



*25<sup>th</sup> Annual General Meeting  
2013-2014 Annual Report*

*Settlement Assistance  
& Family Support  
Services  
(SAFSS)*

*1989 - 2014*

*Celebrating  
Silver  
Jubilee*





# SAFSS Mission

*“To assist, educate and empower newcomers, women, seniors, youth children and the families in their integration process to improve their health and quality of life, realize their fullest potential and become contributing members of the Canadian Society.”*

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## Annual General Meeting (AGM)

*Friday June 27<sup>th</sup>, 2014*

### AGENDA

- ❖ *Welcome by Chairperson of the Board at 6:30 P.M.*
- ❖ *Call the Meeting to Order*
- ❖ *Approval of Agenda*
- ❖ *Approval of the Minutes of September 20<sup>th</sup>, 2013 AGM*
- ❖ *Reports from the Chairperson and Executive Director*
- ❖ *Report from the Auditor*
- ❖ *Appointment of Auditor for the year 2014-2015*
- ❖ *Approval of Amendments to SAFSS by Law#1*
- ❖ *Confirmation of Appointment of Board of Directors*
- ❖ *Staff Recognition and Presentation of Awards*
- ❖ *Vote of Thanks and Adjournment*



## Report from the Chairperson and Executive Director

2013-2014 has been an exciting year for SAFSS for various reasons. **First**, we received no funding cuts during the year, which enabled us to maintain the *status quo* and yet provide much needed services to our clients **Second**, we received a small increase in our annual funding to provide itinerant services from other locations (thanks to Citizenship and Immigration Canada - CIC), our major funder, for trusting our abilities and supporting our mission. **Third**, at the beginning of the year, we ventured to move into newer heights by implementing several key recommendations of 2012-2015 Strategic Plan. These include:

- Revision of SAFSS HR and Financial Policies and Procedures Manual;
- Revision of Anti-Discrimination and Anti-Harassment Policies; Client/Community Complaints Policies; Accessibility Policy; Equality, Diversity and Inclusion Policy; Occupational Health and Safety Policy; Risk Management Policy, Computer, E-mail and Network Usage Policy; Communications Policy; Conflict of Interest Policy, to name a few.
- Additionally, we were able to develop and maintain partnerships with East Scarborough Storefront, San Lorenzo Community Centre, Iranian Women Organization of Ontario, Scarborough Centre for Healthy Communities, and East Quadrant Local Immigration Partnerships (LIPs)

None of these accomplishments would have been possible without the support of a dedicated staff team, a committed Board of Directors, and many volunteers, students, and placement students who comprise of the community we serve. The support of our funders (especially, CIC, UW, MCI and MCSS) are critical to our on-going success. We would like to take this opportunity to thank all of our funders for their sensitivity and support toward our mission; our staff and volunteers for their hard work; and our Board of Directors for their wisdom and vision. We congratulate them for their contributions and look forward to another successful year.

As we count down to our 25<sup>th</sup> anniversary in 2014, our focus is very much on the future of the organization. This year, with the support of more than 60 staff, clients, volunteers, partners, funders, and the Board of Directors, we were able to provide services to more than 20,000 clients of which 9,810 are direct service clients (providing face-to-face or one-on-one service) and 10,300 indirect (providing services over the phone, e-mail, and other formal or informal means).

As we look into the next year, we are faced with the challenge of continuously improving our funding levels, ensuring program effectiveness, enhancing diversity, and developing/maintaining partnerships with other organizations. We have developed partnerships with other organizations through our extensive network in Scarborough and beyond to ensure effective service delivery. We are also striving to diversify our funding base exploring new revenue streams and innovative ventures to serve our clients in a more sustainable way. The agency's past history in developing and delivering programs that support the needs of the community is a strong foundation on which we continue to build. Thank you all for attending and for your continued support.

Have a great evening.

Asghar Naqvi

Board Chair

Dr. Kazi Hoque  
Executive Director



**Board of Directors**  
*(As of June, 2014)*

*Mr. Asghar Naqvi*

*Chairperson*

*Ms. Sudha Verma*

*Vice-Chair*

*Mr. Moin Ahmed*

*Treasurer*

*Ms. Yasmin Nakhuda*

*Secretary*

*Mr. Srinivasan Suppiramaniam*

*Director*

*Ms. Faezeh K. Nejad*

*Director*

*Dr. Sunitha Kshatriya*

*Director*

*Mr. Syed M. Hussain*

*Director*

*Mr. Siva Kandiah*

*Director*

# Staff Members

(As of June, 2014)



**Executive Director**  
**Program Director**  
**Finance Manager**  
**Manager, Family Health & Volunteer Dev.**  
**Administrative Coordinator**  
**Receptionist/Intake Worker**

**Dr. Kazi Hoque**  
**Rabindra Nath Sabat**  
**Anne Joseph**  
**Zarina Sherazee**  
**Neelam Ahmed**  
**Ayesha Akhter/Bipana Rana**

## Settlement Counsellors

**Usha Chhabra**  
**Perminder Dhanjoon**  
**Waheeda R. Alam**  
**Berta A. Mancia**  
**Armela V. Marano**



**Abiramy Kanagasabai**  
**Macy Tatari**  
**Behroze Bhasin**  
**Alice Ai**

Coordinator, Afghani Women Outreach  
Volunteer Development Associate  
Employment Support Worker  
Fundraising Assistant  
**Program Manager, LINC**  
**Program Manager, LINC**  
Clerical Support, LINC

Sarogul Omari  
Simern K. Hunjan  
Sadia Rafiq  
Rocky Stone  
**Manpreet Sodhi**  
**Indira Basu**  
Malini Devi Ratnavarathan

**Lead Childminders, LINC**  
**Sarojini Anthony Pillai ,**

## Childminders, LINC

Christine Thavarajah  
Farheen Farooqui  
Sakilah Ganeshathasan  
Aarti Arora  
Parvin Hossain  
Nahar Mirza  
Neena Sahni  
Smita Patel



**Regina Thavaratnam**  
**Zarqa Chishti**

Dharrshini Satheeshan  
Jie Tian  
Sujata Rani Halder/Rakhi Ray  
Kohinoor Begum  
Tahira Choudhry  
Nasreen Ahmad  
Parmeshwary Ramchandran  
Suparna Rani Mondal

## Lead Instructors- LINC

**Marie J. Sarvananthan**  
**Valentina Khoudiakova**

**Mimoza Hoxha**

## Instructors-LINC

Aparna Gupta  
Elena Daniella Vaduva  
Landa May Lei  
Anne Thirukumar  
Tatiana Dociu  
Alfredo Salonga  
Helen Zlotin  
Rosalinda Baguioro

Dimpi Arora  
Stephen Alexander  
Prarthna Singh  
Natalia Beliaeva  
Octavia Proca  
Neli Stamenova  
Radmila Rakas  
Yunhua Zhang



**SAFSS Volunteers 2013-2014**



- Abdul k. Ahmed
- Agradip Dutta
- Amjad Ahmed
- Ana Isabel
- Arundathy Murugesu
- Asma Khatun
- Ayisha Gillani
- Badri Fouzia
- Bansari Panchal
- Braveen Balathas
- Charan Tamang
- Charlene Louis
- Dristi Shah
- Farial Riaz
- Farida Khan
- Farzana Anisha
- Ginalyn Maguinda
- Gouhora Hasiba
- Khatun
- Hafsah Khan
- Hamamatul Hussain
- Jamila Asmati
- Jaya Brahmbhatt
- Jayachitra
- Lakshmipathy
- Jaycee Singh
- Jeet Desai
- Jeyavathany Rajan
- Jiman Ali Qadet
- Jinal Shah
- Jovan
- Ketheeswary
- Tharmaratnam
- Krishna Patel
- Mahajabeen Syed
- Maria Paul
- Mariam Mariam
- MD. Saiful Hasib
- Meherun Islam
- Meseret Mamed

SAFSS

**Thank You!**

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2014**

- Mubasshira Nawar
- Muhammad Khan
- Nadira Malek
- Nalini Jeevagan
- Nasreen Bhatti
- Nasreen Noori
- Nazli Mabellebi
- Nazneen Mohsin
- Neena Jaswal
- Neeta Belani
- Nida Ali
- Nuzhat Hasnawi
- Prachi Patel
- Raja M Anwar
- Rajan Jeyavathany
- Ruby Kamban
- Sadia Ouallah
- Sarah Jayabalasingha
- Saraiya Kishotokomot
- Saratha Jayabalasingham
- Seema Fernandes
- Shabar Hussain
- Shadrach Pathmaneshwaran
- Shazia Noor
- Shoaleh Tamidi
- Smit Patel
- Sneha Joshi
- Srilalitha Bandhakavi
- Sumathy Thevarajah
- Syeda Farva
- Tehut Tegeme
- Thackshi Ramchandra
- Timmy Ngo
- Vidhi Patel
- Vishal Jain
- Vishwash Chauhan
- Yama Khan



*SAFSS cordially invites all to  
attend  
Silver Jubilee Celebration on*



*Friday November 21<sup>st</sup>, 2014 at*

*6:30 p.m.*

*At*

*Scarborough Convention Centre  
20 Torham Place Scarborough, M1X 0B3*

*Tickets Community \$75*

*Tickets Corporate \$125*

*Charitable Registration # 132638719RR0001*

*Tax Receipt will be issued*

*For more information call reception (416) 431-4847 X 221 or*

*Neelam (416) 431-4847 X 232*

*SAFSS 1200 Markham Rd. Suite #214, Scarborough, ON M1H 3C3*

*Website: [www.safss.org](http://www.safss.org)*

*FAX: 416-431-7283*





## **Programs and Services 2013 – 2014**

SAFSS is a non-profit, charitable multiservice organization providing services to our diverse communities since 1989. In 2013-2014, SAFSS provided services to more than 20, 000 clients from 54 countries speaking 34 languages. We provide services to one and all.

**LANGUAGE/SKILLS DEVELOPMENT TRAINING - 3 LOCATIONS:** This program enhances language skills of newcomers to function in Canada effectively, aims at developing language and literacy skills of newcomers in speaking, listening, reading and writing, provides classroom instruction from literacy to level 6/7, enhances computer based knowledge, increase life skills, organizes field trips to important places and provide orientation/ information sessions on many facets of life in Canada.

**ORIENTATION SERVICES:** Provide settlement and integration information the newcomers need to better understand life in Canada so that they make informed decisions about their settlement needs; provide referrals to find employment that corresponds with their skills and education; refer for language and skill building program and help them establish networks and contacts so that they are engaged and feel welcomed in their communities.

**VIOLENCE AGAINST WOMEN (VAW) PROGRAM:** Provides counselling, legal and housing assistance to reduce domestic violence and abuse to women and children, coordinates with the police, court and other service providers for victim's case management, intervenes with the crisis, refers the cases to appropriate authority and service providers for fulfilling the needs of the victims and deals with trauma, stress and depression to help the victim lead an independent and positive life.

**INVESTING IN NEIGHBOURHOOD (IIN) INITIATIVES:** This program assists 4 positions such as Receptionist, Employment Support Worker, Volunteer Development Associate and Fundraising Assistant under IIN program funded by Toronto Employment and Social Services that helps train, orient and provide hands-on experience to OW clients to facilitate them enter Canadian labour market.

**VOLUNTEER DEVELOPMENT PROGRAM (VDP):** This program recruits, orients/trains diverse volunteers to assist SAFSS in organizing special events, job shadow and learn different programs and services , gain Canadian work experiences and get references for their future jobs.

**SUPPORTIVE COUNSELLING:** This program provides peer support counselling to victims of abuse and isolated Afghan senior women, teaches coping and survival skills, improves life skills, enhances clients' psychological empowerment and educate them on community and government resources to improve their quality of life.

*All our services are free and available to all communities. Services are provided in English, Hindi, Urdu, Punjabi, Bengali, Gujarati, Tamil, Dari, Farsi, Cantonese/Mandarin, Filipino/Tagalog and Spanish/French languages.*

Our programs are funded by Federal, Provincial, Municipal Governments and other funding bodies, including United Way of Toronto.



## *Our Funders*

We would like to thank all our funders for supporting us throughout the year. We look forward to their continued support. We are thankful to City of Toronto for letting us participate in the Bingo Gaming and Lottery, enabling us to generate revenue for domestic violence and related issues.

### *Citizenship and Immigration Canada (CIC)*

- *Language/Skills Development Training*
- *Orientation Services*

### *Ministry of Citizenship and Immigration (MCI)*

- *Newcomer Settlement Program (NSP)*

### *Ministry of Community and Social Services (MCSS)*

- *Violence Against Women (VAW) Program*

### *United Way of Toronto (UWT)*

- *Base Grant Allocations*

### *City of Toronto*

- *Supportive Counselling for Victims of Abuse*
- *Supportive Counselling for Isolated Afghan Senior Women*
- *Investing in Neighborhood (IIN) Initiatives*
- *Bingo Gaming and Lottery*





## *Our Partnerships & Collaborations*

1. ACCESSIBLE COMMUNITY COUNSELING & EMPLOYMENT SERVICES (ACCES)
2. AFGHAN WOMEN'S ORGANIZATION (AWO)
3. AGINCOURT COMMUNITY SERVICES ASSOCIATION (ACSA)
4. CATHOLIC CROSSCULTURAL SERVICES (CCS)
5. CENTRE FOR IMMIGRANT AND COMMUNITY SERVICES (CICS)
6. CITY OF TORONTO COMMUNITY DEVELOPMENT OFFICE (NAP)
7. COUNCIL OF AGENCIES SERVING SOUTH ASIANS (CASSA)
8. CULTURELINK
9. EAST SCARBOROUGH STORE FRONT
10. HISPANIC DEVELOPMENT COUNCIL
11. IRANIAN WOMEN'S ORGANIZATION OF ONTARIO (IWO)
12. MID SCARBOROUGH HUB
13. MULTILINGUAL COMMUNITY INTERPRETER SERVICES (MCIS)
14. SAN LORENZO COMMUNITY CENTRE
15. SCARBOROUGH CENTRE FOR HEALTHY COMMUNITIES
16. SCARBOROUGH GENERAL HOSPITAL
17. TORONTO CATHOLIC DISTRICT SCHOOL BOARD
18. TORONTO EAST QUADRANT LIPS
19. TORONTO PUBLIC HEALTH
20. TORONTO PUBLIC LIBRARY
21. WINDFALL CLOTHING SERVICES
22. WOMEN ABUSE COUNCIL OF TORONTO (WACT)





**SETTLEMENT ASSISTANCE AND FAMILY SUPPORT SERVICES  
(SAFSS) SUMMARIZED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED MARCH 31, 2014**

	2014	2013	2012
<b>REVENUE</b>			
Government grants	3,108,650	3,025,205	3,371,496
Capital grants	5,621	8,543	8,541
Other income	88,234	89,127	139,246
	3,202,505	3,122,875	3,519,283
<b>EXPENSES</b>			
Administration	103,917	101,096	154,524
Capital purchases expensed	-		
Depreciation	11,642	14,547	15,033
Direct program	166,494	153,905	116,042
Fundraising	24,240	14,783	20,139
Partner agency fees	-		265,656
Professional fees	24,465	26,179	26,692
Rent	636,543	646,214	668,889
Staffing	2,244,108	2,186,257	2,251,886
	3,211,409	3,142,981	3,518,861
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	(8,904)	(20,106)	422
<b>NET ASSETS BEGINNING OF YEAR</b>	100,019	120,125	119,703
<b>NET ASSETS END OF YEAR</b>	91,115	100,019	119,703
<b>COMPOSITION OF NET ASSETS</b>			
Unrestricted resources	(7,845)	(4,962)	(4,901)
Invested in capital assets	12,001	18,022	24,026
Internally restricted reserves	86,959	86,959	101,000
	91,115	100,019	120,125

*Complete audited financial statements are available from the offices of the corporation.*

# Highlights of SAFSS –Heritage Day on May 23<sup>rd</sup>, 2014



# *SAFSS X-Mas Day, 2013*



*SAFSS Charitable Registration Number 132638719RR0001*

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*Booklet Created & Design by Neelam Ahmed*