

Annual Report

2020-2021

With 40+ years of support from the community and its partners, Tropicana Community Services has not only become an established organization, but it has also experienced tremendous growth. The original niche counselling services have grown into a more extensive group of services and programs aiding people of all ages and needs. With continued care and resolve, we can grow our mighty palm tree and work towards planting new ones across the country.



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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.

Building on a Strong Foundation



Carol Comissiong,

CPA, CGA, MBA
President

The 2020-2021 fiscal year was one of transformation and evolution. Despite the uncertainties we all faced, Tropicana continued to successfully navigate its goals, ultimately emerging stronger at year-end.

Significant inroads across all strategic goals were made including growth in organizational capacity, strengthened governance and improved collaboration with like-minded partners, to propel Tropicana's vision. We nimbly built on the strong foundation laid in the previous year to increase the organization's resilience to the unpredictable years ahead.

Our achievements were many. The COVID-19 pandemic was addressed with speed and decisiveness, protecting employees, and maintaining most programs. Six highly qualified members were added to our board of directors, no small task in any year. By-laws were redrafted to ensure statutory compliance, while processes continue to evolve as part of our commitment to a culture of integrity, competence, and excellence.

Funding for the organization grew significantly, recognizing the importance of Tropicana's mandate and its capacity to achieve it. As one of the intermediaries for the federal government's Supporting Black Canadian Communities Initiative (SBCCI), we have strengthened our ties with our fellow grant administrators at Black Business Initiative and Groupe 3737, as well as with other Black-led not-for-profit organizations.

With growth comes change, both from inside and outside. As employees moved to a remote work environment, implementing the technology to adjust to this new reality was crucial to productivity. In 2020, employees joined SEIU (Service Employees International Union) Local 2, and the leadership team and staff continue to work together as one team, to support their needs. Many of our programs also needed to be delivered online to serve clients during lockdowns. These changes provided the opportunity to continue the transformation at Tropicana.

Looking ahead, sharpening the focus on innovation and community impact are paramount, to be fully equipped to face our community's socioeconomic challenges, including food insecurity, denial of cultural practices, and systemic racism. With a strong infrastructure in place, we are now poised to leverage technology and program innovation to make a greater difference in Black lives, Black communities, and beyond.

With grit and determination, Tropicana can make that bigger difference. We have the strong foundation, the skilled staff, leadership, and operational excellence to shape our vision of more equitable communities driven by confident people.

My thanks to all the Tropicana employees, volunteers, our board of directors, members, partners, funders, and supporters. Without all of you, Tropicana Community Services would be unable to fulfill our vital mission and vision.

Sincerely,

Carol Comissiong, CPA, CGA, MBA
President

Poised for growth—a vision to expand our reach and impact



Raymund Guiste, LL.M.

Executive Director

Last year brought many challenges for all Canadians. The journey was hard, the threat real but we held to our values and vision. Tropicana managed not only to maintain its community presence and impact but to achieve growth in the face of extreme adversity.

The resilience, agility, and perseverance shown by our staff, volunteers, and board has been inspiring. Despite, and in response to, the year's trials, Tropicana kept on delivering consistent service to the community. While some plans were halted or delayed, the pause allowed for deeper reflection and scrutiny on how we carry out our activities, for us to realize new ways of doing our work and to be better positioned to execute on our future plans as the world reopens.

We want to thank our government funders, Canada, the province of Ontario, and the City of Toronto. We also thank our corporate donors Royal Bank of Canada, Mondelez International, Amazon, DASD Contracting, the Toronto Foundation, TD Canada Trust, United Way, and all other sponsors both in funds and in kind for their ongoing support.

Partnership remains fundamental to everything we do. Fiscal year 2020-2021 saw us strengthen our existing partnerships and build new connections to better serve our communities.

Through the Supporting Black Canadian Communities Initiative (SBCCI), we worked closely with the Canadian Government and our program partners: the Black Business Initiative, Groupe 3737, and the Network for the Advancement of Black Communities. Tropicana now provides support to 51 grassroots not-for-profit organizations from coast to coast. Hundreds of applications were examined by our review committee and the final selection of projects was no easy task. I congratulate each of the funded organizations and am optimistic about the increased impact they will have in their communities.

Difficult times demand innovation, so we pursued innovative solutions to meet intensified needs. An example is our collaboration with Tech4Transformation and Green4Good which is reducing the technology barrier to education and the increasingly virtual digital marketplace, by putting donated laptops into the hands of children, youth, and students. This innovation underscores the value of partnership.

Many programs operated virtually last year, while others, like our Harvest Share food security program, required expanded capacity to meet the needs of a community hard hit by COVID-19. That's why we added staff and increased this program's ability to receive and distribute the growth in donations we sought. It is a testament to the program and the dire need for it.

Our focus on digital transformation, our growing national network of agencies, and last year's many learnings and improvements will position Tropicana well to achieve our goals for the future. Looking ahead, our intention is to build on our legacy and local programs while extending our reach further than ever before. We are taking aim at root causes of inequities that Black Canadians experience in order to drive impacts at the population level that produce positive changes in life outcomes, across time and our great country.

I am filled with anticipation for what is to come. I invite you to join me in that excitement and to get involved by volunteering, becoming a member, or donating to Tropicana as we grow and discover the great things we are capable of as individuals, as an organization, and as a community working together.

Raymund Guiste, LL.M.

Executive Director

Strategic Plan

I. Agency Self-Sufficiency

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

Strategic Initiative:

- Create and maintain fund/income generation
- Build and maintain brand growth
- Grow organizational visibility
- Develop succession planning

II. Collaboration and Partnership

Tropicana strives to develop strategic partnerships that can aid in ensuring programs meet the needs of the community at large and help to utilize our resources both human and otherwise to expand on these opportunities.

Strategic Initiative:

- Implement and monitor strategic performance management
- Develop more proactive program leadership and partnership roles
 - » Further develop outcome focused program evaluation
 - » Audit, document, and implement best practices

III. Innovative Programming

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

Strategic Initiative:

- Strengthen existing and find new Partnership alliances
- Implement ongoing audit, review and updating practices for programs

Key Strategic Priorities: 2021-2022

I. Human Resource Management

Tropicana will foster an organizational culture of equality, empowerment and skills development. Tropicana will be established as an employment destination and improve the employee experience.

II. Institutionalize Enabling Technologies

Integrating technology innovation into the foundation of Tropicana will enable employees to be more effective, create more efficient program and service delivery, and provide a more secure and reliable infrastructure to manage all operations.

III. Operational Excellence

Tropicana will strive to create an environment of continuous improvement for all employees. We will establish a culture of management based on key performance metrics (KPMs) and inform management decisions using risk scorecards to aid in better decision-making.

IV. Diversification of Funding Sources

By diversifying public and private partnerships, Tropicana will be able to de-risk.



Organizational Updates

Culturally Appropriate Counselling

Who We Are

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

The majority of our counselling clients are from the Black and Caribbean community and so are our counsellors. Interactions are therefore rooted in a culturally appropriate perspective. Client dialects, customs, references, and cultural norms may not be understood or comprehended elsewhere, but Tropicana

counsellors offer that awareness. Black, Caribbean, and African families are often referred to Tropicana both because of the long wait lists that are present in a mainstream setting and because of our organization's cultural expertise.

During this year of challenge, we continued to stay intentionally connected to the community we serve in order to understand how the pandemic was impacting their service needs. We transitioned in March 2020 from in-person to virtual services using telephone, emails, text, and video conferencing. Because of this, we were able to assist 1,648 individuals virtually and hosted 144 workshops for 479 attendees.

We also worked with various child welfare service organizations. One of our key objectives for this year was building the capacity of children to deal with challenging situations.

The programs and services that we provide include:

Individual & Family Counselling—Providing clinical support to those experiencing a wide range of challenges relating to self-esteem, family and relationship issues, stress management, communication challenges, behaviour management, employment, homelessness, food or income insecurity, and grief and bereavement. In 2020-2021, we were able to support 1,857 people.

Violence Against Women Counselling—Providing supportive counselling, crisis intervention, safety planning and advocacy for women (and children) who experienced abuse to enable them to make informed decisions and access relevant services. In this fiscal year, we assisted 109 women and 16 children.

Transitional Housing & Support—Advocating for women to receive subsidized priority housing to escape domestic violence. In 2020-2021, 35 applications were submitted, and 7 women were successfully housed.

Enhanced Youth Outreach—Provided support counselling to 26 high-risk youth (aged 12-21 years) to facilitate their re-engagement with a caring adult, connection with supportive services and to enhance their identity, sense of culture and belonging to their community.

Stop Now and Plan Black, African & Caribbean Kids (SNAP BACK)—Instructing youth (ages 6-11 years) about how to think before they act so that better decisions are made thus strengthening emotional regulation, self-control, and problem-solving skills. We served 31 new children in 2020-2021, while continuing to work with 126 that completed the group training.

Together We Can—Youth mentorship targeted at Black, African, and Caribbean youth (aged 9-25 years) in need of support to develop leadership skills, strengthen cultural identity, promote academic performance, and facilitate community engagement. Using a group mentorship model, 57 youths were paired in 22 matches with caring adults for individual and group sessions. Workshops were also hosted focusing on life-skills training, goal setting, cultural awareness, and community engagement.

START for Life Skills Training—Using a one-on-one virtual platform through 2020-2021, we were able to help 50 participants improve their ability to address challenges through improved knowledge, reinforced positive social skills, anger control and moral reasoning.

YouthSTART—This regular program did not run in 2020-2021 due to the pandemic, during which external agencies could not enter schools.

Caribbean Lime—Focused on offering virtual socio-education/recreation programming for seniors during COVID-19. It hosted, in addition to counselling, educational and recreational events for 110 seniors.

In addition to youth support, we saw a constant increase in need for senior support in the community, and thus continued to adapt our programs to serve them. Our Caribbean Lime program is an amalgamation of the Women Empowering Women Support Network and Gentlemen's Forum—Leadership by Design, which fosters social connections and sessions for seniors.

We 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 or aggressive behaviour, persons involved with the criminal justice system and/or child welfare, immigrants and newcomers, persons experiencing homelessness, individuals in conflict and low-income earners.

“When I joined the program, it provided me with a sense of community. Since the passing of my husband, I have been alone, but being in the program provides me with an escape, comfort, and community.”

— Grace
Individual & Family Counselling client

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 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. Tropicana's leadership's 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

By offering a breath of services to meet the emotional, psychological, and social needs of clients, Tropicana has become a central part of the cultural community.

By the Numbers

In March 2020 we transitioned from in-person to virtual services due to the pandemic. By way of telephone, emails, text, and video conferencing we were able to assist 1,648 individuals and hosted 144 workshops for 479 attendees.

There is still a stigma in asking for help. Tropicana's counselling programs are designed to help overcome that reluctance, by working towards making clients feel like they belong to something. When people feel as if they belong, they are more likely to accept the support and services offered to them.



Tropicana Employment Centre

Who We Are

Tropicana Employment Centre (TEC) helps prepare youth and adults to meet the challenges of an ever-changing job market. Since it was founded in 1988, the program has helped thousands of people in our community find employment. Employment services have evolved over time to meet changing needs. Throughout the pandemic, for example, services were offered remotely. We guide individuals on a path to higher skills and training, with the goal of helping them find sustainable work through a variety of programming.

Employment Services—A year-round program providing unemployed individuals access to resources including training workshops, one-on-one pre-employment counselling, and job placements. We offer a range of resources, support, and services to respond to specific career and employment needs of individuals and the skilled labour needs of employers.

Youth Job Connection—There are two components to this program:

Year-round—A year-round program providing intensive employment support for youth (aged 15-30) who are not employed or in school, or training, and experience multiple barriers to find full-time employment. Clients go through 60 hours of pre-employment training (to promote job readiness) and then work with a job developer to place them in jobs of their choice. Part of this is taking participants through job matching, reviewing options for paid job placements with placement support if needed. There are also hiring incentives for employers.

Summer and After School—Providing summer, part-time and after-school job opportunities to high school students facing life challenges, who may need support transitioning between school and work.

Pre-apprenticeship Program Autobody Damage Collision Repair

—Preparing youth (aged 18-30) for a career in Autobody and Collision Damage Repair. Participants learn introduction to the basics of auto body collision and automotive service technician trades and complete the Level 1 pre-apprenticeship course offered by Centennial College.

Canada-Ontario Job Grant—Providing direct financial support to individual employers or employer consortia who wish to purchase training for their employees. The goal of this program is to help employers invest in their workforce by sharing the cost of training, and ultimately to support job creation, increase job quality, and provide job advancement.

Second Career—Skills training for laid-off unemployed workers for which skills training is the most appropriate intervention to transition them into high-skill, high-demand occupations in the local labour market.

netWORKS Program—A mentorship program funded by United Way, it allows youth (aged 16-29) to develop professional networks and connects them with different professionals in their field of interest for guidance or employment.

Toronto Youth Job Corps—Funded by the City and Service Canada, this is a full-time, 6- to 24-week paid employment preparation program for youth (aged 16-29) who are out of work and out of school and facing difficult life situations or having a hard time finding employment.

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 re-entering the job market.

What Sets Us Apart

For more than 30 years, Tropicana Employment Centre has been serving the community with a focus on building strategic relationships. These relationships help us reach people in the community who otherwise might not be able to access employment services and allow us to find resources and all the wrap around support to meet their unique needs. We are committed to serving a diverse community and providing clients with a culturally appropriate service. In addition to helping clients 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

Throughout the pandemic, the job development team at TEC focused their efforts on building partnerships with employers in industries that have continued to thrive. Businesses such as Ingerv Cleaner Company, Pharma Medica Research, Youth Centre for Sports Development and QDR Entertainment provided many opportunities for clients throughout the year. These partnerships have allowed many clients to secure and maintain employment during a time of financial uncertainty.

“I don’t know where I would be if I hadn’t been accepted into this program. Due to family conflict and bad behaviour on my part I was forced to leave my mother’s house, I was broke, unemployed, and hurting. I was also battling substance abuse and demons from my past life. Living in a shelter in the heart of the city wasn’t beneficial either. That was my rock bottom. It took me a few months to get my life together and convince my mom to let me move in temporarily, it was then that I found out about this program. This program was offered at Centennial College, which made me a student and led me to living in a student residence. I am so grateful for this program because it has allowed me to slowly regain control of my life. I could go on and on, but words can’t express.”

— Client
Pre-apprenticeship Program

By the Numbers

- 3,780 clients served
- 406 workshops facilitated
- 654 placements
- 8 Canada-Ontario Job Grant applications approved
- 66% of clients employed (ES and YJC)
- 17% of clients in Education/Training (ES and YJC)

Youth Development & Education

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

Programs were reduced in 2020-2021, due to the pandemic to include:

- Increase Your Success (IYS)
 - » Tutoring
 - » S.T.E.M.
 - » Coding Program
- Back to School Adventures Program
- Youth Development
 - » Defy Your Label
 - » The ManUp Program
 - » Sister 2 Sister

Who We Serve

YDE provides a variety of programs for children and youth aged 5-18. YDE is open to all youth in the community where it 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 participants and members of the wider community and ensure that the programs being provided by YDE are responsive to the needs of the community.

“My son had a probability math assignment which was due the next day, he found it very complicated to do and refused to attempt it. However, he was so excited after tutoring because the tutor helped him understand. I am very grateful to the tutor for his work with Jacob.”

— Marva
Parent of IYS Tutoring participant



By the Numbers

- 37 participants attended events during Black History Month programming*
- 15 subsidized activity boxes were delivered to participants of Tropicana's first ever virtual Back to School Adventures Program*
- We collaborated with 3 education partners (University of Toronto at Scarborough's Volunteer Network Program, Ryerson's School of Social Work, and George Brown College) to secure volunteers and placement students to assist in YDE programming
- 16 volunteers and 4 placement students assisted with programming throughout the 2020-2021 school year

*YDE was the only program area not declared essential by the Province for the purposes of the COVID-19 state of emergency causing significant impacts on program registration.



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 develop an ability to self-regulate, cope with challenges, adopt a positive and healthy perspective and build confidence. From two locations, both in the Toronto District School Board (TDSB) buildings (John McCrae Public School and McCowan Road Public School), the centres have been serving the community for the past 32 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

With a 32-year history in the community and the ongoing support from the TDSB and Toronto Community Housing (TCHC), we stand on a unique, stable, and strong foundation to respond to community needs with cultural sensitivity. With the addition of our shared space with Upper Madison College, we are building on our ability to serve international families, honing our skills, promoting greater professionalism and higher community standards.

In addition, the daycares provide a direct referral to Tropicana's youth programming and counselling services—supporting all child development stages.

Our long-standing record of staff retention promise consistency and continuity of service to local children.

Community Impact

The Children of Tomorrow Day Care Centres provide a diverse, safe, and professional environment where parents can be assured that their children are receiving the highest level of care. We are committed to promoting a friendly environment, excellent care, and stimulating activities.

With its location close to Toronto Community Housing Corporation community neighbourhood with young children, the program brought much-needed care as parents worked or attended school during uncertain times. Due to the pandemic, the centres were closed for approximately four months, but after reopening in July 2020 following Toronto Public Health guidelines, we served more than 46 families—both new and returning clients.

Meeting the Challenges of the Pandemic

We had to rethink our strategy in interacting with the children, innovating to meet their needs, seeking to eliminate their fears, and ensuring they were building resilience in these difficult times. We managed the child/adult interaction required in a daycare by providing opportunities for the children to develop self-regulatory skills. The outdoors became a critical part of the learning environment, providing distance while encouraging participation in activities.

Unfortunately, we were not able to provide any opportunities to college students or volunteers in this fiscal year due to pandemic restrictions.



“Thank you for keeping our children safe in this COVID-19 environment.”

— Parent
Daycare Client

By the Numbers

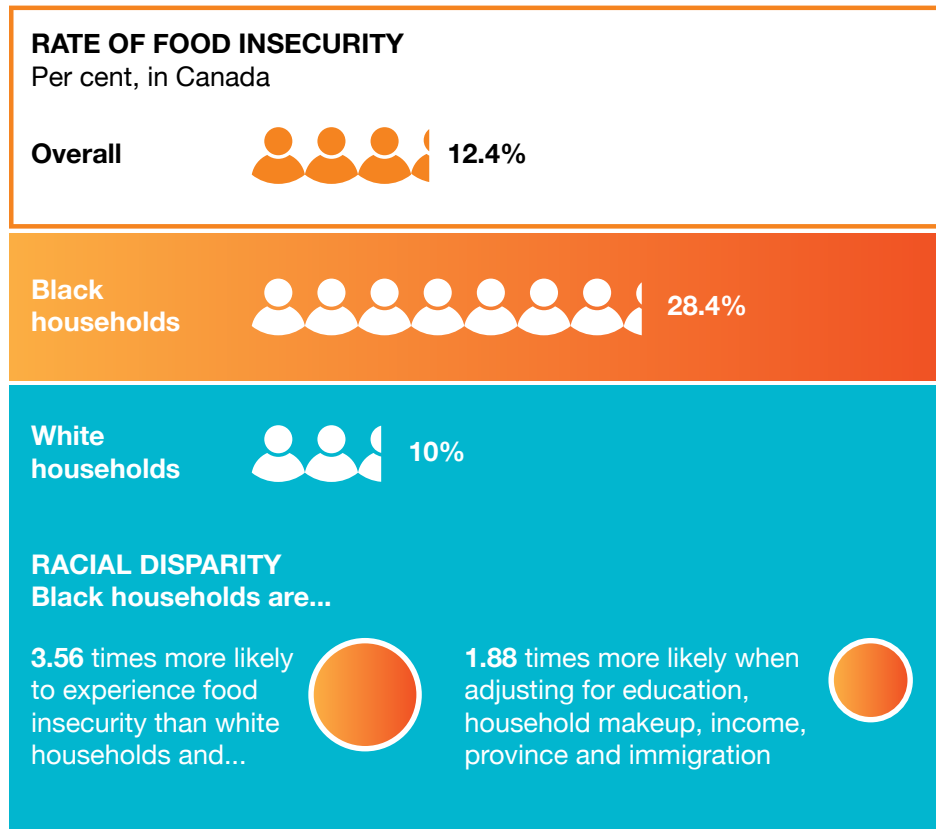
- Operated 7 months out of 12 during the pandemic
- Served 62 clients (53% capacity) in the 4 months we were able to operate
- 46+ families (new and returning clients) served after reopening in July 2020



Social Services

Harvest Share

The Tropicana Harvest Share program provides clients in need with supplemental groceries. Tropicana receives and then sorts donations from Whole Foods, Francesca Bakery, Red Lobster, KFC, and other generous donors, and redistributes them to individuals and families facing food insecurity. Through the program we provided as many as 271 families or 1,000 individuals a month with supplementary grocery items.



Tarasuk V, Mitchell A. (2020) Household food insecurity in Canada, based on Canada Community Health Survey (CCJHS) 2015-18, conducted by Statistics Canada

Ricochet

Ricochet is a free service that provides gently used clothing for work and every day as well as household items to help those with limited income.

Tech4Transformation

Tech4Transformation is a program run in partnership with Green4Good, and CompuGen that addresses the need created by the digitalization of all things including education, and that was amplified by the pandemic. Its goal is to support children whose families cannot afford computers, software and other digital tools that have become must-haves during the pandemic for their education.

By the Numbers

- \$7,000 in monetary donations
- 82 computers donated



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

Funding in 2020-2021 was prioritized for our Counselling department. We also focused on our social service programs Harvest Share, Ricochet and Tech4Transformation to assist with the pandemic's impact on clients. The need for food and clothing, as well as access to computers as the classroom was moved online was evident throughout the year.

Special Events

The Great Canadian Giving Challenge

The onset of the pandemic meant that our main fundraising event, Tropicana Rising, had to be cancelled. We refocused our efforts into promoting our participation in the Great Canadian Giving Challenge campaign organized by CanadaHelps. Every \$1 donated to our charity from donations of \$3 or more, automatically entered Tropicana into a draw for a chance to win \$20,000. Our supporters rose to the challenge and through their generosity, we raised close to \$30,000.

Third-Party Fundraising–The Momentum Ride

In 2020, Jeff Kansun selected Tropicana Community Services as the recipient of his charity cycling ride, after being told about the organization by a friend. The three-day event ran from August 27 to 29, 2020 and the participants cycled from Toronto to Mont-Tremblant, Quebec. The participants raised over \$30,000 for our organization. Mr. Kansun is looking to make this an annual event. We thank him and his follow riders for their efforts and generosity.

SBCCI (Supporting Black Canadian Communities Initiative)

Over four years, the SBCCI will support Black community organizations with \$4,303,012.

The Supporting Black Canadian Communities Initiative (SBCCI) was created by the federal government through Employment and Social Development Canada (ESDC) to help increase the capacity of grassroots not-for-profit organizations serving Black communities in Canada. The grants are administered by three intermediary organizations (Black Business Initiative, Groupe 3737 and Tropicana Community Services) with the aim to increase the organizational capacity of the grantee organizations.

On November 23, 2020, the three intermediaries announced the launch of the SBCCI's call for proposals for capacity-building projects. Halifax's Black Business Initiative, Montréal-based Groupe 3737, and Toronto's Tropicana Community Services were commissioned to administer the SBCCI capacity-building fund in Canada. Information sessions for interested organizations were held with all three intermediaries.

Over 1,100 applications were received Canada-wide in round one for this multi-category funding program. Tropicana Community Services allocated funding to Black-led not-for-profit organizations from coast to coast to a total of 178 Black-led not-for-profit recipients, who applied for funding for capacity-building projects.

Intermediary	Number of recipients	Amount
Black Business Initiative	25	\$650,000
Groupe 3737	40	\$1,200,000
Tropicana Community Services	22	\$800,000
Canada	87	\$2,650,000

Each intermediary recruited independent committees to review applications based on the SBCCI criteria. Round two of this program is planned for the fall of 2021.



The Tropicana Effect

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 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

- 3 families, with a total of 7 children, benefitted from the Toronto Star Santa Claus Fund gift boxes
- 94 families (219 children) received toys from the CP24 CHUM Christmas Wish
- 18 families were selected to be sponsored (and received gifts in time for Christmas)
- Tropicana distributed over \$25,000 in Walmart and Superstore Gift Cards to 179 families through a collaborative project with Universal Music Canada and the 20 Winterbrook Assist-A-Family Initiative.

“Dear Food and Toy Drive Donors; Thank you for your donation. It really made a difference for my children and I. Thanks to you, my children will have more than one gift each to open this year instead of sharing. Like most people this year it really hit us hard. As a single parent raising three children and being home with them for online schooling it really put a financial restraint in providing the best for them. Your donation is a blessing in disguise. Thanks to your support, my children will be able to open presents and not have to worry about not having food. Thank you again for your support of my children and myself!”

— Paulette
Food & Toy Drive Recipient



Community Support Initiatives

PPE (Personal Protective Equipment)

Masks and face shields were received from the City of Toronto, City Councillor Cynthia Lai's office, and other non-profit organizations. Tropicana distributed the face masks to more than 25,000 clients and community members. We also assisted the TTC with their single-use mask distribution initiative in July 2020, providing masks to public transit users unable to procure them.

Hoodies

Tropicana received and distributed more than 3,000 hoodies donated by Pat Doyle and the Ontario Women's Hockey Association, to our clients, community members, and homeless shelters.

Hygiene Kits

With the rising importance of hygiene due to the pandemic, Tropicana distributed 500 hygiene kits, provided by GlobalMedic to our clients.

Back-to-School Backpacks

Through the support of TELUS Community Ambassadors, Tropicana distributed 93 backpacks filled with back-to-school supplies to students in need. The backpacks included pens, pencils, erasers, rulers, crayons, exercise books and paper.

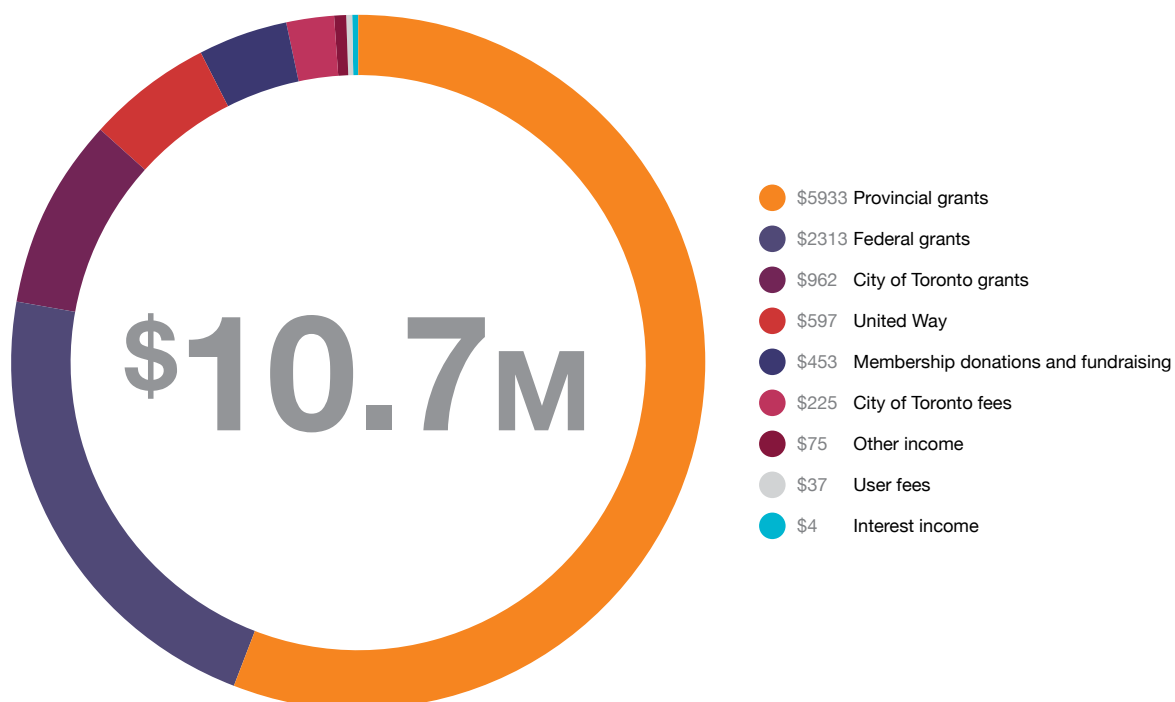
Walmart and President's Choice Gift Cards

Tropicana distributed over \$25,000 in Walmart and Superstore gift cards (worth \$50 each) and more than 80 President's Choice gift cards (\$100 each) to assist individuals and families in need. This was thanks to generous donations from Universal Music Canada and Mr. Ian Andre Espinet's 20 Winterbook Assist-A-Family Initiative.

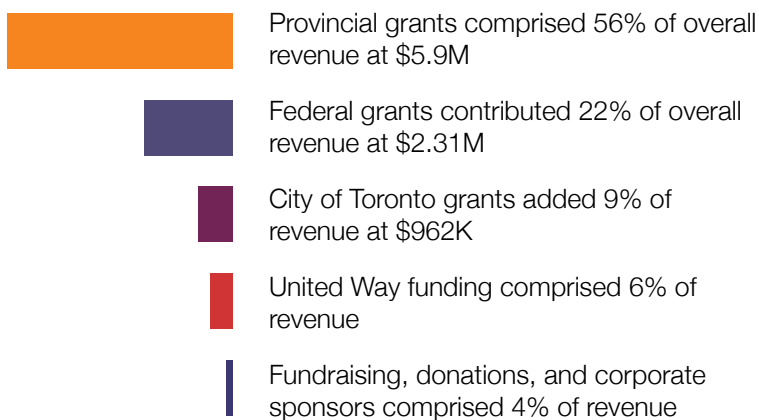
Financial Reports

Financial Performance 2020-2021

Revenue by category in 000's.

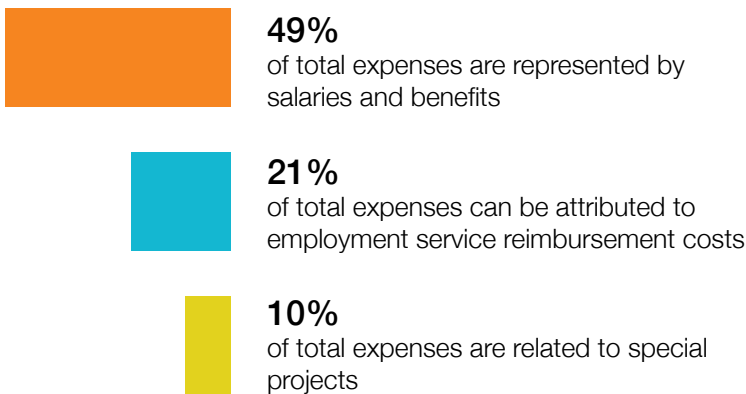
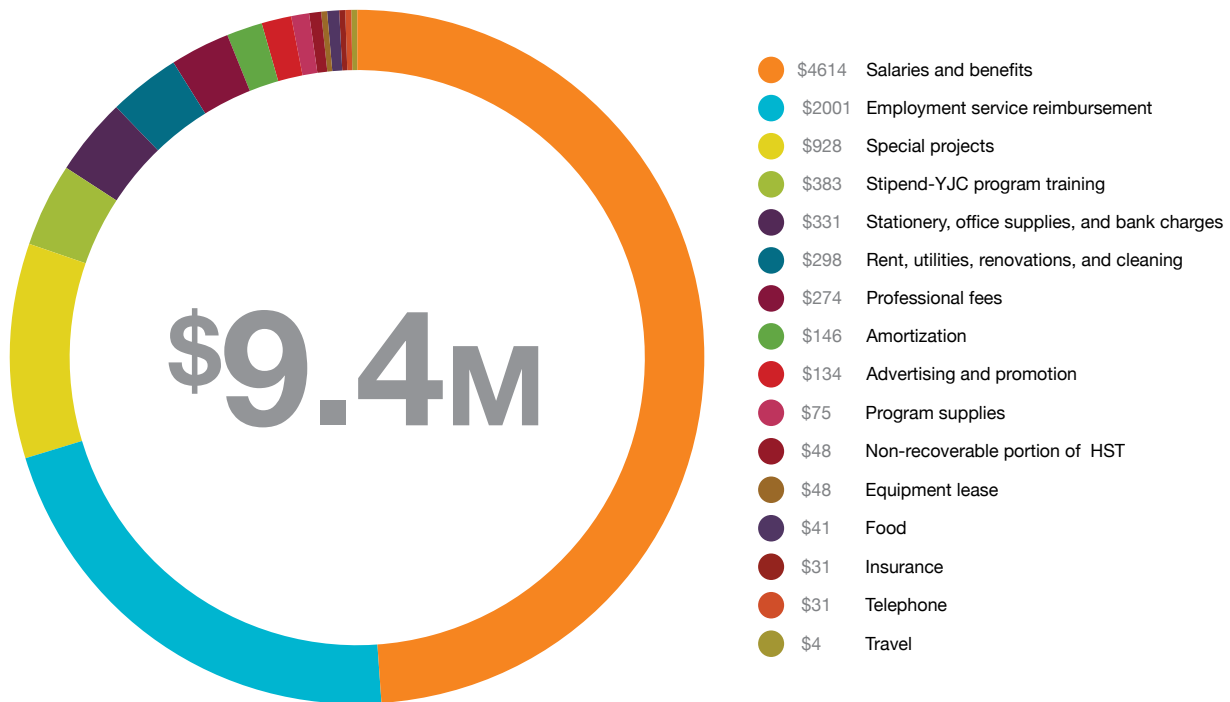


Revenue of \$10.7M



Financial Performance 2020-2021

Expenses by category in 000's.



Treasurer's Report

Sudha Datta CPA, FCIB, FCSI — Treasurer

Responsibility for the integrity of the financial information presented in the financial statements rests with the management of Tropicana Community Services.

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 rigorous internal controls which are supported and monitored through the oversight of the Finance, Audit and Risk (FAR) Committee. The committee's role is to assist the Board by providing oversight and assurance regarding the integrity and reliability of the financial statements. The FAR committee is comprised mainly of volunteers from the community, Tropicana's Executive Director, the Finance Director, and two Board members.

Another key role of the Finance, Audit and Risk 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 reserve is well maintained. It improved 12% year over year to 25%.

This year, Tropicana paid off one of its two long-term mortgage loans and refinanced the other with favourable terms.

Tropicana ended the year with an operating surplus of \$1,261,728 compared to last year's surplus of \$85,702.

Revenue increased by \$1,978,817 driven mainly by \$1,005,923 from the Federal Government's Supporting Black Canadian Communities Initiative (SBCCI), \$356,114 increase in membership and donations, \$173,937 increase from the Provincial Government and \$20,653 increase from United Way.

Offsetting those increases, the City of Toronto decreased funding by \$665,204 due to the temporary closure of our daycare centres caused by the pandemic. As a result, Tropicana qualified for \$1,285,096 from the Canada Emergency Wage Subsidy (CEWS).

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

Year	2021	2020	2019
Revenue	\$10,657	\$8,678	\$9,407
Surplus	\$1,262	\$85.7	\$36.4

Tropicana had a strong balance sheet, year-over-year, with no issues in meeting its obligations.

We continue to operate in a fiscally prudent manner, while improving productivity and efficiencies. Strong financial oversight and responsible stewardship continue to be priorities to ensure we are in a strong position today and achieve the sustainability, viability, continuity and the ability to react to the challenges and opportunities the future may hold.

Thanks

I would like to thank the FAR Committee for their support, guidance, and direction during the year. I also extend my gratitude to Tropicana's staff, the Executive Director, and the Director of Finance, for their dedication during the challenges of the last year. The team's hard work and diligence have led to another successful year in the organization's financial results.

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

Funders

City of Toronto—Children's Services

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Government of Canada—Employment and Social Development Canada

Federal Government of Canada

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Government of Canada—Ministry of Children and Youth Services

Government of Canada—Immigration, Refugees and Citizenship Canada

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

The Ontario Trillium Foundation

Toronto Foundation

United Way of Greater Toronto

United Way of Toronto & York Region



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Donors and Sponsors

Thank You to Our Donors

The donor list that follows represents supporters who contributed to Tropicana Community Services Organization between April 1, 2020—March 31, 2021. 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 marketing@tropicanacommunity.org so that we may correct our records.

** Denotes Deceased

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Ross & Christine Atkins
Lucy Bartkowski
Raymund Guiste
Tisha Hamid
Michaela Missick
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United Way of Greater Toronto

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Gervan Fearon

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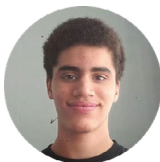
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LL.M
Executive Director

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Karen Soltau, Manager Human Resources
Nimo Abdulkadir, Director of Employment Programs
Tropicana Employment Centre
Autherene Adamson, Manager Community Relations & Resource Development
Cathy Providence, Manager Culturally Appropriate Counselling
Migdalia Jones, Senior Manager of Employment Programs, Tropicana Employment Centre
Amanda Bridgell, Manager Youth Development & Education
Olive McKenzie, Supervisor Tropicana Daycare Centres
Maltee Ramkissoon, Supervisor Tropicana Daycare Centres

Committees

Standing Committees*

Finance, Audit and Risk

The purpose of the Finance, Audit and Risk 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.

Sudha Datta, CPA, FCIB, FCSI—Treasurer & Chair
Carol Comissiong, CPA, MBA—President
Raymund Guiste—Executive Director
Dexter Blackwood—Director of Finance—Staff Rep
Yasmine Boswell, CPA
Alicia Johnson, CPA
Roseline Uantioje, CPA
Junior Malcolm
Rohan Russell
Warren Stanley
Dwayne Rutherford
Carl Veacock
Ron Blackman

PR & Membership

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—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

Karen Soltau—Staff Rep

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.

Anthony Grey—Vice President & Chair

Carmen James Henry

Alice Bhyat

Autherene Adamson—Staff Rep

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.

Maurice Ford—Chair

Governance

Johanne Sewell

Nominating

Paula Morrison

Colleen Vandeyck, MBA, CHRP, PMP

Alice Bhyat

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.

Program Planning

Chris Pryce—Chair

Jessica Grey

Colin Heron

Maria Crawford

Strategic Planning Committee

Anthony Grey—Chair

Carol Comissiong, CPA, MBA—President

Raymund Guiste—Executive Director

Tropicana Employment Centre (TEC)

Alice Bhyat—Chair

Emil Boychuk—Career Life Energy Consultant

Elizabeth Leydolt—HR Manager

Gillian Johnson—Coordinator, Career Development

Linda McGrath

Nimo Abdulkadir—Staff Rep

Migdalia Jones—Staff Rep

Counselling

Maurice Ford—Chair

Cathy Providence—Staff Rep

Jennifer Grant—Staff Rep

IT

Ayo George—Chair

Anthony Grey—Vice President

Raymund Guiste—Executive Director

Nicole James—Staff Rep

Youth Development & Education

Colin Heron—Chair

Amanda Bridgelal—Staff Rep

Poonam Sahi—Staff Rep

Daycare

Alice Bhyat—Chair

Olive McKenzie—Staff Rep

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

Volunteers

Adhoc Works	Jenu Sree	Pat Smart
Aharan Uththaradevan	Joshua Providence	Patricia Providence
Allysia Chin	Karlene Pryce	Pauline Samuel
Amirthaa Muraleetharan	Lynval Gritton	Rimsha Syed
Amrutha Thadchanamoorthy	Maimuna Ahmed	Selwyn Rouse
Anastasia Kasirye	Manasy Mohan	Sigrid Ray
Ashana Singh	Mark Hoyte	Temica Alves
Charles Providence	Matthias Ambrose	Tracey Grant
Cherry Clarke	Monica Winger	Tracy Francis
Christine Chen	Nadine Clarke	Trevor Hills
Dorsa Mokhtari	Nihla Zarook	Vishwa Patne
Iyanuoluwa (Sharon) Adeoisi	Noreen D'Andrade	Vivian Young
Joshua Mason	Norma Ambrose	Zelma Kelly

Placement Students

Counselling	
Rimsha Syed	York University
Youth Education and Development	
Azariah Ragoo	Lester B. Pearson Collegiate Institute
Nethusan Rajagunathas	George Brown College
Sergey Gelfgat	George Brown College
Simran Lall	George Brown College

Due to the COVID-19 pandemic placements were down in 2020 for Counselling, Youth Education and Development, and were eliminated for Daycare and the Employment Centre.

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.

2021 Recipient:
Leana Kazadi



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.

2021 Recipient:
Sydney Hussett



Kinross Gold Corporation Scholarship

Kinross Gold Corporation partnered with Tropicana Community Services in launching this new undergrad STEM or Business program scholarship for persons of African or Caribbean heritage. The Kinross Gold Corporation is a Canadian-based senior gold mining company founded in 1993 and headquartered in Toronto with approximately 9000 employees. Kinross currently operates eight active gold mines located in Brazil, Ghana, Mauritania, Russia and the United States.

2021 Recipient
Sojourner San
Vicente



Long-Term Employee Service Awardees 2021

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

Joycelyn Blackman

Sylvia Waldron

25 Years of Service

Hazel Smart

20 Years of Service

Zulekha Yusuf

Stacey Virgo

15 Years of Service

Suad Dualeh

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10 Years of Service

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Main Office:

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

Tropicana Employment Centre:

505 Consumers Rd., Suite 102
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
Fax: 416.269.4874

www.tropicanacommunity.org