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AGENDA

SAFSS ANNUAL GENERAL MEETING

Tuesday, September 14th, 2021 at 6:30 p.m.

Join with [Google Meet](#)

Join by Phone: (CA) +1 778-728-9302

Pin #: 894 013593

1. 6:30 p.m.

Welcome

2. 6:35 p.m.

Land Acknowledgment

3. 6:40 p.m.

AGM Business Meeting

- Call to Order
- Approval of 2020 AGM Minutes
- Chair's Report
- Executive Director's Report
- Audited Financial Statements
for the Year Ending March 31, 2021
- Approval of Auditor
- Nominations to SAFSS Board of
Directors: slate and nominations
- Thanks, Motion to Adjourn

Chair, Board of Directors

Chair, Board of Directors

Chair, Board of Directors

Executive Director

Treasurer, Board of Directors/Auditor

Treasurer, Board of Directors

Chair, Board of Directors

Chair, Board of Directors

4. 7:30 p.m.

Motion to Adjourn

Land Acknowledgement

We would like to acknowledge this sacred land on which we at SAFSS carry out our work. It is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. I also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

To Our Stakeholders

MISSION

To assist and educate victims of abuse; support seniors; and assist newcomers and their families in the integration process to improve their quality of life, realize their fullest potential and become contributing members of the Canadian Society.

VALUES

ADVOCACY

INTEGRITY

TRUST

RESPECT

Vision

To be a leader in the community by supporting and serving the needs of diverse multicultural communities.

Service Excellence

'Deliver Unparalleled Service'

- High quality service that responds to client needs
- Dedicated, qualified and engaged front line staff
- Awareness and response to changing needs – including new programs if necessary
- Measure performance

Operational Excellence

"Efficient, Effective administration"

- Allocation of resources efficiently and effectively
- Organizational structure with clear responsibilities
- Identify and manage risks

Governance & Reporting

"Provide Full Transparency & Accountability"

- Achieve full community, client and funder confidence with transparent operations.
- Respect for mutual roles

Sustainability

"Ensure resources and capabilities maintained into the future"

- Diverse reliable funding: funder/client/partners confidence & fundraising
- Build profile and enhance communications, incl website
- Succession at all levels

Stakeholder Value Delivered

Client

- ✓ *Learning Opportunities*
- ✓ *Safe Environment*
- ✓ *Community Service*

Staff

- ✓ *Engaged Employees*
- ✓ *Learning Opportunities*

Community

- ✓ *Community Confidence*
- ✓ *Trusted Service Partner*

Funders

- ✓ *Trusted Service Provider*

DRAFT MINUTES

31st Annual General Meeting

IDENTIFICATION BOX	
Meeting	Annual General Meeting - Virtual
Date	November 13 th , 2020
Time	Convened at 6:36 p.m.; adjourned at 7:28 pm

Board Members Present

- | | | |
|-------------------------------|--------------------------------|----------------------------------|
| 1. Patrick Madden (Chair) | 2. Jim Hadjiyanni (Vice Chair) | 3. Sushma Subedi (Treasurer) |
| 4. Terry Kyritsis (Secretary) | 5. Kenneth Edeh | 6. Vivek Arora |
| 7. Brandon Arkinson | 8. Nandi Deterville | Regrets: Roger Ramkissoon |

Board Nominees

- | | | |
|-------------------------|--------------------|------------------|
| 1. Jonathan Evangelista | 2. Shalini Konanur | 3. Anupma Sharma |
| 4. Maxwell Watson | 5. Katherine Yep | |

Minutes

Discussion Highlights

Prior to proceeding with the formal meeting, the Chair offered a Land Acknowledgement and recognized the special guests attending the AGM:

- **Funders:** Curtis Morken, IRCC; Sheila Nayak, MCCSS
- **Distinguished Guests:** Jejad Aliweiwi, ED Laidlaw Foundation; Baldev Mutta, CEO PCHS; Samya Hasan, ED CASSA; Shola Alabi, Scarborough Centre for Healthy Communities; Martha Orellana, OCASI.

Chief Guest: The chair introduced the Chief Guest, the **Honourable Mitzie Hunter, MPP**, thanked her for attending and for her on-going support for SAFSS and invited her to make her remarks to the AGM attendees.

MPP Hunter expressed her thanks to the staff and volunteers of SAFSS for their significant contributions to the Scarborough communities, especially during the unprecedented impact of the pandemic. More than ever, she emphasised the need to stick together and support those affected most. She referred to the need to support victims of the increased incidents of gender-based violence and the needs of isolated seniors. She related an experience with seniors during a visit at Tuxedo Court and offered the assistance of her office to SAFSS to pursue any support that can be provided to the residents of Tuxedo Court. She closed by congratulating the SAFSS family and offering her continued support.

Following the remarks by the Chief Guest, the 31st Annual General Meeting of SAFSS was called to order by the Chair at 6:36 p.m. having achieved the required quorum.

1. Approval of the Agenda

Moved by Patrick Madden and seconded by Brandon Arkinson, the agenda was approved unanimously as presented.

2. Approval of 2019 AGM Minutes

Item 5.b.i was amended by correcting "... November 2019 to November 2020".

Moved by Terry Kyritsis and seconded by Kenneth Edeh, the 2019 AGM minutes were approved as amended unanimously.

3. Chair Report

Patrick delivered his report and thanked all the SAFSS staff and volunteers who have gone above and beyond during the difficult pandemic era. He expressed satisfaction and optimism about the improved stability of the organization and the good progress that has been achieved under Sudip's leadership. He also expressed gratitude, on behalf of the Board, to the SAFSS funders and other supporters.

4. Executive Director Report

Sudip addressed the attendees, welcomed all the guests, and expressed thanks to the members of the Board, all the staff and all the volunteers for their commitment. She provided a brief outline of the many challenges that the organization is facing during the pandemic and the ways that the staff have risen to the occasion to make sure our community's needs are met.

Sudip expressed thanks to all the funders for their continued support and urged them to continue to invest in the non-profit sector. Sudip pointed out that the pandemic has impacted most the marginalized communities, people of colour, seniors and victims of gender-based violence and the non-profit sector is key for the post-pandemic recovery efforts.

5. Audited Financial Statements

Sushma presented the Auditor's report and the organization's financial statements for the period of April 1, 2019 to March 31, 2020.

Moved by Sushma Subedi and seconded by Jim Hadjiyianni, the motion to approve the Audited Financial Statements for the year ending March 31, 2020 was approved unanimously.

6. Approval of Auditor

Moved by Sushma Subedi and seconded by Kenneth Edeh, the motion to engage SRCO Professional Corporation as SAFSS' auditor for the 2020-2021 fiscal year was approved unanimously.

7. Proposed Changes to By-law

Nandi Deterville presented the proposed changes and the related rationale to the members.

Moved by Nandi Deterville and seconded by Brandon Arkinson, the motion to amend the by-law with the proposed changes as presented was approved unanimously.

8. Nominations to SAFSS Board of Directors

The chair expressed thanks to the three exiting members (Terry Kyritsis, Vivek Arora and Nandi Deterville) for their services to SAFSS and wish them well.

Kenneth Edeh presented the proposed slate of Directors.

Current Board members whose terms expire in November 2021 (no approval required):

- Jim Hadjiyianni
- Roger Ramkissoon
- Sushma Subedi

Current Board members proposed for extensions are as follows (approval required):

- Kenneth Edeh – extend for two (2) years to November 2022
- Patrick Madden – extend for one (1) year to November 2021
- Brandon Arkinson – extend for one (1) year to November 2021

Moved by Jim Hadjiyianni and seconded by Sushma Subedi, the motion to extend the current Board members' terms was approved unanimously.

New Board members proposed for two (2) year terms to November 2022 (approval required):

- Jonathan Evangelista
- Shalini Konanur
- Anupma Sharma
- Maxwell Watson
- Katherine Yep

Moved by Kenneth Edeh and seconded by Brandon Arkinson, the motion to approve the slate of new Board members was and approved unanimously.

Motion to Adjourn: Having completed the business of AGM, the Chair proposed a motion to adjourn at 7:28 p.m. The motion was seconded by Terry Kyritsis and approved unanimously.

Board Chair's Address



Long before any of us had even heard of COVID-19, SAFSS was already committed to taking on some challenges. Although blessed with committed staff and a strong sense of mission, SAFSS had become a little set in its ways. We recognized that we needed a bit of a “refresh”, both in the administration of the organization, and in our approach to service delivery. We were under no illusion that this would be easy, but we felt confident that we were up to the challenge.

Of course, we had no idea what additional challenges awaited. 2019-20 was all about reacting quickly to COVID 19 and figuring out how to serve our clients when face-to-face was no longer an option. 2020-21 was about building on this early experience with these new approaches and making them as effective as possible. It has also been about identifying changing community needs and responding. In that regard, I am very pleased to see SAFSS’s involvement in that vaccine engagement effort.

As all this was going on, I am proud to say, that we did not lose sight of our goal of strengthening the organization, readying ourselves for the long term. That work continues. Right now, we are well into a strategic planning effort which will guide the next phase of these efforts; efforts that will allow us to better understand the needs of the community we serve and find innovative ways to meet those needs.

Overseeing these efforts as a board has been the easy part. The hard work is being done by Sudip and her team. I continue to be impressed by their skills and dedication. I also want to thank our funders. Their continued support and flexibility during these challenging times is greatly appreciated.

As 2021 continues and we live through this “fourth wave”, I am allowing myself a little cautious optimism. Who knows, our 2022 AGM may even be in person.

Be Safe!

Patrick Madden

Executive Director's Address

This time last year we were still processing “the new normal”. The suddenness with which the pandemic interrupted life and how everyone had to scramble to adjust to what providing services would look like gave us very little opportunity to dwell on how normal is defined. 18 months into this pandemic has forced us to take stock of the “abnormalities” we had allowed to become accepted as normal. The inequities of the normal times have become glaringly stark by how the pandemic has impacted those who do not have the luxury to work from home, those who do not have the access to Internet and devices, those who have been forced to stay with their abusers (because they could not come to an agency to ask for help), those who do not have access to affordable and safe childcare and so on. Historically, global pandemics have been an inflection point in the direction of “development” of human civilization. This pandemic also gives us an opportunity to make the much-needed correction in the direction we wish to go. It needs to profoundly alter the society’s fundamental worldview.

When the staff made an overnight transition to virtual service delivery, they went above and beyond in reaching out to their clients. Although we had been investing in technology, technology by itself does not provide services. The staff made phone calls, sent emails and used other social media to reach their clients. It quickly became apparent that it was no longer a 9-to-5 job as the language instructors were communicating with their clients at 10 PM, the settlement counsellors were delivering sessions at 7 PM and the women’s program was providing emotional support to isolated seniors and victims of abuse at midnight or sometimes past midnight. The staff did that and exemplified why the charity sector remains so vital.

Our funders were generous and allowed us the flexibility to utilize funds so that those who need our services can be provided services during this difficult period. Ontario Trillium foundation provided emergency funds for PPE and technology, Canadian Women’s Foundation provided emergency funds to strengthen our Gender-Based Violence services, IRCC provided additional funds for critical services such as Crisis Counselling as well as technology funds, the provincial and the municipal funders also provided us the flexibility to use funds as needed. We were also able to provide 80 Android Tablets on loans to our clients. The pandemics come to an end and with SAFSS’ small effort as part of the City of Toronto’s Vaccine Engagement team, it shall hopefully be soon. And when that happens we will come out stronger, clearer in our endeavours and our roles in the post pandemic world, innovative in our approach and mindful of our impact.

Sudip Minhas



**3500 Clients
Served**



OUR CLIENTS' STORIES

"I'm Frank Chothia, I have been in Canada for a year now with my wife. In this beautiful country and wonderful journey, SAFSS has supported us a lot.

Before immigrating to Canada, we used to live in a small town of Gujarat, India known as Valsad. Leaving one's own hometown is a hard decision to make. But we took this step so that we can have a better future for ourselves and for our future generation. So, for that, we appeared for IELTS exam, followed by a series of documentation required by the government of Canada for the same. As the time was approaching to move to Canada, we weren't sure as to where we'll stay or how we will apply for jobs. We decided to start our journey in Canada from GTA area. Before we left for Canada, a family friend of ours referred SAFSS and especially Behroze Bhasin.

So, from India itself, we called her and asked her for assistance. She was very nice and informed us that she can help us out once we land in Canada. Before coming to Canada, we faced many challenges. Firstly, there was a delay in my medical clearance, but with a lot of efforts and with God's grace, I went through. After that when we booked our flights for 28th March 2020 but on 22nd March 2020 India closed all the airports, but we didn't lose hope and focused on our goal. Finally, on June 1st week we had some good news that we can book flights for Canada via Delhi under Vande Bharat Mission and I would say, I got luck at that time

because only 2 business class tickets were available and we were able to book it.

We arrived in Canada on June 15, 2020 and completed our isolation period of 14 days in a motel known as Gujarat Bhavan situated in Scarborough. As soon as our isolation period was over, we again connected with Behroze. This time she called us to her office in Scarborough. She was very kind and gentle and welcomed us warmly and it felt like home and the comfort level increased as we spoke in Gujarati. First of all, she asked us how we were feeling in Canada how things are working out with us settling in a new country and much more.

She guided us with our resume and interview approach and also that we could upgrade ourselves with some courses or Bridging Programs she gave us information on the Ontario Bridging Participants Assistance Program, OSAP loan and provided some references and links for the same. She gave us information on Canadian culture and how to integrate into the Canadian society. She has been our biggest support in Canada from the time we first immigrated to date. It is all because of her that we attend multiple seminars. We meet new people; we make connections and there were some seminars with which we also had an opportunity to earn some money. After moving from Scarborough to Brampton because we found employment in that part of the city, we rented an apartment, and at that time we were not having enough money to buy furniture or anything and this time also SAFSS has been very supportive. They provided us with great furniture from the furniture bank and for which we are really grateful and thankful to them.

I would say SAFSS makes a difference in the life of new immigrants. Their work is tremendously impressive and they will always stand by you whenever needed."

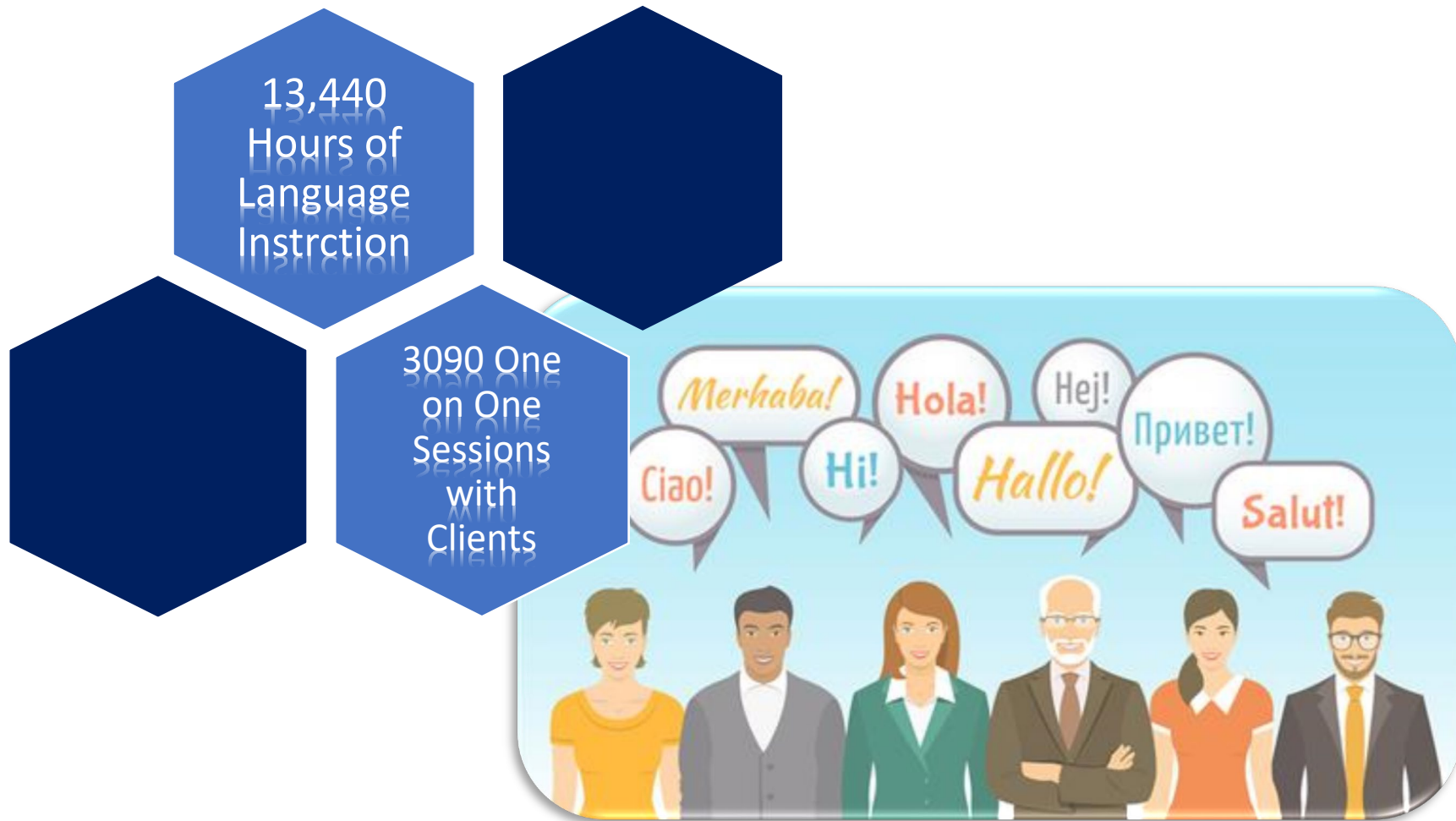


LOOKING BACK NOW

People who immigrate to Canada not only receive many benefits from their new country, but they also contribute to Canadian society in a variety of ways. An advocate of social justice, single mother of a young child, Thilaka Paramsothy was born in Sri Lanka and immigrated to Canada after some uncertain situation in her home country. Thilaka had worked with an NGO as the capacity of a Coordinator for Violence against women program. Her role mostly entailed working with families of missing persons. She remained confident even after receiving continuous threats from intelligence bureau. In order to avoid the worse situations, Thilaka's family moved to Canada. She knew there would be some sacrifices. Thilaka worked two jobs to support her family and she knew that her credentials would come in to question, so she connected to Settlement Assistance and Family Support services in order get more information on cementing her educational background. SAFSS reviewed Thilaka's documents through an initial intake according to the settlement and integration programming provided by IRCC's Settlement Program to ensure that it is as effective and efficient as possible, and that it meets the needs of newcomers and the communities in which they settle. Discussions have been carried out many times with Thilaka to examine the systemic barriers and factors that may affect newcomer outcomes, and work to address those economic and social gaps that many newcomers experience especially women, as well as racialized people. In a desire to give back to the community, Thilaka came forward as a community Volunteer of SAFSS. Through her role in the past, she has also been responsible for translating documents, interpretation with the people in need. Right from the beginning SAFSS Settlement Counsellors gave Thilaka moral support during strenuous times. Also, through mentoring, SAFSS professionally guided Thilaka towards her professional pursuits and the requirements needed for her targeted field.

Thilaka is looking back at her three years' journey in Canada. I am proud of all that I was able to achieve and thankful to the Settlement Team, all other resources of SAFSS and everyone who has helped me to become who I am today, and who I will be tomorrow.....Thilaka.

222 Group
Sessions
Delivered



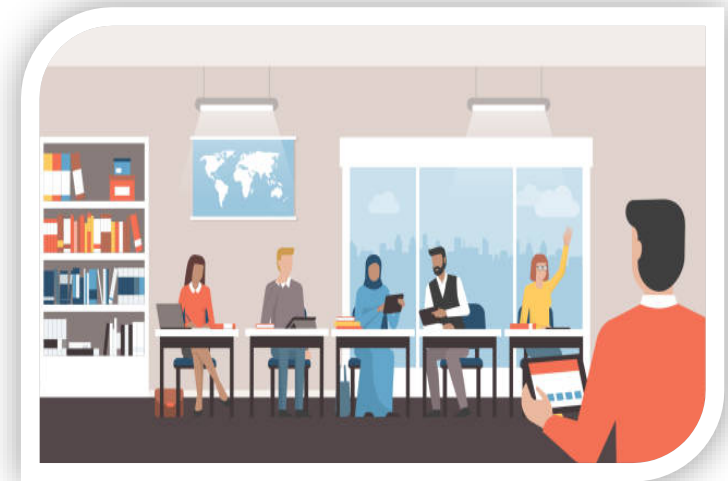


CLIENTS' STORIES

Hai Yen Tran (level 6/7), SAFSS, Finch Centre

My name is Hai Yen Tran and I am a newcomer from Vietnam. I have been in Canada for eight months. Immigrating to a new country was challenging for a person who is not very outgoing like me. However, the moment I joined SAFSS Finch centre to develop my language skills, my attitude towards living in Canada has changed completely. My teacher's encouragement helped me to get involved not only in the learning activities but also to socialize with other students during the breaks. Now I feel lucky that I have several new friends that I made through SAFSS.

After less than seven months of joining the LINC program, I feel much more comfortable communicating in English and confident in my language skills. I joined the LINC class in January and I benefitted from all the in-class activities side by side with in-school activities. Being a regular student helped me develop both my productive and receptive skills. The themes, topics, ways of teaching, various indoor and outdoor activities, and the class environment helped me improve my English dramatically. I always enjoyed the variety of classroom activities and topics that have enhanced my knowledge about Canada along with my communication and academic skills through many real-world tasks. The academic skills we study, such as essay-writing and presentation skills, will help me greatly in my future academic career. By participating in discussions and presentations, I could overcome my fears of public speaking. The useful info sessions I attended at SAFSS raised my awareness about topics such as safety and security in everyday life, conscientiousness about the environment and the tax system in Canada. In March, and due to the extenuating circumstances of a global pandemic, my school transitioned into a fully online learning system. Despite all the technical difficulties associated with the transition to online learning, I found it to be a very effective and productive experience thanks to my teacher Stephan Alexander's sustained support and encouragement. Using a variety of platforms and technologies facilitated the communication between me, my classmates and my teacher. Online learning has provided me with the opportunity to improve my computer skills along with my time-management skills, and it was a valuable tool to interact with others virtually. It has also taught me methods in independent study and self-motivation. Having experienced both in school and online teaching methods, I feel more prepared to join university to continue my educational career. I am determined to apply to a master's program next admission cycle to be able to fulfill my academic goal.



158 Itinerant
Services Provided

My name is **Rajani Jeyashankar**. I have been in Canada for more than 4 years. I am in Level 3 Finch LINC Centre

I am from Sri Lanka. I am a mother of 2 children: my son, Rihash, is 3 years old, and my daughter, Jhanu, is 1-year-old.

I joined SAFSS LINC Finch Centre on September 23, 2019, and I was assigned level 3. My son also got enrolled in childcare.

I enjoyed going to school every day, and when we started studying online in March 2020, I did not mind because I could also take care of my children. The program was flexible and I could complete my assignments whenever I had time.

But then in January 2021, I had some health issues and I had surgery. I was very scared. I talked to my teacher and my son's teachers as well. They were very supportive and encouraging: they called me and checked up on my health almost every day. I was not feeling well, I was getting depressed, but they talked to me and motivated me not to give up studying.

So, I studied!!! I learned a lot in this class. My teacher taught and helped me a lot to improve my language skills, such as grammar speaking, writing and listening. I had a good time, fun and entertainment while I was in the class. I was able to apply whatever I studied in the class in my day-to-day life. This helped me get promoted to level 4 at the end of June 2021.

This is the best time to thank my teacher, Dana and the manager of our school, Indira Basu. I would also like to give special thanks to all the staff in the childcare for all the hard work they do every day. They take care of our children, they make them feel welcome, they support them in their learning. Because of them, my children are now used to the Canadian school system and my son will be comfortable once he joins Kindergarten. I would also like to mention that I was very fortunate to have had such wonderful classmates. I could not have moved to the next level without their help and support. Thank you.



BOARD OF DIRECTORS



Jim HADJIANNI
Vice - Chair



Shalini KONANUR



Patrick MADDEN
Board Chair



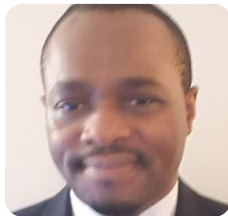
Katherine YEP



Anupama SHARMA



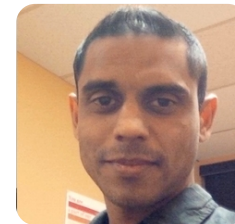
Brandon ARKINSON



Kenneth EDEH



Jonathan EVANGHELISTA

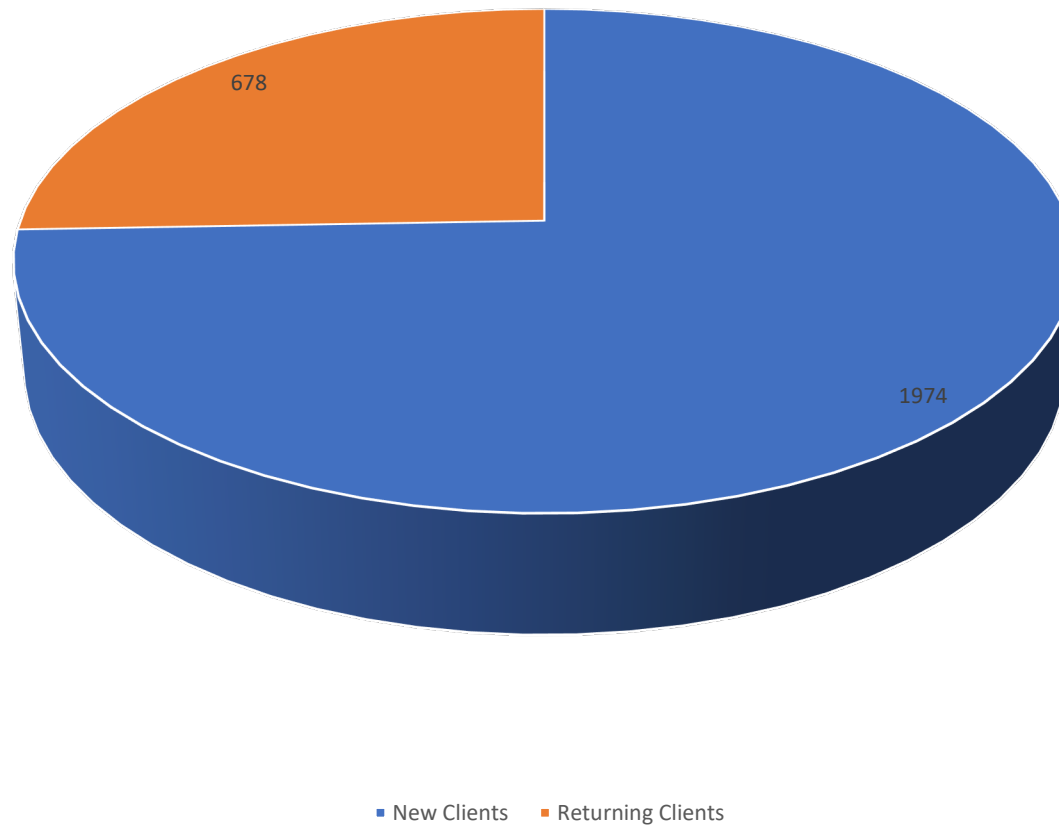


Roger RAMKISSOON
Treasurer

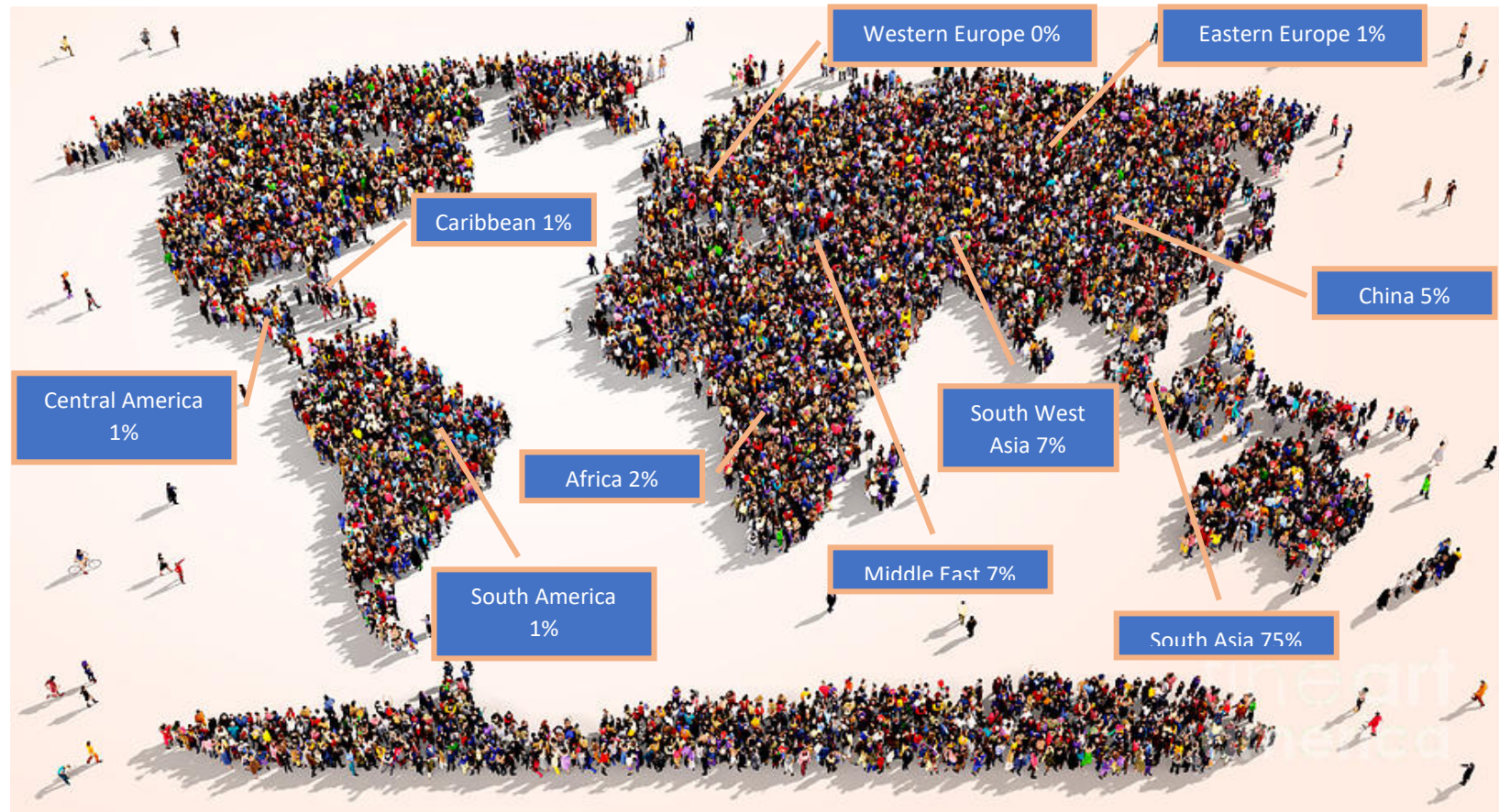


Maxwell WATSON

Information and Orientation

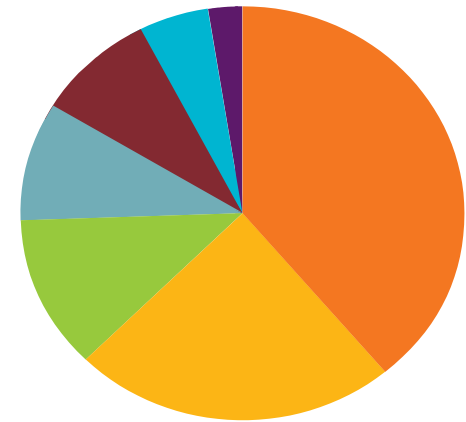


Client Demographic Chart



Skills Our Clients Brought to Canada

- **33%** Agriculture, Assembler, Equipment Maintenance, Utilities, Machine Operator, Manufacturing, Natural Resources, Transportation
- **24%** **PROFESSIONAL:** Business, Culture, Education, Finance, Health, Information Technology, Legal, Sciences, Nursing, Social Services
- **13%** **MIDDLE MANAGEMENT/SUPERVISORY POSITIONS** Administration, Customer Service, Finance, Retail, Specialized Services, Utilities Support
- **10%** **SERVICE REPRESENTATIVE** Customer and Personal Services, Sales Support, Wholesale and Retail
- **7%** **CARE PROVIDER:** Educational, Legal, Public Protection Supports
- **9%** **OFFICE SUPPORT**





FINANCIAL STATEMENTS

Settlement Assistance and Family Support Services (SAFSS), March 31, 2021

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Please refer to the attached Auditor's Report



OUR FUNDERS

We would like to thank all of our funders for their continued support and faith in our capacity to deliver quality services to our clients. We look forward to their continued support.



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



OUR PARTNERS

Toronto Public Health

YMCA- Assessment Centre

Iranian Women's Organization of Ontario (IWOO)

York Furniture Bank JRCC

Charity Bed Program

New Circle Clothing

Toronto Furniture Bank

Scarborough Furniture Bank

Catholic Children Aid Society Of Toronto

The Storefront

Council of Agencies Serving South Asians

MCIS

Aaniin Community Center

Children's Aid Society of Toronto

Toronto Police Service Scarborough 42 Division

COSTI



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