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EAST YORK AND EAST TORONTO  
FAMILY RESOURCES

# RESILIENCE ADAPTABILITY PERSEVERANCE

2020 Community Report



On behalf of the Board and management of East York East Toronto Family Resources (EYET), we are pleased to present the 2020 Annual Report.

It goes without saying that 2020 was a most unusual year for our agency. The arrival of the COVID-19 pandemic in March forced us to re-think all of our service offerings and creatively adjust our delivery methods to remain relevant and accessible to the many families and individuals we serve each year.

We want to thank all of our talented staff for their resourcefulness, positive energy and willingness to work through significant community and organizational challenges brought on by the pandemic. We know that you are at the core of what makes EYET a recognized “go to” agency for critical social and family supports in the east end and will not forget your major contributions to our success in 2020.

As EYET’s President and Executive Director, we wish to thank the members of our Board of Directors for their many contributions this past year. They saw how the pandemic was unfolding and quickly assessed that EYET was well-positioned to weather the storm. The Board met regularly throughout the pandemic, remaining readily available to adapt EYET policies to meet the fast-changing requirements of Toronto Public Health and other protocols.

The Board and senior management worked collectively to navigate through the pandemic, committed to the utmost standards of health and safety for staff and children. There is no doubt that EYET will continue to persevere and build on the many accomplishments of a year that has proven to be unlike any other.

We also thank our major funding partners for their continued financial support this past year. This includes the City of Toronto, Health Canada (Public Health Agency of Canada) and Immigrant, Refugees & Citizenship Canada. We applaud you for your appreciation of the work we do in communities across Toronto and the huge value-added moral support you sent our way in 2020.

Resilience, adaptability, perseverance – these are words that resonate when we reflect back on the year that was 2020. It was a year of challenge and of change management. It was also a year of great opportunity to learn about our inherent organizational strengths and capacity to shift gears in short order. It is with this in mind that we invite you to review the 2020 Annual Report. We hope you will agree that our agency has been strengthened by the experiences of the pandemic. We think our work is more relevant than ever to families and individuals living in Toronto’s east end. We are so very grateful to the communities we serve and thank-you for your trust in us and commitment to our programs.

Respectfully,

Renee Sauer  
President

Caroline Ball  
Executive Director

## Operating Revenue and Expenditure Period Ending December 31, 2020

REVENUE	2020	2019	%
Federal Contributions	116,868	267,190	3
Provincial Wage Subsidies	30,758	96,986	1
Municipal	2,265,783	3,246,335	55
Fee for Service	262,339	622,409	6
Other Income	90,985	75,248	2
Federal COVID-19 Subsidies	1,379,534	-	33

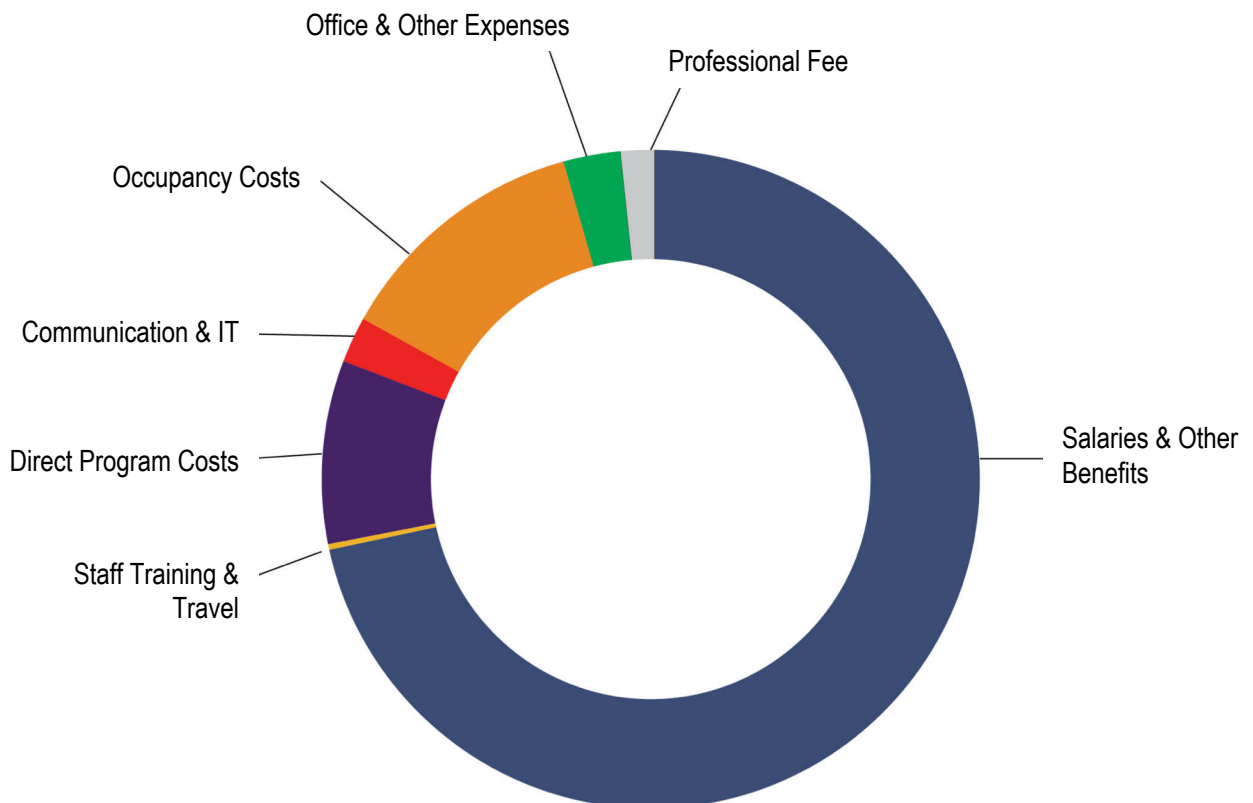
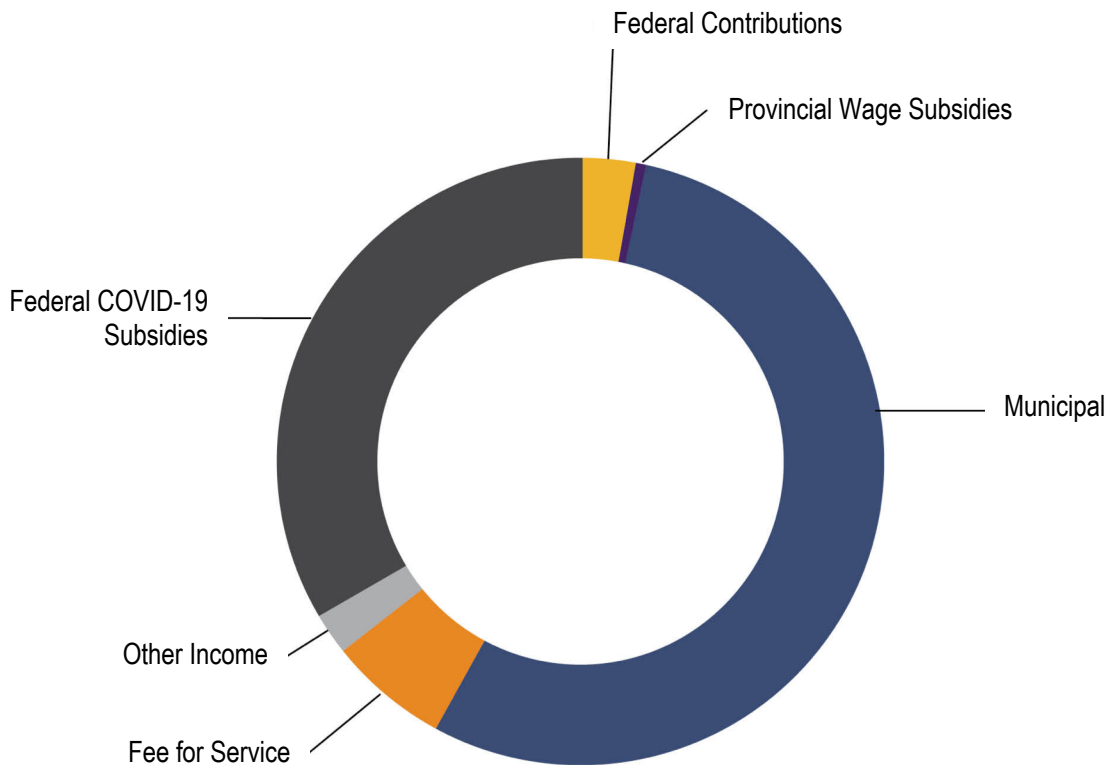
4,146,267	4,308,168	100.00
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EXPENDITURES	2020	2019	%
Salaries & Other Benefits	2,977,287	3,227,337.00	74
Staff Training & Travel	7,995	44,772	0.5
Direct Program Costs	367,350	439,988	9
Communication & IT	87,039	91,403	2
Occupancy Costs	519,777	306,803	13
Office & Other Expenses	11,891	24,08	0.5
Professional Fee	60,562	67,185	1

4,031,901	4,201,544	100
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Excess (Deficiency) of Revenue Over Expenses	114,366	106,594
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Revenues and expenditures for the Period ending December 31, 2020





# FAMILY SUPPORT PROGRAMS



EYET operates a number of family support programs in neighbourhoods throughout the east end of Toronto. These include EarlyON Child & Family Centres, Canada Pre-Natal Programs, and newcomer school readiness and parenting connection programs. In 2020, the COVID-19 mandatory shut-down meant we had to close all in-person programming in mid-March. However, the department was undeterred. We saw the situation as a unique opportunity to adapt to the online space, modifying our resources and using remote strategies to continue supporting families while also remaining part of the larger, innovative family support sector in Toronto.

In May, 2020, our EarlyON Child & Family Centre programs began an intensive process of shifting from in-person to virtual service delivery. Our team moved quickly to re-frame the service model for this space. The EarlyON team also focused its energy on opportunities for additional professional learning, completing over 2000 hours of staff online training in child development, family supports, infant mental health promotion and supportive strategies related to COVID-19. This intense online training contributed to staff knowledge and a deeper confidence in how best to adjust and deliver on the EarlyON model in the midst of the COVID-19 pandemic.

Over the remainder of 2020, our family support teams (and program participants) became very comfortable with online service delivery and mastery of the Zoom, Facebook and Instagram platforms. When we officially launched in June 2020, we were facilitating 12 hours of weekly virtual early years, prenatal and newcomer parenting program content. By the end of the year, we had grown to 53 weekly hours, offering a diverse mix of sessions and successfully adapting in-person programs, such as Circle Time, Story Time, Toddling Time, Baby & Me and Newcomer Parenting Workshops to the online space. In addition to these group-based programs, we also offered more focused staff time in support of families with unique or additional needs through remote one-on-one telephone and video-conferencing activities.

Our ability to pivot from in-person to remote offerings was a hit with participants. Families were thrilled with the continuity of access and told us they enjoyed being part of the online experience (although they are all excited to get back to normal one day). Parents have expressed their gratitude and appreciation for everyone's efforts which further energizes our team.

The challenges of 2020 have equipped us well for the future. We are eager to continue new family support programming methods that have worked well, drawing on participant feedback to see where we still need to build capacity. Our family support teams wish to thank all of our participants for their support (and perseverance) this past year. We are also very grateful to our funding partners – Toronto Children's Services, the Public Health Agency of Canada, and Immigration, Refugees and Citizenship Canada – for their continued financial support during these difficult times. We truly are in this together!



# HOUSING SERVICES





It was March 16, 2020. A sign was placed on the housing office front door stating: Due to the current coronavirus (COVID-19) Community Response, The East York Housing Help Centre has temporarily suspended drop-in services at all of its locations until further notice. EYET housing help staff and management immediately pivoted to working remotely and the East York Housing Help Centre did not miss a step.

Despite the limitations created by a once in century pandemic, we continued to provide integral housing access, eviction prevention and tenancy stabilization support to east end clients throughout the remainder of 2020. At one point, we were even the agency's temporary post office, thanks to the mail slot in our front office door!

Housing help staff took little time adapting to a remote workplace and continued to meet heightened client demand for housing support services. This included taking on a number of clients who were referred by other agencies due to their lack of capacity to mobilize online service delivery.

The shift to remote working with clients presented numerous challenges. It required increased contact with clients and greater time spent on each client call in order to properly assess and recommend action. Clients with more complex needs such as mental health or substance use issues required more time over the phone and multiple contacts to better and more clearly communicate and understand their needs.

RENT staff rallied to re-invent training activities for delivery in an online format. The demand for online training increased significantly throughout 2020 and there was support to continue live online training and workshops in the future.

In response to the growing challenges faced by housing professionals across the sector, the RENT team also developed a series of participant-driven community dialogue sessions, each surrounding a different topic. The goal of these community conversations was to highlight a specific challenge related to the Covid-19 pandemic, offer a presentation on what we were able to learn through staff research, and invite conversation through facilitated breakout rooms, followed by a large group share-back. These sessions yielded very high demand. We plan to carry these online conversations forward into 2021.

Overall, transitioning to live online training has been an enlightening change to the way we previously offered service. The RENT program responded to the unique context of the global pandemic and surpassed expectations. All training deliverables were successfully achieved with maximum participant attendance.

EYET is now in the process of developing a site re-opening plan for 2021. As we review lessons learned from the pandemic, we fully expect to offer a hybrid mix of both in-person and remote services in the coming months.



# LICENSED CHILD CARE





On January 1, 2020 the world awoke to another new year and great expectations for what the year would offer. At EYET, licensed childcare was excitedly readying for license approval of a new 10,000 square foot stand-alone childcare centre in the heart of Crescent Town neighbourhood. This fourth EYET child care location would have capacity for 105 children, including infants, in an area of east end Toronto with a significant need for more high quality child care spaces. And so, the work began on this exciting new project for our agency.

Then, in March, the reality of a COVID-19 pandemic brought everything to a screeching halt. With the emergence of COVID-19, our three existing child care centres were forced to temporarily shut down. All staff were sent home to work remotely. They invested their time in online learning about child care best practices, child development, workplace health and safety and the new requirements of COVID-19.

Meanwhile, EYET's Board and management team spent the 'early days' of the pandemic developing COVID-19 Reopening and Recovery Policies to align childcare service delivery with emerging public health guidance. These policies and procedures formed the basis for the eventual reopening of all EYET licensed childcare centres.

In July, despite the COVID-19 service shut-down, we were thrilled to learn that our newest centre – EYET Early Learning Centre – Crescent Town Centre – was approved for licensing by the Ministry of Education. The hard work of getting this much needed space had paid off. Great news for our agency and for the Crescent Town community!

By August, staff were recalled for intensive COVID reopening training. Following 2 days of critical instruction in COVID health screening & assessment, use of PPE, sanitizing, and hand hygiene practices, staff spent time at their home sites preparing - indoors and outdoors – for safe reopening. They simulated COVID-19 workplace conditions and repeatedly practiced social distancing and safety procedures. No childcare process or procedure was ignored.

Even during a pandemic, we continued to keep our families informed of their child/ren's progress through photographs, daily communication notes, newsletters, emails and phone calls. We have strong partnerships and relationships with the schools and our families that we serve.

Since reopening our centres in September, 2020, we have proudly delivered programs that are rich in culture, exploration, invitation, nurturing, creative engagement, learning and growth. We continue to grow and learn new approaches, delivery and learning components, moments that support a healthy, safe and nurturing environment for the children and staff to be in every day. There is a bright future for EYET licensed child care and the many families we serve!

# THANK YOU



# THANK YOU

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## THANKS TO OUR FUNDING PARTNERS

City of Toronto:

Children's Services

Shelter, Support and Housing Administration

Social Development, Finance &  
Administration

Public Health Agency of Canada

Immigration, Refugees & Citizenship  
Canada

## THANKS TO OUR RESOURCE PARTNERS

Access Alliance Multicultural Health &  
Community Services

Child Development Institute

Children's Book Bank Foundation

City of Toronto, Employment & Social  
Services

Clarkson Rouble, LLP

Crescent Town Club Community Centre

Crescent Town Elementary School

Filion Wakely Thorup Angelletti, LLP

Iler Campbell, LLP

Neighbourhood Information Post

Queen St. E. Presbyterian Church

Secord Elementary School

St. Luke's Anglican Church

St. Paul Elementary School

Toronto Catholic District School Board

Toronto District School Board

Toronto Public Health

Toronto Public Library



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