



Educate. Mediate. Empower.

**East York East Toronto  
Family Resources**

**Annual Report**

**2015 – 2016**

## **OUR MISSION**

**To provide programs, services and resources that increases the well-being of individuals and families by engaging their strong and compassionate voices in developing and building the strength of our communities**

## **OUR VISION**

**Every person is valued and empowered to pursue their dreams**

## **OUR VALUES**

**Collaboration  
Accountability  
Responsiveness  
Innovation  
Inclusion**

# President's Message

On behalf of EYET's Board of Directors, I am pleased to bring greetings and report on the accomplishments of our agency during 2015-2016.

The Board of Directors is proud of the many staff who work at EYET and are dedicated to creatively delivering high quality services to the residents of our community. Our program volunteers are also key to our success. I extend a big "thank you" to each of them for their time, skills and resources in support of program delivery.

This year, the Board re-doubled its efforts in developing a new corporate Strategic Plan to drive and guide EYET policies and programs into the future. Many neighbourhoods served by EYET are in transition. We must be flexible and ready to identify and address needs as they present themselves, doing what we can as a community service leader to fill service gaps through creative and cost effective strategies. Supported by a new and invigorated Strategic Planning Committee, with a mix of experienced and new directors, a new Strategic Plan will help to guide the agency in accomplishing this goal.

This past year, the Strategic Planning Committee delivered an initial environmental scan report to the Board. The committee will continue its work over the summer of 2016 through an internal engagement process with EYET stakeholders. The Board will use its September retreat to review what has been learned and develop a renewed set of strategic priorities and directions, going forward. A final report is expected by late 2016 setting out the goals and mission of EYET for the next few years.

The Board also began work on the development of a first collective bargaining agreement with the Canadian Union of Public Employees (CUPE). With a strong management team at the table, we are also grateful for the expertise we have received from our advisors at Filion Wakely Thorup Angelletti LLP in support of negotiating an agreement that will be fair and equitable to both staff and management. We are confident that any such agreement will allow EYET to continue to deliver services and programs at the highest standard being mindful of the many financial and regulatory requirements we must adhere to as a charity and government funded agency.

Although the agency ended its 2015-2016 operating year with a modest deficit, due to solid Board planning and efficient operational management, we remain in a financially sound position. The Board is pleased that EYET continues to meet community and funder expectations to deliver quality programs in a financially prudent manner.

Our Board consists of an exceptional group of individuals who bring commitment, insight and wisdom in support of the agency. As the year comes to a close, we say "goodbye" to Franco Chiochio, who resigned in November, and Junie Facey, who provided excellent leadership as the new chair of the Strategic Planning Committee this past year. We thank them for their contributions to the work of the Board and we wish them well in all their future endeavours.

On behalf of our Board, I wish to thank all of EYET stakeholders whose efforts and contributions are vital to our ongoing work. I also say "thank-you" for the opportunity to serve as President for the past four years. I look forward to remaining on the Board as part of a dedicated Board team that will continue to support our Executive Director and her team in delivering the excellent work of EYET for years to come.

Virginia Hoffman  
President, Board of Directors



# Executive Director's Message

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I am pleased to report on agency activities for the 2015-2016 operating year. In spite of a changing service system that continues to throw 'curveballs' and present new challenges across the human service sector, EYET continued to be resilient, agile and relevant to the many communities we serve.

We've achieved much of our operating success this past year because of a solid staff team that is committed to delivering sound, quality services. I would like to thank all of our program



staff, volunteers and managers for making it another very successful year for EYET and for our community. A special nod of thanks goes out to Marie Reed Olsen, who retired from our agency after many years of stand-out service as our Manager of Finance. Marie, you have played a vital role in our agency and helped us to get where we are today.

Among program highlights, we continued our expansion of Before and After Full-Day Kindergarten programming at all three of our child care centres. We are well-positioned for further expansion to include school-age programming by 2016-2017. We also continued to expand our new tenancy support model as part of planned growth within the housing help services portfolio. This included the establishment of a new satellite tenancy support clinic day at East York Civic Centre, which will allow us to engage more families from the Toronto Danforth area with timely resources and support.

The new Child Care and Early Years Act, introduced this past year, brought with it many new licensing standards and regulatory requirements. EYET has been reviewing and responding to 2015-2016 requirements while also preparing for a complete overhaul of its corporate child care policies that will take effect later in 2016.

We have also been preparing for major system and funding change that will impact on Ontario Early Years funding and programming. By January 2018, provincial funding to these EYET programs will devolve to the City of Toronto. There is system-wide uncertainty as to how the City of Toronto will move forward on this massive system change. However, we are confident that the municipality will do everything possible to engage, listen, learn and respond to community input, including currently funded agencies.

Wrapping up my remarks, I would like to thank our funders and partner agencies for another outstanding year working together to achieve important community impacts through the efficient investment of grants, contributions and in kind resources. I look forward to our continued involvement with each of you as we move forward into 2016-2017.

My final note of thanks goes to our talented Board of Directors for its collective support of this agency and the many volunteer hours each member puts in annually. I would particularly like to thank Virginia Hoffman for her support and her significant Board contributions over the past number of years. She has elected to "step away" as President after four years of stellar leadership. However, I know she will continue to influence Board discussions heavily as she enters her final year of service with our agency.

Caroline Ball  
Executive Director

# Housing Programs & Services

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Housing Services had a rewarding year in 2015-2016. Through our talented and resourceful staff, we serve a culturally and linguistically diverse population with a staff complement that is proficient in 10 different languages, including: Spanish, Creole, Persian (Farsi/Dari), Pashto, Urdu, Hindi, Arabic, Sindhi, Punjabi, Seraiki, and French.

Over 2015-2016, we launched our "Landlord Recruitment Strategy" with support from our Landlord Connect program staff. We were able to increase landlord activity on the [www.landlordconnect.ca](http://www.landlordconnect.ca) web portal and bring 38 new landlords into the network, which now has over 1140 active members. Members engaged in downloading resources from [www.landlordconnect.ca](http://www.landlordconnect.ca), accessing mediation supports through the Landlord Connect Facilitator, or uploading property listings through our program web portal. During the period, our Landlord Connect Facilitator also engaged in direct outreach and follow-up with landlords from across the network to ensure they were fully aware of how best to benefit from the program. A total of 261 landlords registered in the Landlord Connect database were individually engaged by the Landlord Connect Facilitator over the period.

The RENT (Resources Exist for Networking and Training) program had a busy year. A Core Competencies for Housing Help Report was produced and training curriculum objectives and course syllabus were also drafted. A sector-based Housing Help Training Certificate Advisory Committee was struck to review and pre-test the curriculum, ensuring it has valid content and activities that will contribute to effective knowledge and skill-building within the Housing Help sector. The new curriculum will contribute to increased foundational knowledge, prerequisite skills and accepted behaviours expected of professional practitioners in the field of housing work.

RENT also contributed to the development of other training curricula for housing workers in Toronto via involvement with both Toronto Hostel Training Centre and Toronto Drop-In Network training committees.

It is evident, based on agency engagement that many organizations struggle with the concept of "housing first case load" and case management within the sector. In February, 2016, we began planning a series of Best Practice Days for 2016/2017 that will support managers and supervisors in the basic requirements of case management within a housing help service context.

The RENT program also continued its leadership role in the development of a cloud-based client database that supports individual agencies with important data collection and also creates an accessible platform for agencies to share summary level data for future system planning.

In response to the Syrian Refugee crisis, the RENT program established a Syrian Refugee Peer Sponsor Work Group in January 2016. By the end of March, this peer- group comprised 19 different private sponsorship groups from across the Greater Toronto Area working directly with RENT staff in a community-based capacity building effort with non-agency community groups.

At the core of our Housing Services is the East York Housing Help Centre – Integrated Service Hub. This year, we delivered direct housing access, eviction prevention and stabilization supports to over 3000 clients via our main Housing Help Centre at 1350 Danforth Avenue and through outreach at one of our 4 established program satellite locations. Late in the year, with the assistance of Ward 29 Councillor Mary Fragedakis and Toronto PFR Division, we expanded to 5 program satellites with the initiation of a new tenancy support clinic space offered one day per week in the East York Community Centre located at Pape and Cosburn. We now offer housing help services across East York through a unique model of drop-in and outreach housing help services. We are very proud of this accomplishment and the impact it is having on our community.



# Family Support Services

This past year, our Family Support programs continued to thrive, providing a diverse range of services and opportunities for families to be engaged in their community and build upon their existing capacities.

Our programs focus on strengthening the adult's role in supporting their child. This starts with



our Pre-natal program, play-based learning experiences in our Family Resource program. Our programs also reduce isolation and integrate families into their own neighbourhoods through our peer-based Parent Connection Network. Finally, we support families as they prepare to enter into the school system through our Ready for School Connects Program.

EYET's Pre-natal program, East York Healthy Beginnings for Healthy Babies (EYHBHB) is offered in both Crescent Town and Thorncliffe Park communities. In 2015/2016, with the ongoing partnership of Toronto Public Health, EYHBHB provided resources and supports to improve the health of 192 pregnant women and helped them to welcome 63 healthy babies into our community.

In the Toronto Danforth community, EYET continued to provide opportunities for families to build their skills and knowledge in positive parenting practices and healthy child development through our Donlands Family Resource Program (DFRP) and Ontario Early Years satellite programming. The introduction of a Saturday literacy drop-in was a welcome addition to the neighbourhood, putting 337 books into children's hands, through our partnership with The Children's Book Bank.

With funding from Immigration, Refugees and Citizenship Canada, the Parent Connections Network (PCN), continued to deliver neighbourhood-based engagement sessions aimed at reducing the social isolation of newcomer parents and caregivers. The program supported 59 newcomer parents, through participant-driven networking sessions, delivered in five different neighbourhoods. Group discussions focused on: self-care (including mental health), accessing healthcare services (including OHIP) and parenting practices in Canada.



Our Ready for School Connects (RfSC) program also supported newcomer families focusing on children preparing to enter full-day kindergarten. We offered twelve, two-week intensive sessions, engaging 181 parents and children during the summer of 2015 and prior to their child's entry into the school system. The parent component, focused on connecting parents with the resources needed to ensure their child(ren) have the best start possible as they begin their school-based experience in Ontario. The child component focused on creating a "true-to-life" kindergarten experience for two weeks, with opportunities to practice self-help skills and routines while being engaged in kindergarten curriculum learning activities.

# Ontario Early Years Programs

The 2015/2016 program year was full of growth and great successes for both of our OEYC main sites and various satellite programs. We continued to engage families through a variety of early learning activities and parenting education sessions. In addition to early identification, we also strengthened our focus on inclusive programming and building linkages to other community-based early intervention programs and services.



Our work this year identified some emerging trends within the communities we serve. We started to see greater numbers of toddlers come through our doors and were pleased to see increased participation from both parents, as well as their extended family. We also experienced an increase in the number of male family members participating in program. We identified a need to add more inclusive spaces and programming. And, we recognized the importance of developing new and building on

existing capacity for early years by engaging more early years' service providers and community-based networks to enable access for new families.

## How did we respond?

At OEYC Beaches-Each York, we introduced a number of new programming components, in partnership with the Children's Book Bank, Gower Park Place Community Centre and Macaulay Child Development Centre. These new program elements included creating a "Quiet Space" to provide an inclusive space with less stimulation and more resources that support families with a need for different accommodations. We developed a new Parenting Capacity Series – Caring for Kids and a Toddling Time program, for families with children ages 9 to 18 months. We also launched a new EYET Book Corner satellite in the Gower Park community and a new afternoon OEYC early years drop-in at our main site.

AT OEYC Toronto Centre- Rosedale, we partnered with St. James Town Library, Parliament Library, the local YMCA, Robertson House shelter, and Toronto Public Health to provide additional weekly programming, separate from our main site and satellite programs.

Moving forward, as part of the modernization of early years services and programs, the Ministry of Education will be working with municipalities, school boards, community partners, parents and caregivers in the formation of Ontario Early Year Child and Family Centres. EYET is looking forward to being an active partner in this process, as we continue working collaboratively serving our communities as a part of a larger service system.



# Licensed Childcare Centres

## EYET Early Learning Centre's - Annie's Place, Tom's Place and Crescent Town School



In 2015, the Province of Ontario introduced the new Child Care and Early Years Act to guide and better regulate the quality and standardization of licensed child care in centres across Ontario. EYET has responded to these new requirements by working diligently to modify and enhance program service delivery over the 2015/2016 operating year. We have been early adopters in terms of introducing the “How Does Learning Happen?” Framework and modifying our processes to meet new regulations and pedagogical approaches as prescribed in the Act.

A key objective of our work has been to strengthen child care programs by ensuring high quality experiences for all children in our care. Over the past year, we have focused on three key developmental activities. First, to better integrate communication and supports for children, parents and educators, EYET child care centres developed a program statement, approved by the Board in 2015, which states that **“Children, families and educators are seen as unique, competent, capable, curious beings that contribute to each other’s potential and success”**. Second, our team leaders have engaged in a review of program policies and procedures to ensure that all new regulations flowing from the CCEYA are included in our policies and practice. Finally, we began implementing these new regulations as well as modifying our pedagogical approaches.

In addition to the above regulatory and practice-related service improvements, our three licensed centres – Annie’s Place, Crescent Town School and Tom’s Place – increased total enrollment over the past year by (%). In large part, this was due to the completion of the final phase of our plans to expand Before and After Full Day Kindergarten services to all three centres over 2015/2016.



In addition to serving more families, this program strategy has also contributed to a more sustainable child care service model for the agency. The table, below, provides a brief overview of numbers by program age group:

# of Children Served in 2014-2015		# of Children Served in 2015-2016	
Toddler	26	Toddler	31
Pre-school	54	Pre-school	60
B/A Kindergarten	48	B/A Kindergarten	79

It has been exciting year to be part of the modernization of licensed child care across the province in the midst of continued organizational growth. We are pleased to be able to introduce these changes as they will better support the learning and development of children in our care.



# Financial Statements

## FUNDING 2015-16

### Federal

Public Health	122,090.00	
Citizenship & Immigration Canada	173,945.00	
		296,035.00

### Provincial

Ministry of Children and Youth Services	1,295,906.00	
		1,295,906.00

### Municipal

Children's Services	1,121,695.00	
Shelter, Support and Housing Administration	521,383.00	
Social Development, Finance & Administration	28,240.00	
		1,671,318.00

### Fee for Service

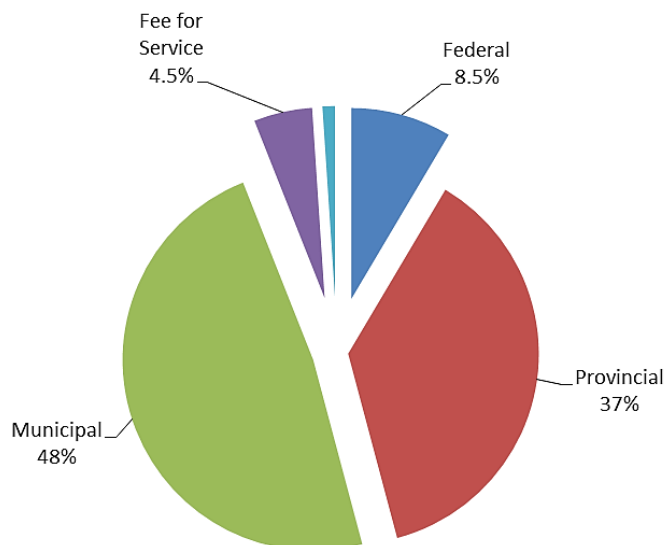
Fee for Service	171,968.00	
		171,968.00

### Other

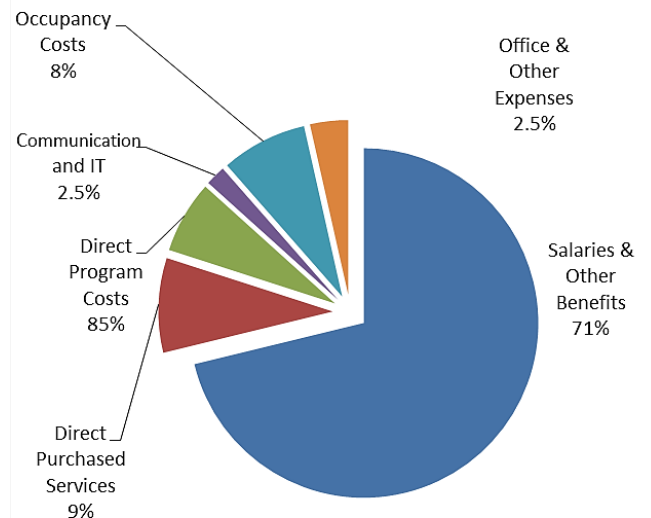
Other Income/Fundraising/Interest/Other	13,102.00	
Massey Centre for Women	23,277.00	
		36,379.00

**3,471,606.00**    3,471,606.00

## 2015-16 Revenue



## 2015-16 Expenditures



# EYET's Partners

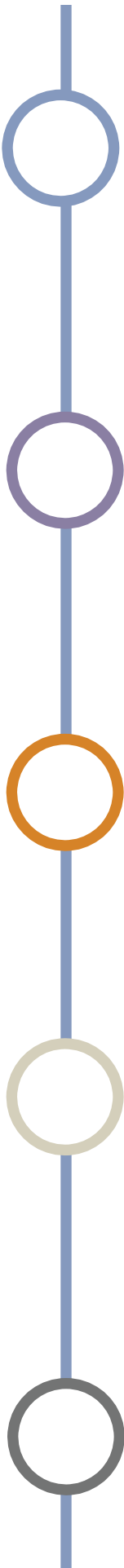
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Access Alliance Multicultural Health & Community Services  
Applegrove Community Complex  
Children's Book Bank Foundation  
Cosburn United Church  
Crescent Town Elementary School  
Daily Bread Food Bank  
Davenport-Perth Neighbourhood & Community Health Centre  
Daycare Connections  
East End Children's Centre  
East End Community Health Centre  
Eastview Neighbourhood Community Centre  
Flemington Health Centre  
George Webster Elementary School  
Gower Park Community Centre Consortium  
Hincks Dellcrest Centre  
Macaulay Child Development Centre  
Massey Centre for Women  
Mothercraft  
Neighbourhood Information Post  
Neighbourhood Link

Toronto Catholic District School Board  
Toronto Public Health  
Queen St. E. Presbyterian Church  
Robertson House  
Rose Ave Elementary School  
RPCHC/ Parent for Better Beginnings  
Ryerson School of Early Childhood  
Ryerson University  
Gerrard Resource Centre  
Daphne Cockwell School of Nursing  
Secord Elementary School  
Southriverdale Community Health Centre  
St. Paul Elementary School  
The 519 Community Centre  
Toronto District School Board  
Toronto Employment Services - Invest In Neighbourhoods  
Toronto Public Library  
The Neighbourhood Centre  
Thornccliffe Neighbourhood Office  
Woodgreen  
YMCA

## Thanks to our following Funders:

City of Toronto  
Children's Services  
Shelter, Support & Housing Administration  
Social Development, Finance & Administration  
Immigration, Refugees and Citizenship Canada  
Ministry of Education, Early Years Division  
Public Health Agency of Canada





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A vertical flow diagram consisting of three circles connected by a thin blue line. The top circle is light blue and contains the word 'EDUCATE'. The middle circle is a darker blue-purple and contains the word 'MEDIATE'. The bottom circle is orange and contains the word 'EMPOWER'.

EDUCATE

MEDIATE

EMPOWER