



Annual Report

2023 - 2024

Celebrating a
Decade of Impact

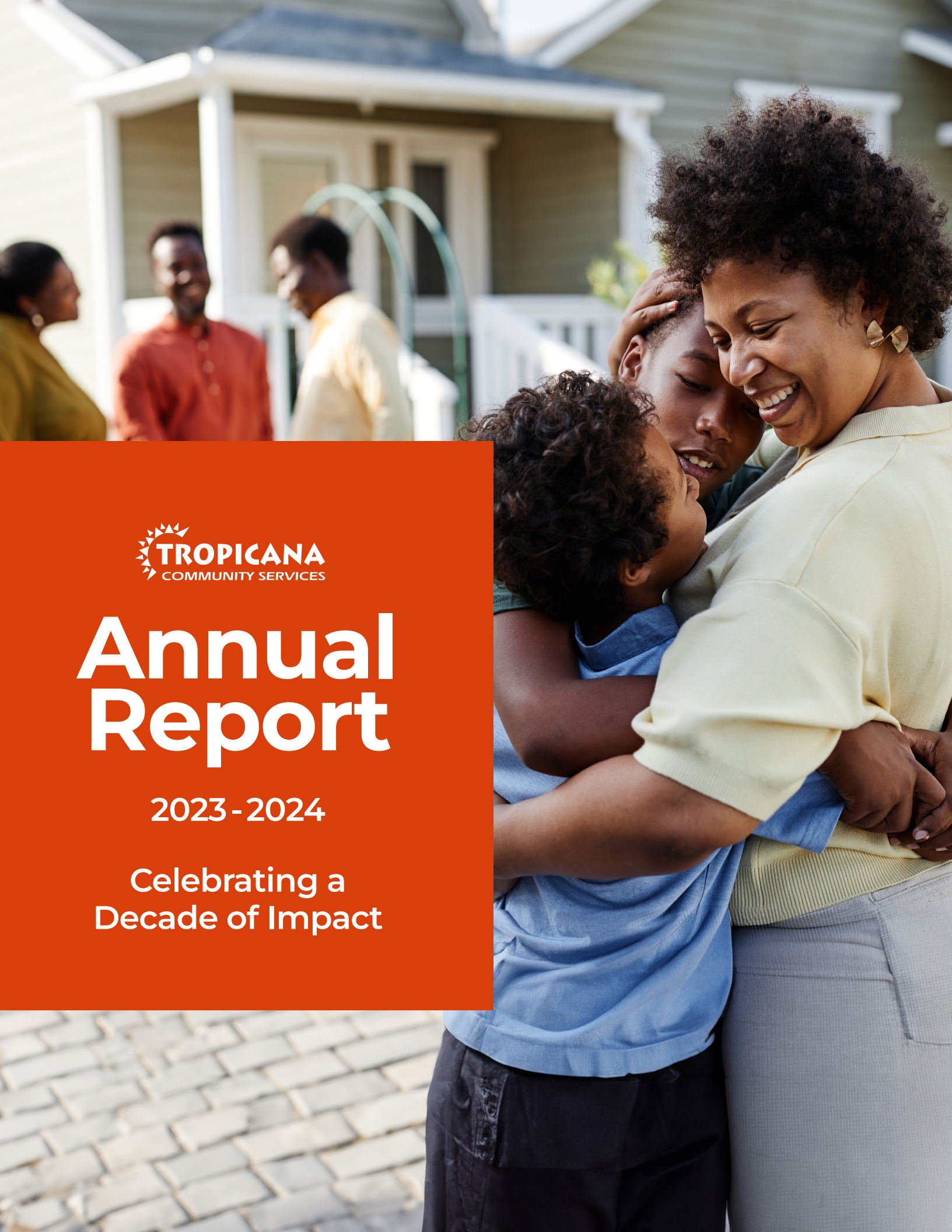


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The Evolution of Tropicana: From Operating to Managing



Anthony Grey, MBA

President

As we entered the 2023-2024 fiscal year, it became clear that our growth brought both opportunities and challenges. Our investments in people, processes, and technology exposed operational gaps that hindered our ability to meet our stakeholder's expectations. Internal concerns about organizational culture and transparency led to a critical decision: a change in the Executive Director role was necessary. Along with new management tools and best practices, this change has allowed us to better manage Tropicana and increase transparency throughout the organization.

A comprehensive review of our operations revealed financial vulnerabilities, which put the future of Tropicana at risk. After thoroughly examining all contracts, revenue streams, and expenses, we made difficult but responsible decisions to balance the budget and ensure Tropicana's future as a positive force supporting the community. Our goal is to remain committed to programs that meet community needs while ensuring long-term funding to secure continuity. We are thus focusing our efforts on developing new funding partnerships and building on our capabilities as a service organization.

2024 marks the close of the UN's "International Decade for People of African Descent" and Tropicana's growing role as a key partner in the Black Canadian community. As a founding member of the BNFIN (Black National Funders Intermediary Network), Tropicana has helped administer a significant portion of the \$228M SBCCI (Supporting Black Canadian Communities Initiatives) grant, raising our national profile. To meet these new expectations, we are enhancing our governance and operational management to ensure long-term sustainability and leadership within the community.

Looking ahead, Tropicana is committed to managing the organization with data-driven precision, focusing on verifiable outcomes. Our leadership team and service delivery teams are embracing this shift, and we are already seeing encouraging results. While this has been a challenging year, we are committed to fostering a culture of transparency, respect, and continuous improvement. The Board stands fully behind this transformation, ensuring that Tropicana is well positioned to serve the community for years to come.

Sincerely,

A handwritten signature in blue ink that reads "Anthony Grey". The signature is stylized and cursive.

Anthony Grey

President & Board Chair

Tropicana Community Services Organization

Strategic Plan 2022-2027

Vision

Communities in which all individuals have equal access to opportunities to reach their goals free from the impact of racial and systemic barriers.

Mission

Tropicana Community Services aims to provide: all people of Black, African, and Caribbean descent, newcomers, and individuals in need, of all ages, with solutions that lead to successful life outcomes.

We work to achieve this mission through culturally appropriate programs, including counselling, childcare, youth development, education, employment, family, seniors support, and other services.

Core Values

Integrity

To manage beyond compliance, proactively pursuing transparency, accountability, and best practices in our corporate actions to ensure alignment between activities, values, and stakeholder expectations.

Respect for the Individual

To show consideration for the individual; be respectful, fair, and sensitive in our dealings with each client, staff member, and volunteer.

Social Responsibility

To conduct organizational activities in a manner that contributes to the social good, does no individual harm and promotes trust in our brand.

Compassion and Client Focus

To ensure empathy underpins our motivation to serve those in need in ways that recognize and preserve their inherent dignity.

Guiding Principles

Culturally Appropriate Programs and Services

Designed with the Black community in mind but available to anyone in need.

Competence and Excellence

Competency and excellence in all aspects of our operations to ensure that our programs and services achieve the desired results and make efficient use of our resources.

Local Care and National Impact

Maintain local linkages and impact while expanding geographical reach.

Strategic Priorities

1. Agency Self-sufficiency

Achieve self-sufficiency and diversification of funding sources to allow for self-direction to meet our mission.

Public-private social enterprise ventures will allow Tropicana Community Services to de-risk revenues and provide more flexibility to address current and emergent challenges, and future-proof funding for programs, services, and administration.

2. Collaboration and Partnership

Develop strategic partnerships and work with our communities and stakeholders to ensure programs meet the needs of those we serve.

3. New Innovative Programming

Develop new and innovative programs that provide root cause solutions and drive measurable impact.

4. Human Resources Optimization

Create an organizational culture that focuses on human equity, empowerment, and skills development to achieve talent optimization and establish Tropicana Community Services as a preferred employment destination.

5. Enabling Technologies

Integrate technology and innovation into the foundation of Tropicana Community Services to enable and enhance program delivery through secure and reliable infrastructure.

6. Operational Excellence

Create an environment of continuous improvement.

Organizational Updates

Culturally Appropriate Counselling (CAC)

Who We Are

Through its various programs and services, the CAC 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.



Services aimed to educate, empower, engage and equip clients to recognize and address issues while developing resources and social connections. They included:

Individual, Couple, & Family Counselling—

This program provides a safe and confidential space for children, youth, adults and seniors to work through their challenges by identifying aspects of their lives in need of change or exploring ways in which to cope with situations relating to: communication, parenting, relationships, emotional regulation, stress, grief, self-esteem, mental wellness, homelessness, trauma and gender-based violence.

Violence Against Women (and Children) Counselling—

This program aims to increase the safety of women (and their dependents) by helping them to be aware of their rights and develop strategies to live free from abuse.

Transitional Housing & Support—This program assists women (age 16+) and their dependents who have experienced domestic violence to access safe and subsidized housing and connect with the community.

Enhanced Youth Outreach—This program enables youth (ages 12-25) to better navigate and connect with support services.

SNAP® BACK (Stop Now and Plan Black, African & Caribbean Kids)—This program supports Black, African and Caribbean families who are at risk of being in conflict with their school or community to develop pro-social behaviours. Children, ages 6-11, learn how to regulate their emotions, maintain self-control and resolve problems while their parents or caregivers explore strategies to support and strengthen their relationship.

Together We Can Youth Mentorship—This program is for Black, African and Caribbean children and youth, ages 9-25, interested in strengthening leadership skills. It helps them to make healthy and safe choices, increase resiliency and make progress toward identified goals through culturally relevant mentorship. Participants are encouraged to pursue outcomes related to educational achievement, employment or entrepreneurship, civic engagement and leadership, and their cultural identity. Activities included group mentoring, educational workshops, cultural projects and the establishment of a book club.

START for Life Skills Training (Success Through ART®—Aggression Replacement Training®)—

Tropicana facilitated a 10-week life-skills series that provided participants with instruction to enhance the social skills necessary for good interpersonal communication, anger control, and decision-making. Program activities included reflective discussions, role play and demonstrations.

Caribbean Lime—This program is a mixed-gender group that provides psychosocial education, recreation and social activities and food or income security services for Black, African, and Caribbean seniors (age 50+). Activities aimed to broaden participants, social network.

Who We Serve

Our CAC services are for 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 justice system and/or child welfare, immigrants and newcomers, persons experiencing homelessness, individuals in conflict, and low-income earners.

What Sets Us Apart

CAC 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.

Community Impact

By offering a breadth of services that meet the emotional, psychological, and social needs of clients, Tropicana has become an important part of the betterment of the community.



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 1988, TEC has been providing employment services to the people living in our community. Our services have evolved over time to meet the changing needs of our clients and the environment, including offering remote services. The programming at TEC includes:

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 15-29) 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, and 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.

Better Jobs Ontario—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.

PARRY (Pre-Employment Anti-Racism Resiliency Youth) Initiative—The PARRY initiative expands Tropicana's existing pre-employment program for youth ages 16 to 29 years of age to include anti-black racism awareness training and extended to the employers we partner with.

The PARRY Initiative is tailored to the needs of multi-barrier youth living in the seven priority neighbourhoods in Scarborough and east North York. The program provides foundational information on race and racism, identifies and addresses the lived experiences of racialized youth, and equips them with workplace navigation tools and skills to succeed in increasing their psychological well-being and self-confidence.

Tropicana's employment partners who hired youth in the program also received equity leadership training to improve their diversity initiatives aiding in the betterment of their own recruitment, retention, and engagement, as well as providing equitable representation in their workplaces.

Job Development Career Pathway Program—

This is a training program for individuals that are 19 years of age or older. It covers the fundamentals of the social services sector and the specifics of a job development career. Participants learn about job development, counselling, and wraparound support services as well as partaking in a paid internship (full-time).

Early Childhood Education Tropicana Black Fast-track Stream—This program is geared toward persons identified as Black African, Black Caribbean or Black Canadian and it provides funding to support the retention and recruitment of a high-quality child care and early years workforce.

Who We Serve

TEC 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

TEC has always been able to stand out in this community because we have focused our efforts on building strategic relationships. It is these relationships that set us apart because they help us reach people in the community who otherwise may not be able to access employment services and they allow us to find resources so that we can provide the wraparound support that meet the unique needs of all of our clients. TEC is committed to serving a diverse community and providing clients with a culturally appropriate service. Our staff speak more than fifteen different languages. 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.



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. Most notably, YDE provides culturally appropriate programming that reflects the evolving needs of youth from the Black, African, and Caribbean community.

In 2023-2024 YDE continued its partnership with three educational institutions (University of Toronto at Scarborough's Volunteer Network Program, Toronto Metropolitan University [formerly Ryerson University] and George Brown College) to secure placements for students in the field of Social Work to assist with YDE life skills and academic programming.

Outlined below is the diverse range of programs we offered children and youth between the ages of 4-18 years+.

- **Youth Development**
 - » Defy Your Label
 - » Rise Above
 - » Youth Leadership Certificate Program
- **Youth Education**
 - » Increase Your Success Tutoring Program
 - » S.T.E.M.
 - » Coding
 - » TRP (The Reading Program)
- **Camp Tropicana**
 - » March Break Camp
 - » Summer Camp
- **Camp Tropicana**
 - » Steelpan Classes

Who We Serve

YDE provides a variety of programs for children and youth aged 4-18. 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 the community's schools, libraries, local entrepreneurs, and organizations that share the same mission and goals. 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 are responsive and truly serve the needs of the community.



Tropicana Childcare

Who We Are

Tropicana's Childcare 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 TDSB, Toronto Community Housing, and the surrounding communities for more than 35 years.

Who We Serve

We care for children aged 3 months to 12 years, giving parents the opportunity to work or attend school. Both Childcare Centres serve newcomers from the neighbouring communities and residents from Toronto Community Housing Corporation.

Community Impact

The Tropicana Childcare 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, secure, nurturing environment, and stimulating program.

With its location close to the Toronto Community Housing Corporation neighbourhood with young children, the program brings much-needed care as parents work or attend school. Tropicana Community Services Childcare Centres is a reliable and dependable service to the surrounding community at large.



Social Services

Harvest Share

The Tropicana Harvest Share program provides clients in need with supplemental groceries. Tropicana receives and then sorts donations from a variety of restaurants, grocery stores, and food wholesale and manufactures and other generous donors, and redistributes them to individuals and families facing food insecurity.

According to the Canada Community Health Survey (2019), conducted by Statistics Canada, Black households are 3.56 times more likely to experience food insecurity than white households and 1.88 times more likely when adjusting for education, household makeup, income, province, and immigration.

Ricochet

Ricochet is a free service that provides new and gently used clothing for work and everyday wear to help those with limited income.

Community Engagement

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.



Our Community Engagement team stands in the frontlines, in seeking and vetting new opportunities available for funding, donations, and community involvement.



SBCCI (Supporting Black Canadian Communities Initiative)

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. In 2023, the program was extended to include supporting capital assistance projects. The grants are administered by four intermediary organizations

(Black Business Initiative, Groupe 3737, Africa Centre, and Tropicana Community Services) with the aim to increase organizational capacity and/or to provide capital assistance for approved project proposals.

As of March 31, 2024, **161 projects** (160 organizations – 133 Top Up projects and 28 deferred projects) funded at a **total of \$7,241,474.69**.



The Tropicana Effect

Food & Toy Drive

The Food & Toy Drive has become a staple in the lives of Tropicana clients. In 2023 we supported 429 children and their families with nonperishable food items, personal hygiene products, toys, clothes, and age-appropriate gifts. In addition to support received from the Toronto Star Santa Claus Fund Gift Box, and CP24 CHUM Christmas Wish we received over \$8000 in donations to support this program.

Community Support Initiatives

United Way Annual Fundraising

Tropicana's Annual United Way Fundraising activities raised **\$1,183.40**.

Amazon Donations

Tropicana's Harvest Share Program continued to receive donations of pallets from Amazon a total of which included laundry detergent, cleaning supplies, skin care, hair products, electronics, baby wipes and more. These items helped to alleviate the hardship in many of the households supported by Tropicana.

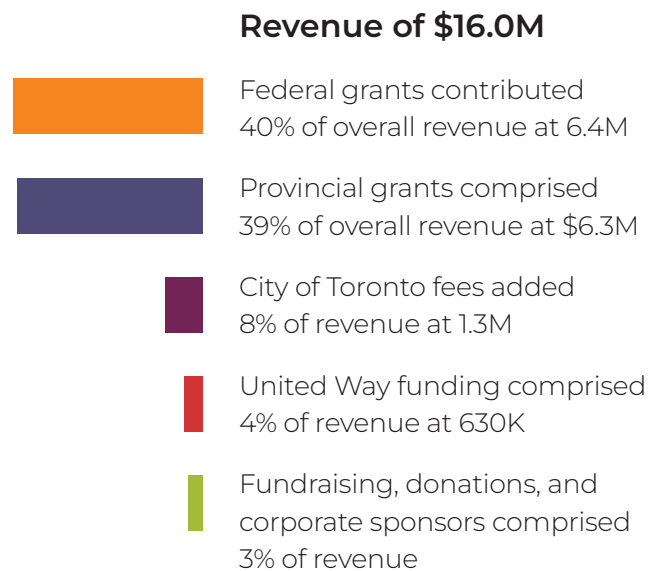
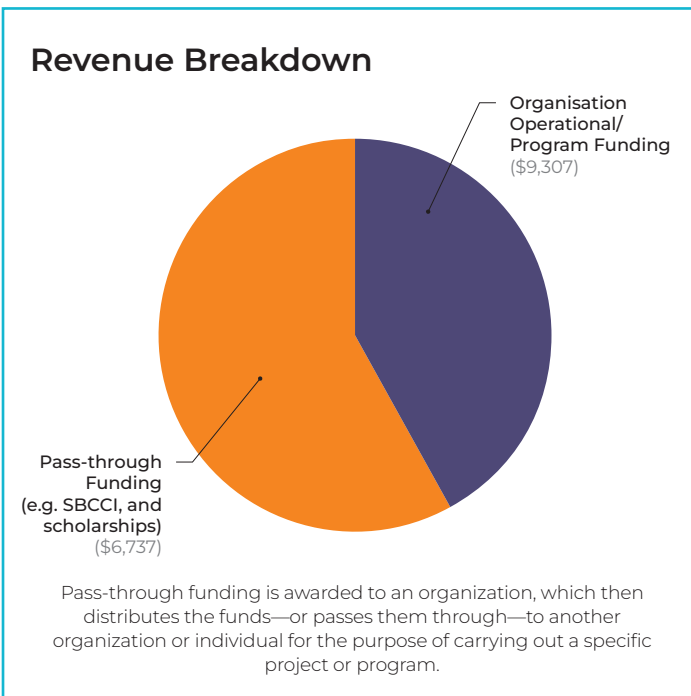
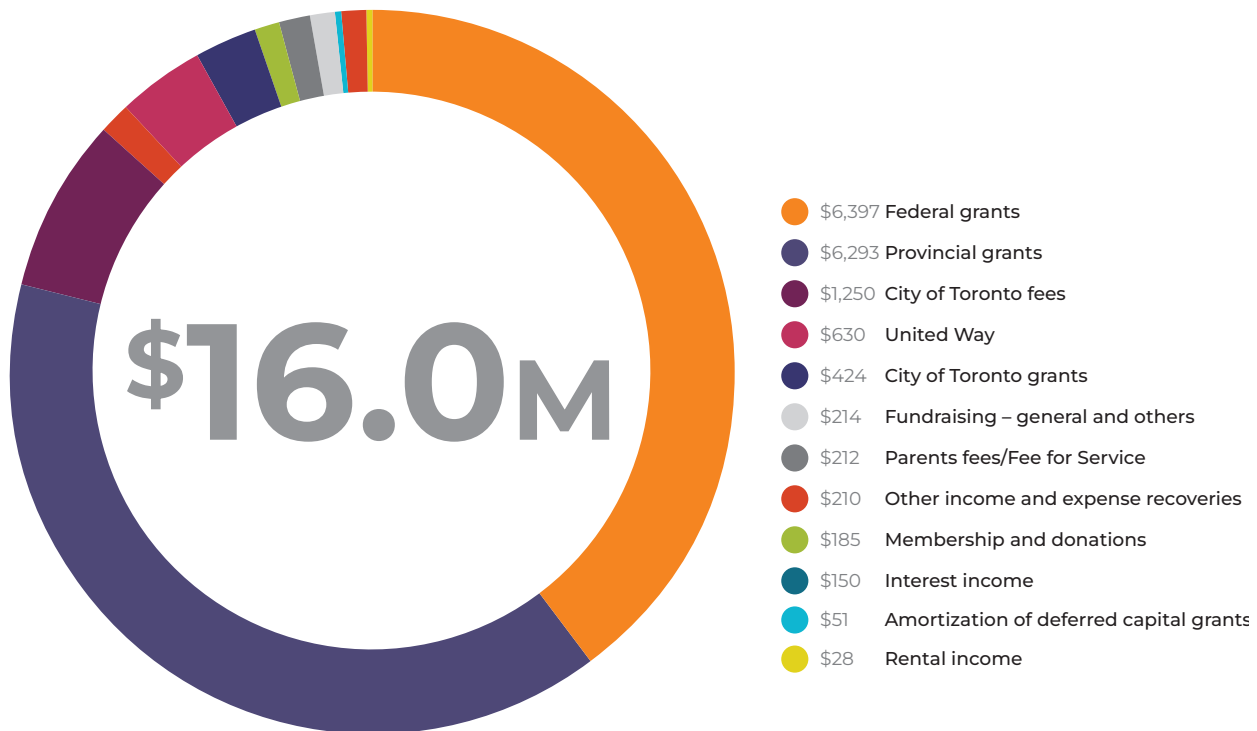
Back-to-school Backpacks

Through the support of **JP Morgan**, Tropicana distributed **back-to-school supplies** to students in need. The backpacks included pens, pencils, erasers, rulers, crayons, exercise books, and paper.

Financial Reports

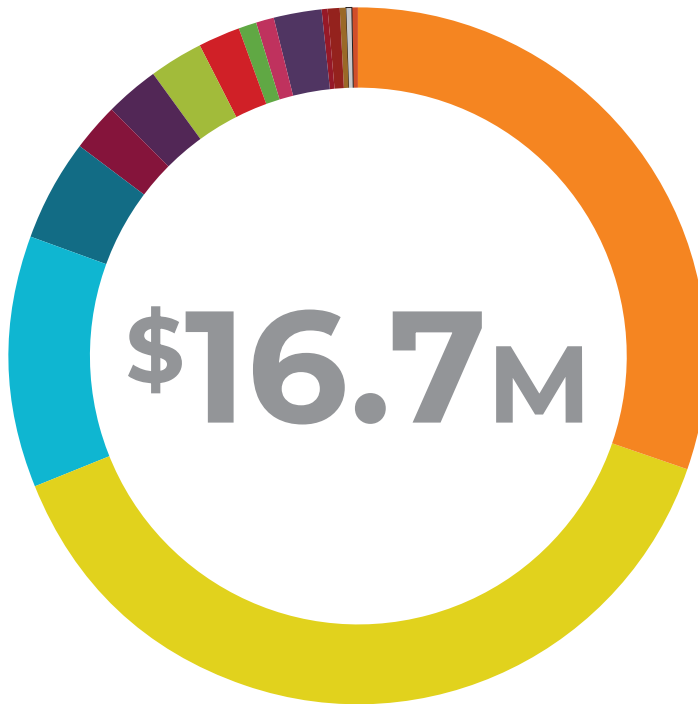
Financial Performance – 2023-2024

Revenue by category in 000's.

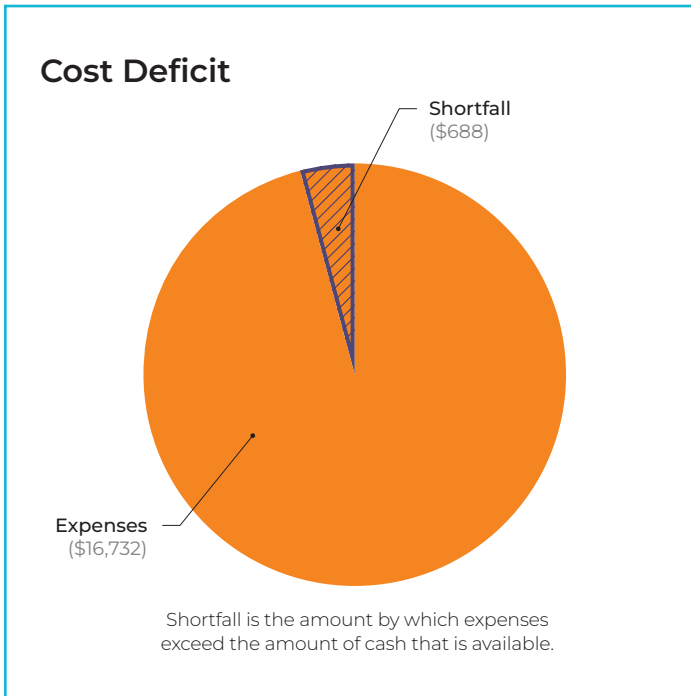


Financial Performance – 2023-2024

Expenses by category in 000's.



- \$6,476 Salaries and benefits
- \$5,079 Special projects
- \$1,969 Employment service reimbursement
- \$778 Professional fees
- \$436 Stipend-YJC Program training
- \$421 Advertising and promotion
- \$345 Rent, utilities, renovations and cleaning
- \$336 Program supplies
- \$321 Stationery, office supplies and bank charges
- \$164 Food
- \$132 Amortization
- \$88 Non-recoverable portion of Harmonized Sales Tax
- \$73 Insurance
- \$39 Equipment lease
- \$38 Telephone
- \$38 Travel



- 39%**
of total expenses are represented by salaries and benefits
- 30%**
of total expenses can be attributed to special projects
- 12%**
of the total expenses are related to employment service reimbursement

Treasurer's Report

Maurice (Mo) Lewis CPA, CA—Treasurer

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

The financial statements have been prepared in accordance with accounting principles generally accepted in Canada.

Accountability to Members and Funders

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

This audit was the first conducted by Norton McMullen.

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 composed of three (3) Board members and four (4) volunteers from the community and supported by Tropicana's Executive Director and the Chief Financial Officer.

Another key role of the Finance, Audit and Risk Committee is helping to identify and assess risks and other potential exposures, reviewing the organization's annual business plan and reviewing results compared to the plan on a regular basis through dialogue with senior management.

Some examples include the development of a company risk register that will be subject to review and monitoring by the committee, the review of company investment policies and providing input regarding pay equity. Tropicana manages financial risk by assessing funding sources, operating expenses and capital requirements to ensure there are adequate cash reserves to support ongoing operations.

Tropicana continues to service its long-term mortgage loan in the ordinary course of operations. Tropicana ended the year with an operating deficit of \$687 thousand compared to last year's deficit of \$313 thousand, and \$243 thousand in 2021-2022. This marks the third consecutive year of operating deficits, bringing the cumulative deficit over three years to \$1.2 million. As a result, our unrestricted reserve balance has been reduced to just \$159,000—a clear indication that corrective measures are necessary to ensure our long-term sustainability.

Revenue saw a slight decrease in 2023-2024 by \$1.7 million (\$16 million from \$17.7 million). This 9% decline marks the first reduction after several years of significant revenue growth, including 21% in 2021-2022 and 38% in 2020-2021. Much of the past revenue growth was driven by federal government funding, particularly through the Supporting Black Canadian Communities Initiative (SBCCI). In 2023-2024, SBCCI funding decreased by \$2.2 million (\$6.4 million from \$8.6 million) the previous year. This decline was partially offset by increased contributions from the City of Toronto and the Province of Ontario, which now account for 39% of our total revenue, up from 33% last year. Federal funding represents 40% of total revenue.

Tropicana's total expenditures decreased in 2023-2024 by \$1.6 million (\$16.7 million down from \$18.03 million). A significant portion of this reduction was tied to the lower number of SBCCI program grants distributed, which saw a decrease of \$2.3 million. Other major changes include an increase of \$271 thousand in the Employment Centre's employment service reimbursements and a \$593 thousand rise in salaries and benefits, attributed to collective agreement wage increases and the full implementation of the Pay Equity Plan.

Tropicana's balance sheet remains strong overall, due to our heavy reliance on restricted funds. At year-end, we held \$5.5 million in cash, of which only \$406 thousand was unrestricted. The remaining \$5 million, along with \$6.5 million in term deposits, is allocated for future distributions to SBCCI sub-agreement holders.

Additionally, our balance sheet reflects \$1.5 million in restricted funds that we are using to support cash flow for unrestricted operations. This underscores the importance of securing additional unrestricted revenue or significantly cutting costs, as we currently lack the cash flow necessary to support operational activities without borrowing.

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

Year	2024	2023	2022
Revenue	\$16,044	\$17,724	\$14,698
Surplus	(687)	(\$313)	(\$244)

We continue to operate in a fiscally prudent manner while improving productivity and efficiency. 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 ability to react to the challenges and opportunities the future may hold.

The Board and management have taken decisive actions to address Tropicana's financial challenges. These include restructuring programs and services, revising fee structures, and engaging with funding partners to secure sustainable revenue streams. While the road ahead will require continued vigilance, these steps are vital to ensuring Tropicana's long-term viability and its ability to serve the community.

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 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.

Thank you also to our external auditors, Norton McMullen, for the successful completion of our annual external audit.

Thank You to Our Donors

The funder, sponsor, and donor lists that follow represent supporters who contributed financially or in-kind to Tropicana Community Services Organization between April 1, 2023 and March 31, 2024. We thank all of our loyal supporters for aiding us aid those in need.

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.

Funders

City of Toronto—Children’s Services

City of Toronto—Community &
Neighbourhood Services

Community Services Recovery Fund

Government of Canada- The Ministry of
Employment and Social Development

Ministry of Diversity, Inclusion and Persons
with Disabilities

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

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

Ontario Trillium Foundation

Strides Toronto

Toronto District School Board

United Way of Greater Toronto

Corporate/Business Sponsors and Donors

Adhoc Works

Aine McGlynn Consulting

Barbados Ambassadors of Canada

Beyond Culture Inc.

BIPOC Executive Search Inc.

Buddy Services Centre for Seniors

Canada Helps

Canadian Online Benevity

Canadian SciTech College

CARSTAR Canada

Centennial College

Charities Aid Foundation of Canada

CHUM Charitable Foundation

Cintex

Diamond Multicultural Economic Co-operative
Incorporated

Durham Promotional Products

Enterprise Holdings Foundation

Corporate/Business Sponsors and Donors (continued)

Google Canada	Telus (Team Faith)
Houselink Community Homes	TD Canada Trust
Human Capital Benefits Inc.	The Home Depot Cleaning Services
Isabel Massey Marketing	The Lakeside Church Ministries
Kinross Gold Corporation	Toronto Foundation
Mondelez Canada, Inc.	Toronto Star Fresh Air Fund
Penguin Random House Canada Limited	Woolgar VanWiechen Cosgriffe Ducoffe LLP
Procter & Gamble	X and Y Axis Inc
Royal Bank of Canada (RBC)	Young People's Theatre
Taibu Community Health Centre	

Donors

Abdoul-Aziz Diboussé	Anika Holder	Carolyn Hartman	Dallas Duncan
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Alice Janet Bhyat	Armel Djomako Tchuangou	Celine St Clair	Debbie-Ann Zongos
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Donors (continued)

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Eunice Graham	Joanna Gray	Linda Barnett	Monica Taitt
Garfield Case	Jodi Srigley	Lindsey McLaughlin	Monique Anderson
Garth Darlington	Joy Senior	Lisa Duperreault	Myra Villafior
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Gloria Russell	Karen Soltau	Lorimer, Edith Mae, & Joseph Wilson	Neville Morrison
Greg Gooding	Karl Omony	Lovica Saini	Nguyet-San Tran
Gregory Gardiner	Kathy Williams	Lynval Gritton	Nicole Honderich
Harvey Milgrom	Keisha simpson	Mai Coulibaly	Nilani Logeswaran
Hector H Roach	Kemrani Khan	Marcella Kowalchuk	Niru Govindarajah
Helen Antoniades	Ken Sealey	Marcellin Tabou	Noreen D'Andrade
Hope Franklin	Kenisha Johnson	Marcia McLaughlin	Norma Ambrose
Hsiao Sung Rebecca Pang	Kenroy Harrison	Marguerite Alfred	Olayinka Odusanya
Ifeoma Amauche	Kevette Bobb	Marianne Williams	Olumide Ige
Ijaz Ahmed	Kimberly Prideaux	Mark Lewis	Orleen Sinclair
Ingrid Daniel	Kydi Yorke	Mark L. Davis	Orode Uwawah
Jacqueline Thompson	Lealia Wellington	Marlon Williams	Patricia Forte
	Lee-Ann Stohrer		Paul Molokpa

Donors (continued)

Paula Morrison	Waithe	Sherrol Palmer Wickham	Theresa Harris
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The People that Make the Tropicana Effect Happen

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Open Position
Executive Director

Executive Team

Andrea Bryan, Head, Legacy Program Operations Enhancement

Karen Soltau, Head, People Operations

Migdalia Jones, Head, Community Engagement & Project Development

Nimo Abdulkadir, Director, Employment Programs

Olumuyiwa Oluwatayo, Head, Information Technology

Management Team

Cathy Providence, Manager, Culturally Appropriate Counselling (CAC)

Rochelle Welch, Manager Youth Development & Education

Maltee Ramkisson, Supervisor Tropicana Daycare Centres (Infant/Toddler/Preschool)

Nicola Greenland, Supervisor Tropicana Daycare Centres (Preschool/School age)

Committees

Executive Committee

Mandate: Address issues that arise between board meetings.

Consists of President (Chair), VP, Treasurer and Secretary.

Ex Officio Staff: President & Board Chair

Internal Affairs

Mandate: All internal strategic and policy matters related to finance, human resources, IT and facilities.

Ex officio staff: President & Board Chair or designate(s): (i.e., CFO and HR Head)

External Affairs

Mandate: All external strategic and policy matters related to fundraising, public relations, and marketing and programs.

Ex officio staff: President & Board Chair or designate(s): (i.e., Business Development/Marketing Head)

Governance Committee

Mandate: Health and functioning of the Board, ensuring the effectiveness of the current Board and recruiting new Board members.

Conducts orientation, produces Board materials, and evaluates the performance of the Board itself.

Ex officio staff: President & Board Chair

Long-term Employee Service Awardees

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

35 Years of Service

Sandra Hunter

30 Years of Service

Stacey Virgo

20 Years of Service

Jennifer Grant

Atsede Zeru

10 Years of Service

Imman Hersi

5 Years of Service

Most Hena

Karina Ramos



Scholarship Recipients

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.



Nailah Abel

“Winning the Kinross Gold Corporation Scholarship is an extraordinary honour that fills me with immense gratitude and joy. As an incoming computer science student at Carleton University, this scholarship is a beacon of hope and encouragement. It will give me a great amount of financial support, ease the burden of tuition and other academic expenses, and allow me to fully dedicate myself to my studies and passion for technology.

Winning the Kinross Gold Corporation Scholarship is more than an accolade; it is a lifeline that propels me toward achieving my dreams. I am profoundly thankful for this opportunity and committed to making the most of it, striving to honour the trust and faith placed in me by the Kinross Gold Corporation.”



Maya Weekes

“I am incredibly grateful to Kinross Gold Corporation and Tropicana for awarding me the Kinross Gold Corporation Scholarship. As a second-year Life Sciences student at McMaster University, this generous support is instrumental in my pursuit of a career as a clinical psychologist. The core values upheld by Kinross—putting people first, high performance culture, rigorous financial discipline, and outstanding corporate citizenship—resonate deeply with my personal and professional aspirations. I am committed to embodying these principles as I interact with peers, mentor young basketball players, work in my career in the future and navigate everyday life. I am eager to give back to my community, both as a student and as a future psychologist. By inspiring young Black girls and demonstrating the power of hard work and dedication, I hope to create a positive impact. Thank you again, Kinross Gold Corporation and Tropicana, for this extraordinary opportunity to make a difference”

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.



Victory Okeugo

"I am sincerely grateful for being chosen as the 2024 Robert K. Brown scholarship recipient. For a youth with a journey like mine, this scholarship tells me that I am worthy. It conveys to me that my dreams and aspirations are valid, recognized and appreciated. It also tells me that I am being trusted with the hope of fulfilling each aspiration that will make my community a better place for youths in the future. This scholarship is a blessing to me because it will help me offset my tuition payment for law school and help me continue to pursue my dream of being a first-generation lawyer. I am humbly grateful to the Tropicana management and community for providing me with this opportunity, for making a desire a reality.

Receiving this scholarship means I can carry another youth and another child on my journey. To any youth reading this, as Stephen Hawking once said "Remember to look up at the stars and not down at your feet... Be curious. And however difficult life may seem, there is always something you can do and succeed at." No matter how difficult life is right now, it is only a season. Seasons pass. As you continue in your journey, remember that you can be the change your generation is waiting for. Be curious and exceed any limitation life might try to place on you."

The Dr. Danyal Ishaad Bhyat Achievement Award

The Dr. Danyal Ishaad Bhyat Achievement Award was established to recognize an exceptional and ambitious young person who intends on continuing their studies and development in an area that demonstrates a desire to help support their community and the people in them.



Elizabeth Diva

“Thank you so much for awarding me the Dr. Danyal Ishaad Bhyat Achievement Award scholarship. Winning this award means the world to me. As a person of Caribbean heritage, when I came across your post for students in S.T.E.M. programs I thought this scholarship was perfect to apply to. Being the recipient of this scholarship has allowed me to dedicate more time toward my studies and community outreach in my new role as the Community Social Development Officer for the Lions Club.

I am filled with immense gratitude as this award also means more time to collaborate with you at Tropicana Services. My outreach with the Lions Club and other initiatives helps bring communities together from all nations to build a better world. Our combined team efforts ensure easier access to non-perishables and meals for our most vulnerable including seniors, as well as school supplies for children headed back to the classroom – like myself this semester thanks to you at Tropicana Services. Despite facing much adversity this scholarship is a godsend. Thank you for giving me an opportunity to showcase both my dedication and drive in academics and artistic accomplishments.

You have given me a chance to continue along my pathway to become a doctor while contributing back to our local Caribbean Canadian community here at home.

However, this award is more than an award. This award shows that together we can pave the way for building a bright future for both successful students and members of society. It is with great honour that I accept the Dr. Danyal Ishaad Bhyat Achievement Award and look forward to inspiring generations of applicants to embrace their Caribbean heritage, give back to their community, and always reach for the stars.”

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.



Tsahai Carter

"As I prepare to enter my first year of legal studies at the University of Toronto, I am incredibly grateful to be awarded the Dr. Gervan Fearon Scholarship. Pursuing a career in law requires not only dedication and passion but also substantial financial investment. Receiving this scholarship will help me focus wholeheartedly on my studies and co-curricular experiences to make the most of law school. However, this award is not only a significant financial relief but also a powerful motivator. The recognition of my commitment to the well-being of Black communities in Canada fuels my determination to contribute meaningfully to the legal profession and to give back to the people who helped me get to where I am today and those who continue to support me along my journey. With a law degree, I plan to serve my community and amplify the voices of individuals from marginalised communities that are often overlooked. I am honoured to receive the scholarship and extremely excited to pursue a new chapter in my career and education with the support of the Dr. Gervan Fearon Scholarship and Tropicana Community Services."

Janine Williams Memorial Scholarship

The Janine Williams Scholarship was created in 2008 to honour past Tropicana President Ashworth Williams' daughter Janine Williams who passed away in 2007. Through this scholarship, her family looks to keep her memory and spirit alive by helping others as she did. The scholarship is for students pursuing a post-secondary or postgraduate education.



Roselaide Decker

"I am proud to be a recipient of the Janine Williams Memorial Scholarship, in honour of Janine's passion for helping others and keeping her memory alive. Receiving this award is a confirmation to me that my academic efforts and community involvement throughout my undergraduate career have been meaningful, and impactful and that because of it I am seen as having great potential in society. It reminds me that my role as a Black woman in science is valuable, and the journey which has brought me here, including my challenges and victories, is acknowledged and supported. To be recognized by a committee of diverse individuals has been humbling and rewarding; it makes me proud that my story resonates with others positively!

I intend to further my impact by pursuing a degree as a Doctor of Medicine and ultimately care and serve others as a humanitarian doctor. In total, I am planning to support myself through around 8 years of schooling, whilst maintaining academic excellence and community involvement. Balancing these responsibilities as well as funding my education can often be overwhelming to navigate. The financial benefit of this scholarship enables me to focus more time and energy on my volunteer work to support my community and toward achieving my academic goals to aid my application to medical school. This scholarship directly helps me to strengthen my educational record. Being selected and awarded has renewed my passion for achieving my goals and motivates me once again on my academic journey."



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Tropicana Employment Centre

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Fax: 416.491.4669

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