



2015 ANNUAL REPORT

Malvern Family Resource Centre

BOARD MEMBERS

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Carolle Gilgeous
Carolyn Kanhai
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MANAGEMENT

Executive Director
Girmalla Persaud

Program Director
Alex Dow

**Community & Family
Programs & Services
Manager**
Amy Semenuk

**Children's Programs
& Services Manager**
Anusha Narendran

Youth Manager
Aneelvir Grewal

Office Manager
Tim Lam

MISSION STATEMENT

Malvern Family Resource Centre is committed to strengthening families and individuals through inclusive and effective programs and services for children, youth, women, seniors and families in the Rouge River Riding.

VALUES

Respect

Expressing meaningful recognition and appreciation of all individuals in our diverse community.

Open Communication

Having freedom of expression and keeping people informed and connected.

Accessibility

Maintaining an open and friendly environment and relationship between participants, volunteers, staff and board members in order to maximize community participation.

Professionalism

Conducting oneself in an ethical and respectful manner, and fostering a positive environment while consistently striving for excellence.

Commitment to Community

Ensuring accountability to our diverse and changing community and using all funds efficiently.

Teamwork

Achieving a common goal through utilizing individual strengths in a collaborative effort.

MESSAGE FROM THE EXECUTIVE DIRECTOR & CHAIRPERSON:

Strengthening Families is our Business

Malvern Family Resource Centre, our business is to strengthen families. We received our highest ever level of income in 2015, making it an excellent year to achieve this. The organization was able to increase and expand programs and services making our new building the hub of the community.

Our funding increased by 21 percent which allowed us to hire more staff and provide additional programs for the community, including a much needed housing support program, a cycling enterprise and community art programs for youth. Our total attendance in all of our programs increased to 184,992 in 2015 from 168,122 in 2014. Such results attest to the passion and interest of everyone within our organization, and speak to our shared vision of strengthening families.

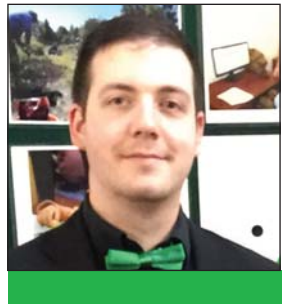
The Board of Directors supported this growth by fostering a culture of integrity and good governance. It maintained its focus on achieving the objectives of the 2014-2017 strategic plan, which allowed us to position Malvern Family Resource Centre for continued growth and long term sustainability.

We looked at new ways to increase efficiency and generate revenue, as well as adopted best governance practices to increase the effectiveness of our internal systems, including the revision of our Financial, Human Resource and Program policies.

The success of Malvern Family Resource Centre continues to be driven by the commitment and dedication of our staff who believe in strengthening the individuals and families they work with through quality programs and services. Our management team continues to provide leadership, expertise and professionalism in the face of complex new issues.

There will be new challenges and opportunities ahead as funding models continue to change. But, we will focus on diversifying our funding and increasing strategies to build stakeholder collaboration and partnerships, which will allow us to better serve the community, and build a better future.

Girmalla Persaud
Executive Director



What Shaped Our Year

Strengthening Individuals



Donna's Story

"ANC is really about supporting and building skills, partnership and relationships. To put the "A" into action as an individual or group for the community.

I have been able to use the skills I learned at trainings to bring information sessions, workshops, and training to Malvern, through my involvement with the Parent Engagement group.

Since I have started my ANC journey, I am now working in the community development field. I am able to support myself and my family from the skills I have learned at ANC.

Participants enter an endless journey of building skills, positive relationships, and confidence so that they can share what's on their mind and advocate for their community."

LEADERSHIP & SELF-ADVOCACY

Through new programs and funding, we provided participants with more opportunities to cultivate and foster the skills needed to be peer and community leaders, as well as their own best advocates.

Initiatives and projects through Action for Neighbourhood Change (ANC), such as our Parent Engagement group and food-based initiatives, provided skill-building opportunities for self-growth and employment.

The After School Program involved participants in the planning of group activities, including choreographing their own performances for a showcase event for their parents.

Through the Peer LEAD grant, we began training seniors so they could lead their own programs at the agency, such as yoga, laughter yoga and other seniors fitness classes.

Our Malvern Youth Cabinet received training for a civic engagement project which corresponded to the federal election. In this project, youth organized community debates on the importance of voting and held two mock votes.

Several new women's programs were also introduced which focused on self-care, such as Living a Healthy Life (provides support for women with chronic conditions) and G.L.O.W. (explores holistic health and well-being).

FOCUS ON PHYSICAL HEALTH AND LITERACY

In 2015, we recognized the importance of expanding our fitness programs. Recreational programs encourage social interaction. They help develop leadership and team-building skills. Physical health is also linked to mental health. Those who are active are happier, healthier and better able to cope with life's challenges.

For seniors, physical fitness is palpably tied to quality of life. Being in good physical health can help maintain mobility and prevent debilitating falls or injuries. For this reason, we offered a diverse range of fitness programs for seniors in 2015, including: Tai Chi, Yoga, Gentle Exercise for Falls Prevention and a dance-based Move and Groove program.

In response to feedback from community consultations, we expanded our women's fitness programs and moved them to a more convenient time. Women's Zumba and Yoga classes are now offered every Saturday morning.

Youth were able to participate in fitness programs every weekday. Funding from the MLSE Community Action Grant allowed us to offer free soccer classes throughout the year. This program equips youth between the ages of 10 and 13 with technical skills and helps develop leadership skills and the ability to work in a team environment.

With support of the Metcalf Foundation seed money, we conducted surveys and audits to determine the cycling patterns of residents, as well as infrastructure gaps that need to be addressed. These results helped mold our cycling enterprise initiative and the direction of future cycling projects.

Our successful skateboarding project also continued to expand in scope. We campaigned to have a new skate park built in Malvern, and as a result, created opportunities for youth engagement and employment in the coming years.



Syde's Story

"In 2015, I started participating in Eco Fit. It's a program that brings a lot of people together, including your neighbours that you might not have otherwise seen all year. I see them once a week now! With the other programs, like Yoga and Move and Groove, you get to see them two or three times a week. It makes for a stronger community.

In 2015, I also started with the Peer LEAD project. I got training in Yoga, Laughter Yoga, leadership, and group facilitation. The leadership and group facilitation training was very interesting. The instructors were very good. Similar programs at the colleges are not as comparable; this one was down to earth.

MFRC's seniors programs are bringing the community together.

Since MFRC moved to 90 Little's Road, we have a variety of people attending. It's not segregated, people are coming together. MFRC gives me the opportunity to get out and gives me a lot of energy. When I meet people, I get energized and I feel lively!"

What Shaped Our Year

Strengthening Community Ties



These murals were created by youth in the fall during a 10-week NBA mural project facilitated by VIBE Arts. The image of the left is called "Community" and the image on the right is called "Equity". Both murals were displayed throughout the TTC subway system to correspond with the 2016 NBA All-Star Weekend in Toronto.

INCREASED ACCESS TO PROGRAMS & SERVICES

In an effort to reach more members of the community our staff moved many of their programs into community spaces. This increased access to those without means of transportation, while also allowing the ability to tailor programs to the specific needs of each satellite location.

We introduced programs that build positive behaviours and confidence in youth. With funding from RBC, we introduced the Young Heroes After School Program for youth in grades 6 to 8. The program requires youth to set weekly goals and helps them achieve these goals through leadership workshops and academic supports. Additionally, we brought our Choices Program, which helps develop goal-setting and decision-making abilities, to two school with great success: Fleming P. S. and St. Bede Catholic Elementary School.



Early Years programs also expanded to new satellite locations: four libraries, five schools and two community centres. By taking our programs into the community, we have been able to better meet needs and address gaps in learning.

Above left: A parent volunteer provided a hands-on learning experience at Together Time, an Early Years program offered at Woodside Square Library. **Above right:** Over 150 residents shopped fresh, affordable fruits and vegetables at our Summer Food Markets.

BUILDING PARTNERSHIPS

In order to provide the quality and type of programs that best addresses community needs, we increased partnerships with other established community agencies and organizations.



ANC offered more comprehensive access of healthy food to low-income families by working with the MNAP Food Security and Resident Engagement Subcommittee, community members and other local agencies. Through these partnerships, we launched a monthly lunch program called Malvern Eats, where residents are able to enjoy a well-balanced meal while learning about other local agencies and services.

We provided more impressive artistic opportunities to youth by partnering with local artists and agencies. With funding from StreetARToronto and the leadership of local artist Brad MacMillan, children and youth created an outdoor mural during the summer - the first large-scale mural of it's kind in Ward 42. Youth were also able to create murals that were displayed in the TTC subway system to coincide with the NBA All-Star game. This amazing project was made possible through a partnership with VibeART Toronto.

What Shaped Our Year

Meeting the Needs of Clients

Vijay's Story (parent)

"When my daughter Sashi was 16, she was inappropriately touched by a man when we were out at a temple. It was terrifying for her. After that she was very timid in public, especially out at the shops. She clung to me all the time and was terrified of older men. We went to the family doctor for a check-up and asked her where we could get help – eventually we ended up at the counselling services at Malvern Family Resource Centre.

I thought that as a parent, I had been through life and could use what I'd learnt and experienced to equip my child with the knowledge and skills that she needed. But this experience has taught me that you don't always have all the tools to be able to help your child through a difficult time.

Counselling has helped her develop the tools she needs to navigate life. They worked with her to figure out what steps she needed to take in order to feel safe again in public places and her homework is to put these steps in place. It's taken a while, but now she can go into a shop (with me sitting outside) and be in there for ten minutes. That's real progress."

Sashi's Story (child)

"When you've had something like this happen, you don't want people to judge you. With my counsellor, we talked about what happened and came up with a plan to put me back in the temple and let my body get used to being there – not to feel like I'm in danger. And I can feel the change.

I used to be so afraid. I would get shortness of breath and dizziness, and butterflies in my tummy. There were a couple of times where I saw someone who looked like the man and I just broke down. But now I can go into the temple and make sure that I am in a safe place near people I trust, which is progress.

I still feel the anxiety, but I know how to manage it."

*Names have been changed to protect the clients.

What Shaped Our Year

Volunteers

Our volunteers have been very active over the past year in a variety of ways. Many of our activities and services are supported by volunteers, and as we continue to evolve and offer new and changing programs, the range of skills that our volunteers offer have proven to be an invaluable contribution to the agency.

Students from several schools, including Centennial College and Ryerson University, complete their placements at our agency. In 2015, we sought to diversify the scope of these placements by developing opportunities to support new programs such as the Peer LEAD training program for seniors and the Middle Years Healthy Ambassadors program.

Our Board of Directors contributed 775 hours of their time to ensure the organization continued to fulfill its mission, adhere to our values and guiding policies, and support the Executive Director in her role.

Volunteers also provided assistance to many special events, including our Multicultural Festival, United Way Days of Caring, International Day of the Girl celebration and Farmers Markets.

Nine volunteers received the Ontario Volunteer Service Awards for volunteering for five or more years in 2015. Additionally, board member Ann Clarke received the Ontario Leading Women Building Communities Recognition Award.



Devvon's Story

"My name is Devvon. I am 22 years old and I have autism.

I have volunteered at different programs and agencies and am now volunteering with Malvern Family Resource Centre. I like to volunteer, as I like to meet new people. I get to do new things where I learn and get better, help others and keep busy. I am happy to be there. By volunteering I also hope to one day get a job with one of the places where I had volunteered.

Volunteering with the seniors department at MFRC is fun and relaxing for me. I feel good, and I think they like me too. I do not have grandparents so being with the seniors is special. They are nice and friendly. They speak with me and ask me to play games. I help set up for the activities we are going to do.

The staff are very kind. They make me feel comfortable and make sure I am okay. They let me know I did a good job.

I feel proud when I say that I am a volunteer."

Women's Housing Services & Meeting Special Needs

WOMEN'S HOUSING PROGRAM

New funding allowed us to launch a Housing Program, which provides individual assistance to women experiencing housing difficulties and educational workshops. The program has been able to have a large impact on the lives of community members in a short period of time through the formation of several key partnerships.

Through a partnership with the Scarborough Furniture Bank, we have been able to connect low-income families with free furniture. Three families secured market rent apartments, despite credit issues, as a result of a successful partnership with CAPREIT.

The Housing Help program also initiated an Emergency Food Cupboard for clients in need of food items, but who may not be able to access local food banks, or want to avoid the stigma associated with using food banks.

108 CLIENTS SERVED

OVER 50 FAMILIES RECEIVED HOUSING AND FOOD DONATIONS

MEETING SPECIAL NEEDS

In 2015, we focused on providing more supportive and positive experiences for those with disabilities, as well as their families and caregivers.

Fifteen youth with disabilities have been able to learn, develop and strengthen social and life skills by participating in recreational, arts-based and community projects in our Through My Eyes program.

Our Parent Engagement Committee identified the need for assistance navigating special needs support systems. This resulted in a forum that allowed parents, school officials, support workers and caregivers to discuss and get information on the various support networks and systems available. The event was a great success with a request for more. Organizations who partnered with us for this event have expressed interest in supporting similar events in the future. As such, this topic has remained a priority.

We also focused on creating positive volunteer experiences for individuals with special needs. This emerging direction provided specific growth opportunities for the volunteers. The MFRC team ensured that the positions were appropriate for both the needs and the skills of the volunteers.

Memorable Moments

MAY

Fundraising Orchid Ball

Our annual fundraising event was a great success raising \$25,000 to support MFRC programs and services and improve the lives of families, youth, seniors, children and women in need.

JUNE

Wear Your Confidence Clothing Event

Over 160 women "shopped" donated clothes and received tips from makeup artists and fashion stylists about how to look and feel their best.

Seniors Symposium

In recognition of Elder Abuse Awareness Day, this event provided education about elder abuse and caregiver stress through keynote speakers, breakout sessions, and connections to local services.

Community Walk-a-thon

Participants laced up their runners for a 2k and 4k fundraising walk-a-thon in Malvern on June 13.

Annual Multicultural Festival

A community food market, drumming activities, children's magician, face painting and BBQ were all part of our annual Multicultural Festival.



SUMMER

Eco Camp

A two-week environmental awareness camp was offered for the first time and attended by over 100 youth. The success of this initiative led to the development of an Eco Camp manual so that other camps in Malvern can incorporate similar eco-based activities into future camp schedules.

Community Mural Unveiling

Over the summer, youth helped develop a mural that celebrates the spirit of community in Malvern with local artist, Brad MacMillan. It was unveiled to the community on Sept. 18.



OCTOBER

International Day of the Girl

Girls took part in discussions and activities about the power and potential of girls at this fun-filled event.

Networking Event

We hosted our first Mix and Mingle networking event on Oct. 26. Local business owners and professionals had an opportunity to meet and discover potential partnerships, as well as learn more about our Centre.



NOVEMBER

Seniors Masquerade Ball

Our gym was transformed into a dance floor for a fun evening! Guests were also treated to performances from our Tamil seniors and the seniors drumming group.

DECEMBER

Annual Holiday Brunch

Our Early Year's Centre hosted its popular, annual brunch on Dec. 5. Over 200 took part in the festivities.

2015

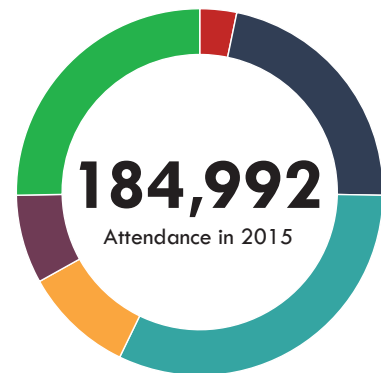
By The Numbers



5,856
Number children and youth who attended MFRC programs



602
Individuals volunteered
20,339
hours



Total program attendance increased 10% in 2015

- ANC: 6,005 ■ EYC: 40,760 ■ MYC: 59,023
- Seniors Programs: 17,985
- Women's Place: 14,469 ■ Youth Programs: 46,750

Financial Report

Independent Auditor Report

NOTES REGARDING ACCOUNTING POLICIES, ETC.

The unused portion of grants received has been set up as deferred income. The amount required to convert this income from cash to an accrual basis is shown in the statement of income and expense.

The prior year figures have been reclassified where necessary to conform with the current year presentation.

Complete financial statements, including related explanatory notes, are available at the office of the Centre.

AUDITOR'S REPORTS TO MEMBERS

I have examined the financial statements of the Malvern Family Resource Centre as of December, 2015 and for the year then ended.

These financial statements include a statement of financial position and statements of revenue and expense and unrestricted net assets, restricted net assets, cash flow and notes to the financial statements. I have reported on March 21, 2016 with a statement to the effect that I was not able to make a complete examination of all revenue, since in common with many non-profit organizations, the Centre receives numerous small cash donations which are not susceptible to complete examination. Accordingly, my verification of the income was limited to the amounts recorded by the Centre.

In my opinion, the accompanying condensed balance sheet and condensed statement of revenue and expense and net assets fairly summarize the related information contained in the financial statements examined by me.

March 21, 2016

G.J. Westfall, CPA CA Licensed Public Accountant

Malvern Family Resource Centre thanks and acknowledges the listed funders, donors, sponsors and partners for their support and contribution in 2015. If your name or company was missed, please accept our sincere apology and gratitude for your generous donation to the agency.

Acknowledgment

STATEMENT OF FINANCIAL POSITION (As at Dec. 31)

	2015	2014
CURRENT ASSETS	\$	\$
Cash & equivalents	463,512	144,604
Other current assets	106,580	194,296
Deposit - City of Toronto	<u>20,000</u>	<u>158,204</u>
	590,092	497,104
CAPITAL ASSETS	-	-
PROPERTY AND EQUIPMENT	6,253,724	6,356,136
	<u>6,843,816</u>	<u>6,853,240</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	107,133	47,000
Other liabilities	3,523	33,558
Current portion of loan payable	62,710	55,000
Deferred income from grants (see note)	<u>247,400</u>	<u>159,148</u>
	420,766	294,706
LOAN PAYABLE	-	1,154,690
MORTGAGE PAYABLE	1,132,227	
DEFERRED GRANT	3,668,870	3,796,850
RESTRICTED FUND - BUILDING	13,354	287,354
UNRESTRICTED NET ASSETS	<u>1,608,599</u>	<u>1,319,640</u>
	<u>6,843,816</u>	<u>6,853,240</u>

STATEMENT OF REVENUE AND EXPENSE AND UNRESTRICTED NET ASSETS (For the year ended Dec. 31)

	2015	2014
REVENUE	\$	\$
Federal, provincial, municipal, United Way grants	2,499,898	2,014,045
Donations	<u>223,351</u>	<u>132,845</u>
Total revenue	2,723,249	2,146,890
Expenses	<u>2,665,483</u>	<u>2,146,890</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES BEFORE OTHER ITEMS	57,766	-
Amortization of property and equipment	(184,141)	(61,314)
Amortization of deferred grant	<u>127,980</u>	<u>42,661</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	<u>1,605</u>	<u>(18,653)</u>
UNRESTRICTED NET ASSETS, beginning of year	1,319,640	1,338,293
Transfer from Restricted Fund - Building	<u>287,354</u>	<u>-</u>
UNRESTRICTED NET ASSETS, end of year	<u>1,608,599</u>	<u>1,319,640</u>

STATEMENT OF CHANGES IN RESTRICTED NET ASSETS - BUILDING FUND (For the year ended Dec. 31)

	2015	2014
	\$	\$
Balance, beginning of year	287,354	287,354
Contributions received during the year	13,354	-
Transfer to Unrestricted Assets	<u>(287,354)</u>	<u>-</u>
Balance, end of year	<u>13,354</u>	<u>287,354</u>

Please see accompanying notes available at the office of the Centre.

Funders

Bell Let's Talk
CAMH
City of Toronto
Employment and Social Development Canada
Local Health Integration Network
Metcalf Foundation
Ministry of Children & Youth Services
Ontario Ministry of Education
Ontario Ministry of Tourism, Culture & Sport
MLSE Foundation
Ontario Trillium Foundation
RBC Foundation
Toronto Arts Council
United Way

Partners

Aisling Discoveries Child and Family Centre
Arts for Children and Youth Burrows Hall C.C.
Canadian Mental Health Association
Family Service Toronto
FoodShare Toronto
Friends of the Rouge Watershed
Frontier College
Goldhawk Park Library
Julliette's Place (Howard Family Shelter)
Macaulay Child Development Centre
Malvern Early Learning and Child Care Centre
Malvern C.R.C.
Malvern Library
Milliken Park C.R.C.
On-Track Career and Employment Services
Toronto Catholic District School Board

Partners Continued

Toronto District School Board
Toronto Employment and Social Services
Toronto Fire Fighters Toy Drive
Toronto Preschool Speech & Language Services
Toronto Public Health
Toronto Star Fresh Air Fund
TransCare Community Support Services
University of Toronto Scarborough Campus
VIBE Arts
Volunteer Toronto
West Scarborough Neighbourhood C.C.
Woodside Square Library

Donors

Alicia Ramprashad
Amaal Darr
Ann Lin
Anusha Narendran
Art Gallery of Ontario
Bath & Body Works
Burnbrae Farms Limited
Canada's Wonderland
Canadian National Exhibition
Carolyn Kanhai
Cathy Mwanza
Charles Dow, Right At Home Realty Inc.
Cineplex Odeon Corporation
Clubb Canada Amateur & Professional Boxing Club
Dad Central Ontario
Dr. Sophia Ma
Edie Graf
FPP- LRM Production Support
Ganz
Girl Guides of Canada
Girmalla Persaud
GMCR Canada Holding Inc.

Donors Continued

Grain Process Enterprises Ltd.
Happy Period
Home Depot Canada
House of Praise Church
Ingrid McKay
Lenny Graf
Lowe's Canada
M&M Meat Shops Ltd.
McDonalds (Malvern Town Centre)
Malvern Café
Mariposa Cruises
Markham Station Restaurant
Mastermind Toys
Metro Golf Dome
Millennium Bakehouse
Narine's Bakery
New York Fries & South St. Burger Co.
Norman Sue Bakery
Paul Spark, Hub International Ltd.
Promar Awards & Promotions
St. Bess Products Inc.
Scholastic Canada Ltd.
Steve Moran
The Stonemill Bakehouse Ltd.
TDS 3D Machining Inc.
Teva Canada
Tim Hortons Inc.
Toronto Bread Company Ltd.
Toronto Symphony Orchestra
Vegfresh Inc.

Silver Donor

Loblaws Companies Limited
Protagon Display Inc.
Shoppers Drug Mart

Bronze Donors

Julito Longkines
TD Friends of the Environment Foundation
Toronto Park People

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