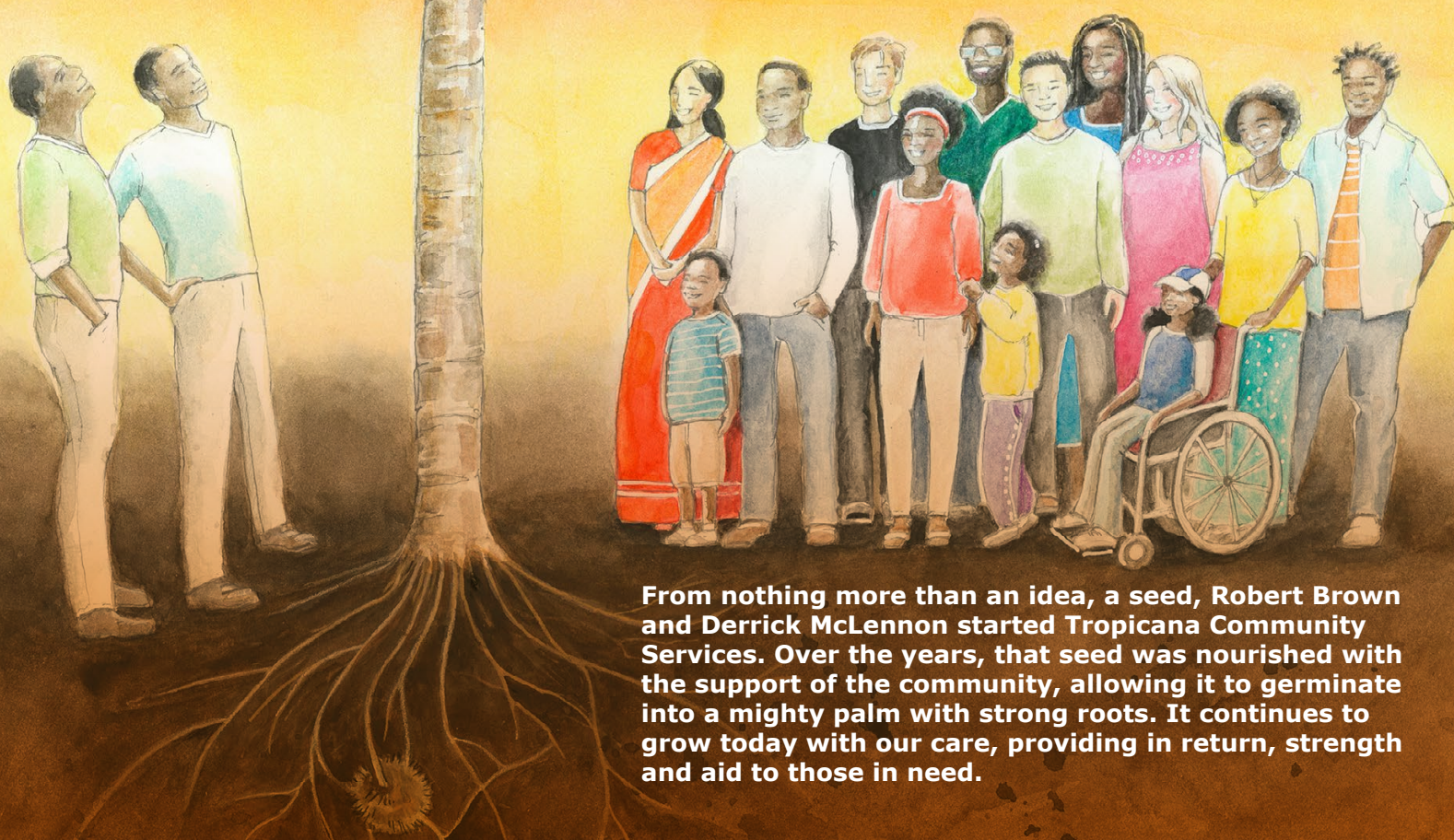


Annual Report

2019-2020



From nothing more than an idea, a seed, Robert Brown and Derrick McLennon started Tropicana Community Services. Over the years, that seed was nourished with the support of the community, allowing it to germinate into a mighty palm with strong roots. It continues to grow today with our care, providing in return, strength and aid to those in need.

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Overview

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, childcare, educational and employment services, and youth development.

Vision

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

Values

Integrity

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

Respect for the Individual

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

Social Responsibility

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

Guiding Principles

Competence and Excellence

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

Culturally Appropriate Services

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

Collaboration & 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 & Funding

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

Recognizing our past. Big ideas for the future.



Carol Comissiong,
CPA, CGA, MBA—
President

Like many organizations in the not-for-profit sector, this year was truly a test for Tropicana. The year brought sharp focus to the importance of the organization's vision and strategy, confirming that our mission to transform the organization for the future, was both timely and necessary.

Our goals for the 2019-2020 fiscal year were to ensure that the organization has a foundation of strong governance, build the capacity of the leadership team, enhance the skills of the board, and equip the organization with relevant technology to continue effectively serving our clients. Despite the challenges posed by COVID-19, many of these priorities have moved forward significantly.

After an extensive process, we were successful in our search for an Executive Director. Raymund Guiste started with the organization in July of 2019. In the face of challenging circumstances, he's done an amazing job leading the staff team, while still learning about the organization. We acknowledge Raymund and the Tropicana team for their tremendous efforts in deploying the pandemic response plans and adapting to the new ways of delivering service.

In our commitment to a culture of compliance to our by-laws, statutory and fiduciary responsibilities, Tropicana engaged Carters Professional Corporation (Carters), one of the leading legal firms in Canada in the area of charity and not-for-profit law to review the by-laws, governance structure, corporate and historical records, practices, and processes and to provide recommendations.

There were areas of vulnerabilities that were identified, which put the organization at risk. Many of the issues have been resolved and the others are being addressed. The lawyer's recommendations also gave the board a roadmap for implementing best practices to continue strengthening the governance of Tropicana, and ensuring that as it grows, there are structures and policies in place to maintain compliance and accountability to funders, partners, and the community.

The Board Committees have continued meeting throughout the year to ensure the organization is strong financially, build staffing that is appropriate for the organization's needs, and support modernization of Tropicana's IT infrastructure. Thanks to this work, no employees were laid off, and the organization was able to pivot to remote work with relative ease during the COVID-19 pandemic.

This organization is truly the Spark Towards Greatness. Tropicana is built on a strong foundation of 40 years and is poised to transform and become an organization that is equipped to serve Black communities well into the future.

Thank you to all the Tropicana employees, volunteers, the Board of Directors, our partners, funders and supporters for enabling Tropicana Community Services to fulfill its mission to provide the highest level of care and support to our community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Comissiong', written in a cursive style.

Carol Comissiong,
CPA, CGA, MBA—President

Enthusiasm for the future



Raymund Guiste, LL.M
Executive Director

As one of Toronto's oldest Black Led and Black Serving organizations, Tropicana has a long history of collaboration and innovation. In the face of a global pandemic, increased racial tensions and a shifting funding environment, this year has truly been a test of those core values.

I've been continually impressed by our staff, volunteers, and Board members' ability to rise to the challenge, serving our community with the highest level of compassion, care, and professionalism. As the organization's newest Executive Director, it's my privilege to work alongside this team and to build on the foundation so well laid by our founders Robert Brown and Derrick McLennon 40 years ago.

In positioning Tropicana for growth, much of this past year was spent focused inwardly, examining our policies and practices and ensuring that we had the best team members and structures in place to support our plans for the future. When COVID-19 evolved into a global pandemic, many of those plans were put on hold as we repositioned our activities in response to this new environment.

We extend gratitude to our corporate partners including Royal Bank of Canada and Proctor and Gamble. We thank them for their support and trust in the organization.

Collaboration & Partnership

A spirit of collaboration is as much a part of our tradition as being Black-led and Black-serving. Over the past year, we've sought to strengthen our community connections and pursue new opportunities to work with community organizations. Our collaboration with the Markham African Caribbean Canadian Association and the Dale Carnegie Foundation is a perfect example. Together we hosted the Dale Carnegie Global Day of Giving, a global initiative designed to strengthen communities by developing the leadership and relationship skills of young adults. Their experience will serve to strengthen the community and inspire our youth.

Our history of service to the Black and wider community has positioned us to be a trusted partner of the Government of Canada. Tropicana will be partnering with a number of other community organizations from across the country to provide leadership on the Supporting Canadian Black Communities Initiative. The project's objective is to build capacity in grassroots organizations serving the Black community. As details are released regarding this exciting programming, we will be sure to keep the community informed.

Innovative Programming

Among the many things we were able to accomplish this year, was the successful application of virtual technologies to programs, and driving the innovation needed to adapt under the pressures of the pandemic. Globally, Black communities were among those most impacted by the COVID-19 pandemic. As a result, some of our programs, including the Harvest Share food security program, were declared essential services. Since the onset of COVID-19 to date, we've been able to provide over 2000 food hampers and meals to families in need. I had the privilege of personally delivering several of our hampers and meals provided through this program and can attest to the gratitude felt by families receiving this essential support.

As we look towards the future of the organization, there are many things to consider. Our storied history is a testament to Tropicana's strength and our commitment to serving the needs of the community. However, the environment for non-profit organizations has shifted dramatically and now, more than ever, there is a need for organizations to transform in response. Tropicana has demonstrated that it is an organization that can be nimble in the face of increased financial pressures, discover opportunity through collaboration, and adapt to face new challenges.

I'm excited for what's to come and I invite you to get involved by volunteering, becoming a member, or donating as we forge a new path into the future.

Thank you,

A handwritten signature in blue ink, appearing to read 'Raymund Guiste', with a stylized flourish at the end.

Raymund Guiste, LL.M
Executive Director

Strategic Plan: 2018-2021

I. Agency Self-Sufficiency

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

Strategic Initiative:

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

II. Collaboration and Partnership

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

Strategic Initiative:

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

III. Innovative Programming

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

Strategic Initiative:

- Partnership alliances

Key Strategic Activities 2019-2020

1. Agency Self-Sufficiency: Strengthened Organizational Capacity

- Development of COVID-19 preparedness plan / emergency response plan to address protection of employees, programs and organization.
- Augmented leadership team

2. Agency Self-Sufficiency: Strengthened Governance Model

- By-laws drafted to be in compliance with Ontario Corporations Act (OCA).
- Statutory compliance

3. Collaboration & Partnerships

- Established framework for collaboration with new partners across the country including Black Business Initiative (BBI) in Nova Scotia, Groupe 3737 in Quebec and NABC (Network for the Advancement of Black Communities) in Toronto. These partnerships will form the basis of a shared national mandate to support Black led and Black Serving Organizations across the country.



Organizational Updates

Culturally Appropriate Counselling

Who We Are

The Culturally Appropriate Counselling Department through its different programs and services, helps individuals learn about healthy relationships, increase their self-esteem and gain access to the mental health services that they need.

A large majority our clients are from the Black and Caribbean community and as our counsellors are from those same communities, we can conduct assessments

through a culturally appropriate lens. Meaning, dialects, customs, and cultural norms of our clients that may have not been understood broadly, are comprehended, and appreciated by the Tropicana counsellors. Black, Caribbean and African families are often referred to Tropicana both because of the long wait lists that are present in a mainstream setting, but as well as the cultural expertise of our organization.

This year we continued to connect with the community that we serve to understand the services that they require. We also worked with various child welfare service organizations. One of our key objectives for this year was building the capacity of children to help them deal with challenging situations.

The programs and services that we provide include:

- Individual & Family Counselling
- Violence Against Women Counselling
- Transitional Housing & Support
- Enhanced Youth Outreach
- Stop Now and Plan Black, African & Caribbean Kids
- Together We Can—Youth Mentorship
- START for Life Skills Training
- YouthSTART
- Women Empowering Women Support
- Gentlemen's Forum—Leadership by Example

One of our landmark programs is Stop Now and Plan. As a licensed affiliate, Tropicana has adapted the program for Black African and Caribbean Kids and known as SNAP BACK and the design of the material provided speaks to anti-black racism.

We have also seen an increase in seniors in our community and we have adapted our programs to address their specific needs. The organization has fostered social connections and sessions for this group including Women Empowering Women, and the Gentlemen's Forum. We also partnered with the Alzheimer Society to speak about brain health, and the Heart Society to talk about heart health.

Who We Serve

Our services have been delivered to children, youth, adults and seniors, of predominantly Black, African or

Caribbean heritage. Our clients come from single and dual parent households, women experiencing domestic violence, high-risk youth, children identified as having anti-social/aggressive behaviour, persons involved with the criminal justice system and/or child welfare, immigrants/newcomers, persons experiencing homelessness, individuals in conflict and low-income earners.

What Sets Us Apart

Our Culturally Appropriate Counselling provides ethno-specific and culturally/linguistically appropriate services that are not typically available in a mainstream setting. Tropicana specializes in the delivery of culturally appropriate programming designed with the Black, African, and Caribbean community in mind. This design focus helps to address the impact of anti-black racism on racialized children, youth, adults and seniors.

Tropicana has been able to adopt the Stop Now and Plan (SNAP) Program, developed by the Child Development Institute, to directly address the impact of anti-black racism on children. Specifically, coordinators go into schools to build competencies with the teachers. Tropicana's leadership experience in the implementation of SNAP has allowed us to help other agencies to start their own SNAP programs. Our objective is to build the capacity of all people – children, youth, adults, and seniors.

Community Impact

We are the single point for the community by offering a breath of services to meet the emotional, psychological, and social needs of participants.

Our support helps participants to recognize that it is acceptable to ask for help thereby improving their ability to navigate systems designed to provide support.

Tropicana Employment Centre

Who We Are

Tropicana Employment Centre Employment Services has helped prepare youth and adults to meet the challenges of an ever-changing job market and has helped thousands of clients find jobs. The offering of employment services began in 1988 and has grown over the years into a variety of programming to include:

- Employment Services
- Youth Job Connection
- Pre-apprenticeship Program Autobody Damage Collision Repairer
- Canada-Ontario Job Grant
- Second Career
- Toronto Youth Job Corps
- netWORKS Program

Who We Serve

The Employment Centre serves clients starting from age 15. There are both pre-employment programs, designed to serve students preparing for their first job, and programs designed for adults that are shifting their career focus, or reentering the job market.

What Sets Us Apart

Tropicana Employment Centre (TEC) is committed to serving a diverse community and providing clients with a culturally appropriate service. We have more than 15 different languages that are spoken among the staff. In addition to the work in helping clients to find jobs, TEC provides clients with support in getting training to upgrade their skills and reach their long-term employment and career goals.



Community Impact

Businesses such as Canadian Tire, Paramount Fine Foods, and Cineplex provide many opportunities for clients throughout the year. Camps and recreational companies have always been popular work sites and a great training ground for young people entering the world of work. Organizations such as

Camp Robin Hood and Bayview Golf and Country Club allow students to get their first job and gain some valuable work experience over the summer holidays. This partnership helps to bring employment opportunities to historically underserved communities and provides a clear pathway for economic growth within those communities.

“I am writing to offer my greatest gratitude for helping my son Omal achieve his employment goal. You offered warmth, compassion and care to my son that made him comfortable to work with you. Thanks for aligning him with Abi—that was the best thing to happen for him. I know you will continue to touch the lives of many other young people. As you know my son is now working full time with Purolator and loves it. We owe you for your contribution to his success. I thank you from the bottom of my heart.”

- Tropicana Client

By the Numbers

- Clients served: 1639 youth / 1819 adults
- 420 workshops provided with 2466 participants
- 690 placements made
- 65% of clients were employed



Youth Development & Education

Who We Are

Youth Development and Education (YDE) provides a variety of programming for children and youth focusing on their academic skills, recreational interests, and life skill development. The goals of the department encompass fostering a safe and nurturing environment where participants can develop their minds intellectually, morally, emotionally, and socially. Moreover, YDE provides life skills and educational programming that reflect the evolving needs of the surrounding community.

Programs include:

- Increase Your Success (IYS) Tutoring
- Increase Your Success (IYS) Chess
- Steelpan Program
- S.T.E.M.
- Coding Program
- Basketball Program
- Camp Tropicana
- Defy Your Label
- The ManUp Program
- Sister 2 Sister

Who We Serve

YDE provides a variety of programs for youth ages 5 – 18. Adults who are ‘young at heart’ enjoy our Steelpan classes. YDE is open to all youth in the community, and provides a stable environment for learning, growth, and personal development.

What Sets Us Apart

The goals of YDE are accomplished by developing ongoing partnerships with community schools, libraries, and local entrepreneurs. YDE’s collaboration with parents, children, and youth are vital to the success of all our participants and members of the wider community and ensure that the programs being provided by YDE are responsive to the needs of the community.

“Tropicana Community Services is a place where I can interact with others outside of school while building my self-confidence and also develop skills to handle bullies at school. Through the skills learned, I am not being bullied anymore and no one in my class is. I would invite my friends to ‘Defy Your Label Girls’ it is a good program.”

— Divine I.
Defy Your Label Girls participant

By the Numbers

Partnerships: Expanded from 3 Toronto District School Board (TDSB) schools to 6 TDSB schools in the 2019/2020 school year

Support: Provided subsidized spaces to 17 campers in need of financial assistance.



Youth Development & Education



Tropicana Daycare

Who We Are

The Children of Tomorrow Daycare Centres provide culturally appropriate childcare with a focus on play-based programs that help children to develop an ability to self-regulate, cope with challenges, and adopt a positive perspective while building confidence. The Centre has two locations, both in Toronto District School Board Buildings, and has served the community for 31 years.

Who We Serve

We care for children aged 3 months to 12 years, giving parents the opportunity to work or attend school. Many of the clients are residents of Toronto Community Housing, as both daycares are located near TCHC (Toronto Community Housing Corporation) buildings.

What Sets Us Apart

Our continuity of service is one of the promises of the daycare centres. We have been part of the community

for more than 30 years providing a stable foundation for families living in the neighbourhood. In some cases, multiple generations of the same family have been a part of the daycare.

In addition, the daycares provide a direct referral to Tropicana's youth programming and counselling services—we are providing support at all the stages of a child's development.

The physical environment is consistent, responsive, and developmentally appropriate and is set up to support the children's choices and engagement as staff adhere to the principles of "How Does Learning Happen?"

Community Impact

The Children of Tomorrow Day Care Centres provide a safe and supportive environment where parents can be assured that their children are receiving the highest level of care.

The daycare centres provide culturally appropriate care for children.

By the Numbers

- 992 volunteer hours were logged
- The infant / toddler / preschool centre operated at 92% capacity
- The kindergarten / school age centre operated at 82% capacity



Tropicana Daycare

Impact Day
Community is
our business

Community Relations and Resource Development

In addition to federal and provincial funding, Tropicana Community Services relies on the generosity of individuals, institutions, foundations, and corporations to fund its programs and enable the Tropicana Effect.

Funding Priority

For this 2019-2020 year, the funding priority was our Counselling department.

Tropicana's Counselling department provides a supportive environment where clients can develop the necessary tools to build and reinforce positive self-esteem, self-confidence, and independence. Individuals initiate contact with the program seeking assistance for personal challenges, including coping with grief/loss/bereavement, separation and reunification, transitional housing and support, employment support, and mental health concerns, among others.

Special Events

Tropicana Rising Fundraising Event

On Friday June 7, 2019, Tropicana Community Services welcomed over 170 guests for Tropicana Rising, an evening of food, fun, and entertainment in support of Tropicana Community Services' mental health programs.

We were entertained by comedian Jay Martin who was the emcee for the evening. He had the room rolling in the aisles with laughter with his clean comedy act.

Speakers included Akwatu Khenti, Assistant Deputy Minister, Anti-Racism Directorate, as well as Judian Alexis, a counselling participant who shared her story about the impact of the SNAP program on her family. We had warm greetings from MP Shaun Chen. We enjoyed a wonderful meal by Chef Selwyn Richards, a buffet-style dinner with a selection of Caribbean favourites.

We closed out the night with the voice of singer/songwriter Jay Harmony who channelled Tina Turner through her opening song, interacted with the audience and encouraged them to donate.

The night also included a silent auction, raffle and live auction and raised over \$20,000 for our mental health programs and services.



The Tropicana Effect: The Spark Towards Greatness

In the Community: Food & Toy Drive

The research shows that Black households in Canada are more than twice as likely as white households to have trouble putting food on the table. Tropicana Community Services has stepped up to support the community and help change the issue of food insecurity in the Black communities. The Food and Toy drive has become a staple in the lives of our clients. Individuals can adopt families or donate non-perishable food items, gift certificates, toys, clothes, items for teens or cash.

By the Numbers

- More than 144 families received toys for their children
- 13 families were selected to be sponsored

WHAT'S RACE GOT TO DO WITH IT?

In Canada, 1 in 8 households are food insecure. People living in food-insecure households cannot always afford enough to eat. Food insecurity disproportionately affects Black households.



12.4% of white children live in food insecure households



36.6% of Black children live in food insecure households

WHAT ABOUT HOUSEHOLDS WITH KIDS?

Over time, food insecurity in families takes a serious toll on children's physical and mental health.

Testimonials

“On behalf of my family and myself, I would like to say a heartfelt thank you for caring and considering us as part of your generous giving. This has been a challenging year and how much we appreciate the help you have given. Thank you for having such a wonderful program and wish you all continued success. Once again, I am humble and grateful for your generosity.”

— Tropicana Client

“Thank you, Tropicana, for extending your generosity. May God bless your organization to continue to provide our community with your amazing support.”

— Tropicana Client



In the Community: Nando's Dine and Dash Event June 23, 2019

On June 23, 2019, the Tropicana team rolled up their sleeves and donned their smiles and headed over to Nando's Kennedy Commons and served up free chicken and PERi-PERi fries to customers in exchange for a non-perishable food item. The donations for the day went to our food drive.

The Tropicana Effect could also be found at these events this past year:

- 10th Annual Pre-apprenticeship Awards & Scholarship Celebration—September 27, 2019
- Echo Announcement about Pre-apprenticeship Funding—November 8, 2019
- Special Black History Month Celebration—February 2020

Tropicana Community Services 40th Anniversary

Recognizing our past. Enthusiasm for the future.

Factum: 1979-1980—The organization was started by a group of community-minded people as Tropicana Association of Scarborough with the late Robert Brown as president.

In 1980, Derrick McLennon was elected as first vice-president of the Tropicana Association of Scarborough. He became actively involved in the programming and promotion of the association.

Co-founders Robert Brown and Derrick McLennon were very much aware of the situation with the young men and women from the Caribbean who were struggling in a new environment. Aside from the usual challenges of integrating themselves into a new country, climate, and culture, they had trouble finding work and staying in school due to a range of barriers, and feelings of social isolation that confronted them.

The current climate is somewhat more favourable today than it was in 1980 for the Black community than when Tropicana was founded over 40 years ago. Since Tropicana started as a group and then as a charitable organization, some 25-30 other organizations have formed and died. The strategies we initially employed in 1980 are working and attract successive leaders to carry the torch.

"I would like to say that even after 40 years of providing social services to clients, members are still asking why the organization is called 'Tropicana'. It was so named to focus on making the services attractive, appealing, and comfortable to the new Canadians from tropical countries."

– Derrick McLennon, Co-founder

Message from Our Co-founder

“I am proud to congratulate all successive leaders of TCSO who have picked up the baton at various stages, since 1988/89, and passed it on with continued visionary focus that contributed substantially to our lasting respectable place in the community. You now have your own home as the Centre of Excellence!

We must accentuate our achievements and continue to serve, serve broadly, and adapt to the constant changing environment.

I am happy and proud to say, TCSO has come a long way in accomplishing the mission and its motto: “Working Together to Help Each Other. There is more to do in continuing to move forward. I say to all of you, promote this organization and broaden its profile within the mainstream throughout Canada.”

**Click here to hear more
of a conversation with
our co-founder**

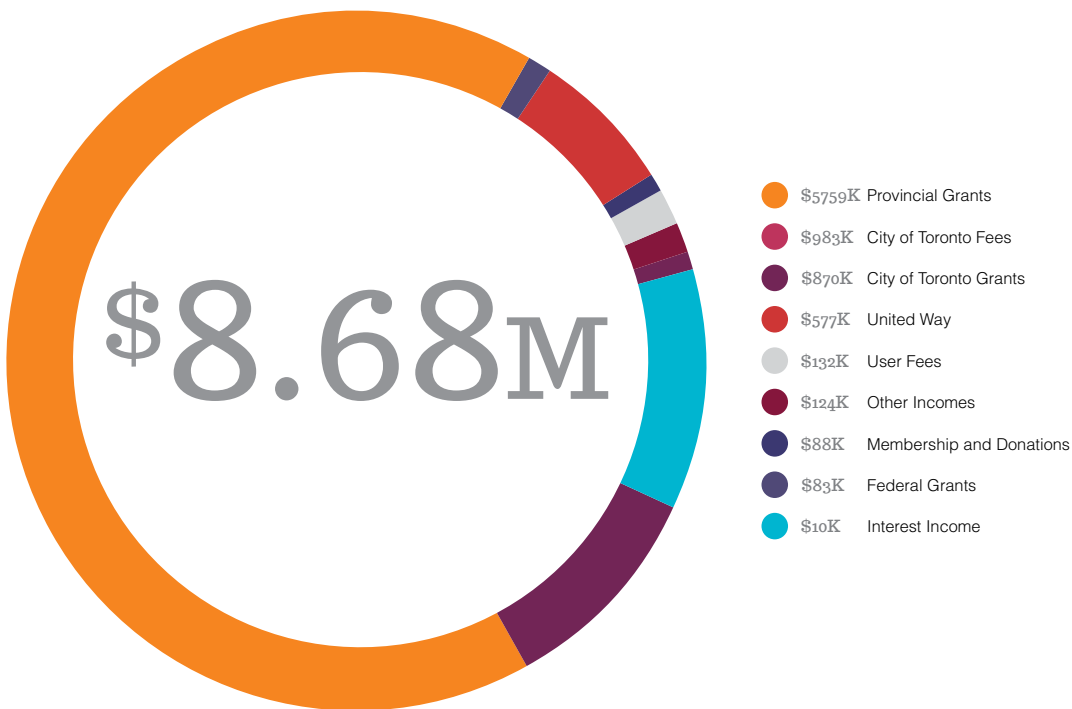
youtu.be/IEhwEk7KVfk



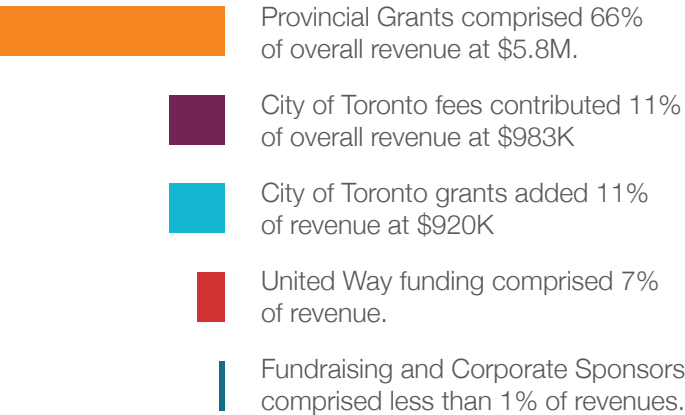
Financial Reports

Financial Performance 2019-2020

Revenue by Category

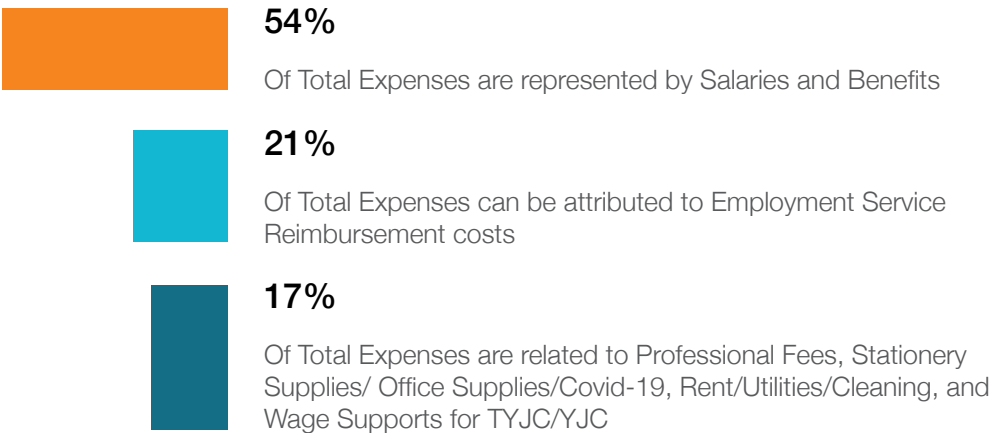
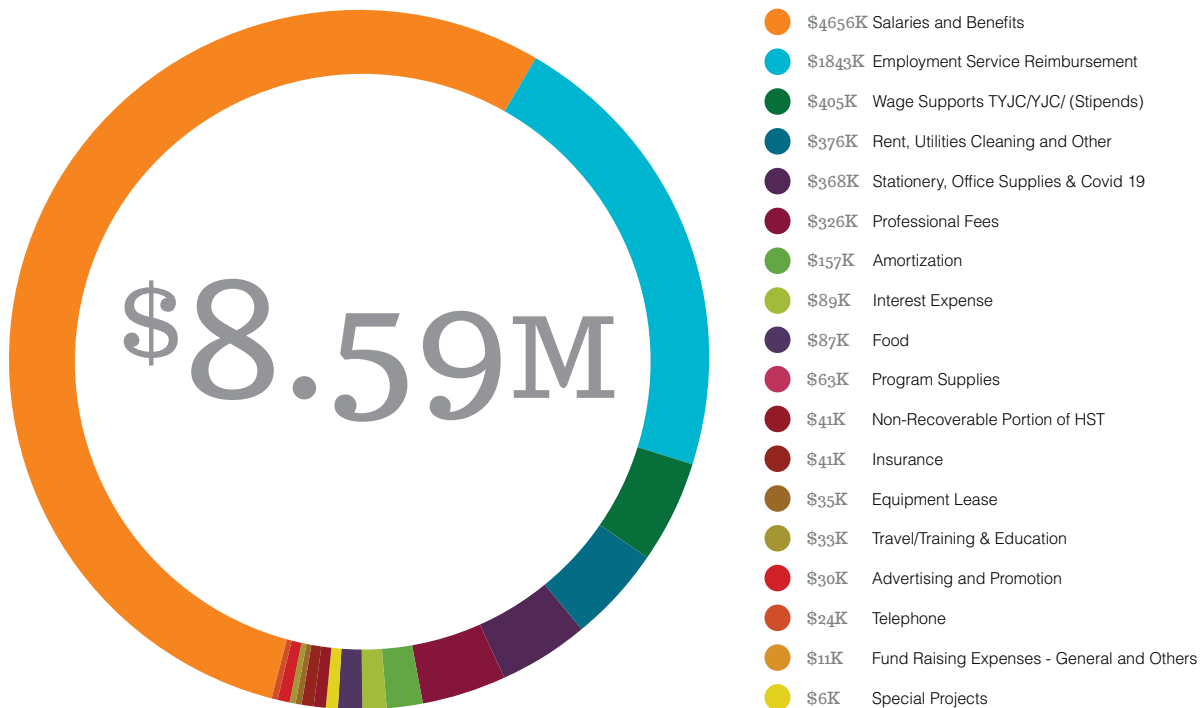


Revenue of \$8.7M



Financial Performance 2019-2020

Expenses by Category



Treasurer's Report

Lennox Parkins, MBA, PMP, CPA, CMA. — Treasurer

Responsibility for the integrity of the financial information presented, rests with the Tropicana management. The results have been prepared in accordance with accounting principles generally accepted in Canada.

Accountability to Members and Funders

In accordance with Tropicana's by-laws, Deloitte LLP an independent registered public accounting firm was selected to be Tropicana's auditor with the endorsement of the Audit Committee and the Board of Directors.

Business Controls

Tropicana maintains an effective internal control structure supported by the oversight of the Finance and Audit Committee, whose role is to assist the Board in providing reasonable assurance regarding the integrity and reliability of the financial statements. The Audit Committee is comprised mainly of volunteers from the Community, Tropicana Executive Director, the Finance Director, and two Board members.

Risks

Another key role of the Finance and Audit Committee is helping to assess risks and other potential exposures. Some examples include revenue and funding reductions, COVID-19 accounting estimate for preparedness for back to work protocols and interest rate risk.

Tropicana manages financial risk by ensuring our operational ratio is maintained. Currently, it has improved 25% year over year to 1.34.

Another example of managing risk relates to Tropicana's prior year's long-term debt (financing of the mortgage for the building). This was reclassified in 2020 to a current liability in keeping with generally accepted accounting principles. The debt is due Feb 2021. The team is already in contact with the bank to renew the mortgage. A 10% reduction in the interest rate could be a positive impact on the principal of the loan repayment, assuming interest rates continue to be very low.

Income Statement

Tropicana ended the year with an operating surplus of \$85,702 compared to last year's surplus of \$36,403. Revenue was reduced by \$729,000, driven mainly by \$420,000, reduction in funding to TEC from discontinued youth programs from the Provincial government and \$136,000 reduction in United Way funding from the completed YMCA program. The organization continues to operate in a fiscally prudent manner while improving productivity and efficiencies to reduce program expenses.

Tropicana's past three fiscal years highlighted below in 000's

	2020	2019	2018
Revenue	\$8,678	\$9,407	\$8,552
Surplus	\$85.7	\$36.4	\$71.4

Tropicana had a stable balance sheet at year over year with no issues in meeting obligations including RBC mortgage of \$1.45 million.

The ratio of the building capital asset book values over market values is estimated at 4-5 times the debt balance. Cash balance at year-end stood at \$528,750 compared to \$453,965 in the prior year.

The financial oversight and stewardship of the organization continue to be the utmost priority of the Board and Management to ensure the organization's sustainability, viability, and continuity.

Thanks

My special appreciation to the Audit and Finance Committee (AFC) who provided much support, guidance, and direction during the year.

A special thank you to all our staff, the new Executive Director, Raymund Guiste, and the new Director of Finance, Dexter Blackwood for their continued hard work, due diligence and expertise in completing another financially successful year, in spite of the many challenges during the year.

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

Funders 2019-2020

Thank You to Our Funders for 2019-2020

Government of Canada—Employment and Social Development Canada

Government of Canada—Canadian Heritage

Government of Canada—Immigration, Refugees and Citizenship Canada

Government of Ontario—Ministry of Advanced Education and Skills Development

Government of Ontario—Ministry of Children, Community and Social Services

Government of Ontario—Ministry of Labour, Training and Skills Development

City of Toronto—Children's Services

City of Toronto—Community & Neighbourhood Services



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Donors & Sponsors 2019/2020

Thank You to Our Donors

The donor list that follows represents supporters who contributed to Tropicana Community Services Organization between April 1, 2019—March 31, 2020. Thank you to all our loyal donors.

We have carefully reviewed the names that are listed, however, if you find an error or omission, please accept our apologies, and contact us at 416-439-9009 ext. 230 so that we may correct our records.

** Denotes Deceased

Capital Campaign

\$1—\$499

Blackeagles Sports and Cultural Club

Blackman, Joycelyn

**Chambers, Charles

Fearon, Gervan

George, Stella

Morrison, Paula

2019 Event: Tropicana Rising

\$5000—\$9,999

Shaw Communications Inc.

\$500—\$4,999

BMO Employee Charitable Foundation

DASD Contracting

Deloitte Management Services LP

Lyon & Butler Insurance Brokers Ltd.

Nursing & Homemakers Inc.

The Co-operators

Bhyat, Alice

Smith, Winsome

\$1—\$499

2291922 Ont. Inc.

Optimum Car Rentals

Bhyat, Adnaan

Guiste, Raymund

Cross, Andrea

Dwyer, Denise

Grant, Janet

Hussein, Mohamed

Ibrahim, Ramy

Jackson, Rob

Lee, Janet

McLennon, Kart Derrick

Melhado, Arlene & Vernon G.

Morrison, Valerie

SMC Versatile Ltd.

Sweetnam, Mariko

Anonymous

Sandra Whiting

Christine Williams

In Kind Donors

African Canadian Entrepreneurs (ACES)

Aga Khan Museum

Amethyst Wine Agency

Artage Portraits

Art Gallery of Ontario

Bhyat, Alice

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Karen Soltau
Manager Human Resources

Autherene Adamson
Community Relations & Resource Development

Cathy Providence
Culturally Appropriate Counselling

Migdalia Jones, Manager
Programs & Services, Tropicana Employment Centre

Amanda Bridgelal, Manager
Youth Development & Education

Olive McKenzie, Supervisor
Tropicana Daycare Centres

Committees

Standing Committees*

Audit & Finance Committee

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.

Lennox Parkins, CPA, MBA—Treasurer & Chair

Carol Comissiong, CPA, MBA—President

Raymund Guiste—Executive Director

Dexter Blackwood—Director of Finance

Ron Blackman

Yasmine Boswell, CPA

Alicia Johnson, CPA

Junior Malcolm

Rohan Russell

Warren Stanley

Dwayne Rutherford

Roseline Uantioje, CPA

Carl Veacock

PR & Membership Committee

The PR and Membership Committee provides recommendations and assist with the implementation of public relations and membership initiatives as well as to promote the visibility and awareness of Tropicana.

Paula Morrison, MBA, M.A.—Chair

Autherene Adamson—Manager Community Relations & Resource Development

Karen Bivand (Staff Rep)

Human Resources

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.

- Colleen Vandeyck, MBA, CHRP, PMP—Chair
- Tonia Griffith
- Esrick Quintyn

Fundraising

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.

Alice Bhyat, Chair

Bobbette Jones-Keita, Board

Raymund Guiste, Executive Director

Autherene Adamson, Manager Community Relations & Resource Development

Carmen James-Henry

Marc Tremblay (Staff Rep)

Governance & Nominating

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.

Bobbette Jones-Keita, LLB—Chair

Basil Mwawasi

Thora Espinet, LLB

Colleen Vandeyck

Jenny Gumbs

Carmen James-Henry

Program Advisory Committees

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

Tropicana Employment Centre (TEC)

Alice Bhyat – Board Member – Chair

Nimo Abdulkadir—Director TEC

Emil Boychuk—Member—Career Life Energy Consultant

Migdalia Jones—Manager Programs and Services TEC

Gillian Johnson—Coordinator, Career Development Practitioner Program, George Brown College

Elizabeth Leydolt—HR Manager, Canadian Tire Store

Linda McGrath

Youth Development & Education

Thora Espinet, LLB—Chair

Amanda Bridgelal—Manager, Youth Development & Education (Staff Rep)

Poonam Sahi

Daycare

Alice Bhyat—Chair

Olive McKenzie, Supervisor, Children of Tomorrow

*The President and the Executive Director are members of all the committees to offer guidance and support.

Volunteers 2019-2020

Camille Ali	Ivan Hunte	Charles Providence
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Mathias Herbert Ambrose	Len Jones	Patricia Providence
Norma Ambrose	Adia Joseph-Williams	Sigrid Ray
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Trevor Hills	Priyanka Persaud	Vivian Young
Veronica Houston	Mayra Perez	Adrian Yusuf
Mark Hoyte	Simmone Pillay	Yurong Zheng

Placement Students

Children of Tomorrow Daycare Centres

Diksha Basra	Centennial College
Shanlelle Facey	Centennial College
Toobah Hafizi	Centennial College
Arisha Imran	Centennial College
Romona Lall	Centennial College
Chien Li	Centennial College
Melissa Mangiullo	Centennial College
Aleya Naher	Centennial College
Fahmida Nazrul	Centennial College
Kelly Shepherd	Centennial College

Counselling

Candice Cosbert	Ryerson University
Saathana Karunakaran	York University
Donna Stephen	Ryerson University
Lena Vann	York University

Tropicana Employment Centre

Lisa Schoonderbeck	George Brown College
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Youth Development

Lyneisha Adams	George Brown College
Chante Harry	Centennial College
Eronika John	George Brown College
Carissa Johnson	George Brown College
Nesdyelene Murat	George Brown College
Shannon Stewartt	George Brown College
Inari Taylor	George Brown College

Scholarship Recipients

Robert K. Brown Scholarship

The Robert K. Brown scholarship was launched on May 6, 2000 as part of Tropicana's 20th Anniversary celebrations. Throughout its history, Tropicana has been a catalyst for human and social development. The scholarship supports those who have made a commitment to the betterment of the community at large.

2020 Recipient:
Elijah Gyansa

youtu.be/7NfKs26-pVA



Dr. Gervan Fearon Graduate Studies Scholarship

The Dr. Gervan Fearon Scholarship was launched in 2017 for students pursuing a postgraduate degree. Dr. Fearon is an advocate for post-secondary education, and in particular graduate studies, because of the need for research and action plans aimed at addressing opportunities and challenges that currently face our communities. He believes that through education and research, opportunities can be created and nurtured for the betterment of individuals, communities, and society.

2020 Recipient:
Miya Kagan-Cassidy

youtu.be/NoaMwcXYB4Q



Long-Term Employee Service Awardees 2020

Through the years, your talents and efforts have helped our success. Together, we take pride in your accomplishments and your commitment to excellence. Congratulations!

30 Years of Service

Sandra Hunter

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Marc Tremblay



Main Office:

1385 Huntingwood Drive
Scarborough, ON M1S 3J1
Tel: 416.439.9009
Fax: 416.439.2414

Tropicana Employment Centre:

505 Consumers Rd., Suite102
North York, ON M2J 4V8
Tel: 416.491.7000
Fax: 416.491.4669

Tropicana Daycare Centre Preschool / School-age:

431 McCowan Road
Scarborough, ON M1J 1J1
Tel: 416.261.9893
Fax: 416.261.6236

Tropicana Daycare Centre Infant /Toddler:

425 McCowan Road
Scarborough, ON M1J 1J1
Tel: 416.269.7093
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