

Building Our Future



PARKDALE ACTIVITY-RECREATION CENTRE
ANNUAL IMPACT REPORT 2023-2024



Our passion for providing member-driven programming, employment, food security, social space and safe supportive affordable housing, has evolved and grown to meet our members' needs for over 40 years.

Our Mission

A community where people rebuild their lives.

We work with people who live with mental health and substance use challenges. They may also struggle with issues related to poverty such as houselessness and food insecurity. We have a drop-in centre with social, art and recreation activities, and offer a wide range of services and programs including housing, financial, employment and outreach support.

The simple act of walking through our doors is what makes a person a PARC member – choosing to give back, create and grow is how members contribute and build community.

Our Vision

Everyone living with dignity and safety, with enough resources to explore and achieve their potential.

Our Values

Respect | Dignity
Inclusion | Compassion
Caring | Kindness | Trust

Building Our Future

Affordability and access continued to be key issues for our PARC community last year. The housing crisis escalated further, costs for daily essentials rose, and too many found themselves without access to critical care.

With this context in mind, and in alignment with our 2023-2027 Strategic Plan, we launched a planning process for the most ambitious project in PARC's history. As the need for supportive housing continues to grow, we knew that this was the moment to pursue projects with the greatest potential to make a difference for our community.

We are pleased to share our vision for supportive housing in Parkdale, outlined on page 4 of this report. In alignment with this vision, we responded to the City's request for an operator of the site at 11 Brock in Spring 2024, and were thrilled to learn that we were selected!

Looking ahead, we know that change and growth will continue to characterize life at PARC. However, as you will see reflected in this summary of our past year, we can achieve a great deal when we collaborate to embrace change and build a better future together.

Thank you to all of you who supported PARC with your encouragement, volunteer time and talent, and financial contributions. PARC is a better place because of you.

Victor Willis

Executive Director, PARC

Beryl-Ann Mark & Bruce Voogd

Co-Chairs, PARC Board of Directors

PARC BOARD OF DIRECTORS

The PARC Board of Directors is uniquely made up of 7 community directors from our neighbourhood and 7 PARC member directors. We are grateful for their time and commitment to support and help deliver on our mission.

Richard Edwards

Andrea Hatala

Shannon Hirsch

Hazel Jackson

Laura Lesser

Peter Martin

Silvia Samsa

Chris Smith

Erin Stevens

Geetha Rahupathy

Kelyang Tenzin

Bruce Voogd

Beryl-Ann Mark

Strengthening Supportive Housing in Parkdale



Rendering of the future street-view of PARC's home at 1499 Queen Street West.

To deliver on PARC's 2023-2027 Strategic Plan, we made significant strides to strengthen supportive housing for our members. We expanded our housing support services to include move-in day donations, financial counselling referrals, housing search assistance, community mapping and landlord engagement and mediation.

More broadly, we developed our vision for the future of affordable and supportive housing in Parkdale.

The resulting plan is ambitious, exciting, and achievable.

Through a combination of renovations, acquisitions and new construction, it will increase the supply of self-contained housing, provide community spaces and prioritize community-building every step of the way.

We look forward to sharing more information as our project plans take shape.

Embedding Equity and Reconciliation

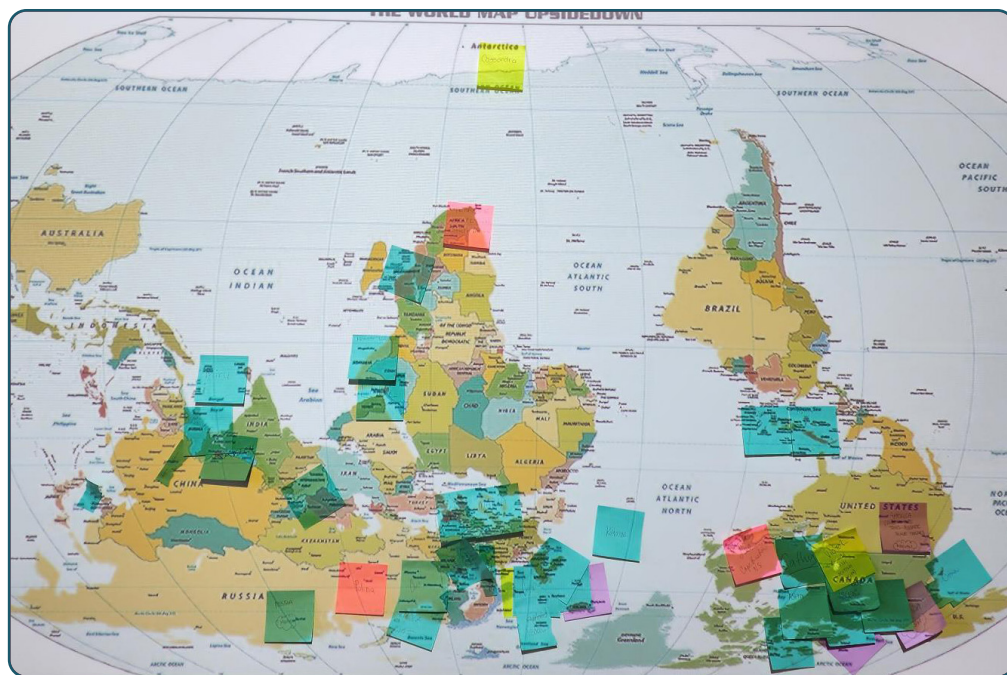
In 2023/2024, PARC advanced our Strategic Plan commitment to embed EDI in every aspect of our work.

EDI-R Advisory Committee

PARC's Equity, Diversity, Inclusion and Anti-Racism (EDI-R) Advisory Committee was formally established last year. The Committee has developed 9 key priorities to focus its work in the coming years, as well as an action plan that will allow us to achieve each priority.

Key action items include:

- Implementing mandatory EDI-R training for all staff, with an emphasis on Indigenous cultural safety and confronting anti-Black racism
- Reviewing recruitment practices and job design with an EDI-R lens
- Deepening partnerships with other organizations to ensure members can easily access the most culturally suitable support possible



PARC staff map their backgrounds.

Programs, Services, and Activities 2023–2024



Strengthening Supportive Housing

Through PARC’s supportive housing program, individuals with mental illness can access permanent and affordable housing across our 109 units.

In 2023/2024, our team strengthened PARC Property Management to offer better service to our tenants by:

- Transitioning to industry standard Yardi property management software to better track maintenance requests, work orders, & repairs
- Reducing the time it takes to review and complete Work Orders
- Reducing the time between vacancies



Peer Support

Peer support workers help shelter users to access services and housing by using their own lived experience as shelter users. Group arts and recreation activities for shelter users led by peers help to build trust and belonging and help people to feel more comfortable receiving support. In 2023/2024:

- Over 600 clients received basic needs services through peer support workers.
- Over 500 clients participated in peer-led activities including arts and crafts, fitness, reggae dance, resume building, beading, self-confidence workshops and more.

Through our Community Access Program, members are able to access accompaniment to appointments. PARC’s Peer Outreach Worker helps members to regain control over their lives and recoveries. In 2023/2024, the program:

- Partnered with Sistering and West Neighbourhood House
- Served almost 250 individuals
- Supported over 2700 service interactions



Drop-in, Services and Support

PARC's Drop-in is usually the first point of contact for new members. It provides a space for people to get to know PARC – and one another. At the Drop-in, members can access support, referrals and a nutritious meal. Social and recreational activities throughout the year provide an opportunity to socialize, open up, and have fun. In 2023/2024, we:

→ Served an average of 177 meals per day in-house at PARC, after several years of serving mostly take-out meals due to pandemic restrictions

→ Held over 300 social events and group outings, including our Solstice celebration, PARCabana, Pride Dance Party, and more



Social Recreation Groups

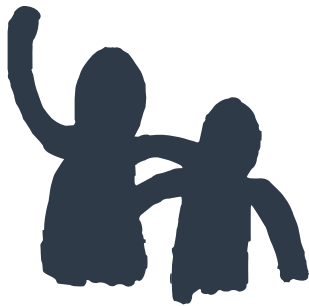
PARC offers many social recreation groups, all of which help to build a sense of community, foster communication among members and reduce feelings of loneliness and isolation. Whether it's chess, walking, soccer, hockey, knitting, mindfulness, movies, music, art or writing: PARC has a group for that!



PARC members enjoy our annual Streets to Trails event.

PARC in Numbers April 1, 2023 – March 31, 2024

Beyond numbers, there is an immeasurable amount of hope and passion our staff offer every day. Their dedication to service, operations and keeping our community safe are truly what makes PARC run.



64,741

meals served in a shared and interactive setting

37,430

people served by
our drop-in



18,612

participations in group
and program activities

1,041

people were
supported by
peer support
workers

68

people were supported
with managing their
finances through our
Money Matters program

Estimated
12,000

service
interactions assisting
PARC supportive
housing tenants

PARC Case
Managers had

7,535

interactions
with members

Employment
Support staff had

3,724

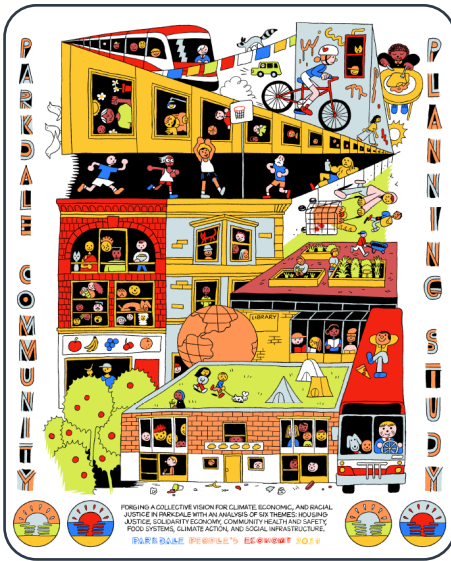
interactions
with members

109

supportive
housing units

The Parkdale People's Economy

In 2023/2024, Parkdale People's Economy (PPE), a network of 30 community-based organizations and hundreds of community members, focused on community benefits organizing and developing anchor strategies for community wealth-building while finalizing their Parkdale Community Planning Study.



The 2024 Parkdale Community Planning Study lays the groundwork to realize the PPE's vision of economic, racial, and climate justice through the six key themes of:

Housing Justice, Solidarity Economy, Community Health and Safety, Food Systems, Climate Action, Social Infrastructure

Visit parkdalepeopleseconomy.ca to learn more about PPE and to read the Community Plan for Parkdale.

Our Funders

Funding for PARC means we can continue to operate, providing nutritious meals, programs, services, community building, and the provision of safe and dignified homes for our community.

We thank all of our funders helping us build a strong foundation for PARC's future.



**SHEILA KOFFMAN
MEMORIAL FUND**



The Amazing Impact of the PARC Donor Community

The support of our donor community comes in so many ways. We welcomed new individual and monthly donors to PARC and are always so moved by the generous gifts, goods and messages sent to us throughout the year and, for our specific campaigns.

As waitlists for housing, programs and meals get longer, we are truly grateful to all of our donors.

Thank you from team PARC!



PARC WALKING TOURS

What's the best way to learn about Parkdale? With PARC, of course!

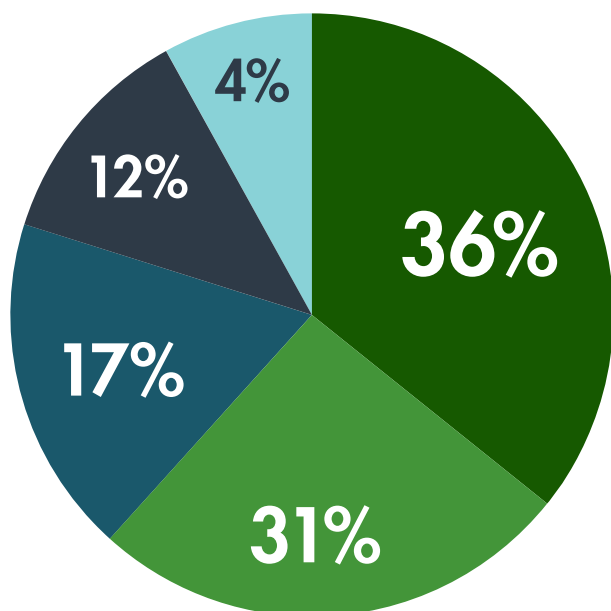
That's what donors learned this year through our series of PARC walking tours led by knowledgeable PARC staff.

Become a donor today and join one of our future tours.

Financial Report

The graphs represent the combined statements of operations for all PARC programs and services excluding capital activity and depreciation.

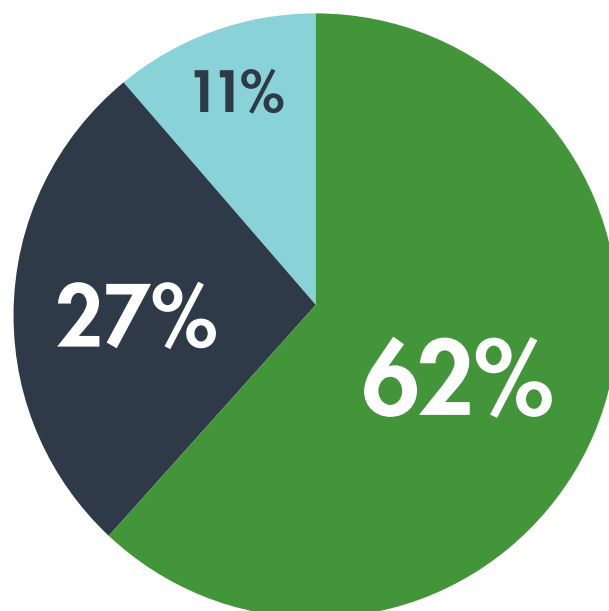
Operating Revenue
\$7,396,090



Operating Revenue

- **36%** City of Toronto
- **31%** Ontario Health (OH) / Ministry of Health (MOHLTC)
- **17%** Rents, Subsidies (additional 9.7% in subsidies included with MOH & City)
- **12%** Foundations, Grants, Donations
- **4%** Small Grants, Sales, and Other

Operating Expenses
\$7,357,057



Operating Expenses

- **62%** Direct Programming
- **27%** Residential, Program and Commercial Facilities
- **11%** Program Support, Resource Development, Admin

We Remember

Parajasingam
(Para) Kanthappillai

Kim Cook

David Big-Canoe

Colin Simpson

Glen Pappin

Jason Sampaio

Arsen Makarian

Doug Brown

Ruth Ruth Stackhouse
Friend of PARC

James (Jimmy) Clarke

Brian Bingley

Joe Snihur

Colin Temple

Richard Drysdale

John (Jack)
MacDonald

In the Heart of Parkdale for over 40 Years

parc.on.ca



@parctoronto

Parkdale Activity-Recreation Centre

1499 Queen St. West, Toronto, ON M6R 1A3

Charity #: 12967 8231 RR 0001

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