

THANK YOU TEAM

DROP-IN

Agata Mrozowski
Alyssa Asomani
Anita Mohan
Annik Scholz
Charlene Norton
David Price
Debbie Chambers
Denis Lim
Dolores Doucette
Hume Cronyn
Jesse Baechler
Jessica Bonney
Joe Amero
Julie Warren
Katherine Ferreira
(Employment Facilitator)
Kolin Davidson
Lani Singer (Harm Reduction
Program Coordinator)
Louis Dionne
Orly Bitov
Parisa Parvinian
Paul Denison
Pikihuia Ruffell (Best
Practice Lead)
Sara Gray
Shannon Quinn
Tania Anderson
Tenzin Norsang
Tsering Lhamo
RESTORATIVE
JUSTICE CONFLICT
RESOLUTION
FACILITATORS
Velvet Dorian
Paul Sullivan

Sean MacNutt
Lisa Visconti
Trevor Hardy
Bernice Sampson

RECEPTION

Margaret Caron
Randy Burton
Richard Drysdale
Siobhan Peters
Susan Sarosiak

CASE MANAGEMENT

Melinda Montgomery
Michael Lionel
Julia Walter
Paula Douglass
Sean Reany (Money Matters)

ADMIN/FINANCE

Francisco Ordinola-
Canales
Gabriel Emordi

MEAL PROGRAM

Alasdair Davidson
Amanuel Teclemichael
Carol Kristensen
Cassandra Boston
Dean Richard Pierre
Eurico Dasilva
Glenmore Francis
Jill Robinson
Lisa Visconti
Maureen Dolan
Megan Butineau
Michael Dawson

Rex Viegas
Simone Haughton
Tania Miller
Tessa White (Chef/
Employment Facilitator)
Trevor Hardy
Tsering Gyari
William Leblanc

SILVERBRUSH

Carol Kristensen
Chad Brodgesell
Curtis Bishop
Donna Atkinson
Emery Bergen
John Fillmore
John Sala
Justin Lynden
Morgan Lowe
Michael Kevin Walsh

Pararajasingan
Kanthapillai
Paul Fredericks
Paul Sullivan
Priscilla Bacquel
(Administration)

HOUSING

Robbie Mitchell
Sharon Snyder
Trevor Sealy

HOUSING

Bernadette Timson
David Caten
Jeannie Thomas
Julie Warren
Omid Zareian
HOUSING
CLEANERS

Michael Knox
Seawn Batten
Wayne Osmond
Wally Bradshaw

MANAGERS

Cathy Laws
Kathy Allan
Monica Melanson
Morgan Lowe
Raveen Gopaul
Tracy Cocks
Victor Willis

COMMUNITY ACCESS PROGRAM

Daniela Lechet
Maryamm Himid
(Coordinator)
Rachelle Denny
Terence Williams

RESOURCE DEVELOPMENT

Altin Bashllari
Crystal Singh
Emily Choi
Mabel Arellano
Meera Sathananthan
Shemica Patrick

SYSTEM'S CHANGE/ PARKDALE PEOPLE'S ECONOMY

Alvin Rebick

Anita Prasad
Bryan Mark
Bob Rose
Everton Graham
Joshua Barndt
Kuni Kamizaki
Mandy Bergman
Mercedes Sharpe Zayas
Raven Williams
Stephanie Caruso

BOARD OF DIRECTORS

MEMBERS' CAUCUS

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Cheryl Spencer
James Partanen (Co-chair)
John Hovhannisyian
Laura Lesser
Lynn Skye
Paul Sullivan

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Cal Caesar
Deborah Cohen
Peter Hoag (Co-Chair)

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Lynn Hunter
Stacey Ingleton
Vanessa Mellot

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Ann Lapenna
Laura Lesser
Leslie Miller
Lynne Skye
Rick Froude

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Donna Atkinson
Evelyn Seymour
George Mitchell
James MacPherson
James Smith
Patty Matway
Robbie Mitchell

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Lisa Antoszek (Yoga Group)
Mary McMillan (Finance)
Tara Kerr (Knitting Group)

PARCBEAT

Amy Postma (Design)
Ann Lapenna
Jacqueline Baldock
Marla Mckenna
Sarah El-Riffaey (Editor)

SPECIAL EVENTS

Jessica Sniezek
Karen Sniezek
Nicole Fowler

PARC PEOPLE REPORT

2018



re:Building Lives

A COMMUNITY WHERE PEOPLE REBUILD THEIR LIVES

PARC works with members on issues of poverty and mental health. The simple act of entering our doors is what makes a person a PARC member. Choosing to give back, create and grow is how we all help build our community.

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

www.parc.on.ca

MEMBERS & STAFF PASSED - WHO LIVE ON IN OUR HEARTS.

Hillary McWatch

Nav Sondhi

Raphael (Ralph) Ehrlich

John Bransfield

Chuck Stewart

Richard Seymond

THANK YOU DONORS

ONE-TIME & MONTHLY DONORS

\$25,000-\$100,000+
Sheila Koffman

Atkinson Foundation
City of Toronto
Echo Foundation
Enabling Accessibility
Fund
Maytree Foundation
Metcalf Foundation
Ontario Trillium
Foundation

\$5,000-\$25,000
Frank & Lavell Baldock

Boulevard Club
Canadian National
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Church of St. Martin-in-
the-Fields
COTA Health
Mazon Canada
Toronto & Region
Conservation Authority
The Cooperators
Foundation
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Fund
Tucows
Turnbull Family
Foundation
\$1,000-\$5,000
Elliot Noss
Eric Lee
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Sharon Boatswain
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Benefaction Foundation
Bureau Kensington
Chander Chaddah Realtor
Mondelez International
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Impact Fund

\$500-\$1,000

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Benjamin Hoff
Catherine Zahn
Cathy Laws
David Woroch

Davinder Singh
David Walsh
Frederick Hennig
Heather Vaughn
Janet Walker
Kathy Allan
Keith Mashinter
Michael Babin
Michael Cooperman
Patrick Ford
Peter Chauvin
Peter Hoag
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Sarah Miller
Shelagh McPherson
Chubb Insurance
Company of Canada
Islington Nurseries Ltd
Jean Tweed
Youth Employment
Service

\$200-\$500

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Alfred D'Sa
Andrea Hamilton

Ayesha Prasad
Cherie & Mark Daitchma
Christine Harron
Christopher Prucnal
Claire Robinson
Colin Coates
Dana Randall
Dave & Heather
Chiavegato
David Blainey
David Hillar
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David Wilson
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Deborah Cohen
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Edward Gray
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Elizabeth Thiessen
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Erica Gurrero
Glenna MacDonald
Guy Ewing
Hillary Predko
Hume Cronyn
James Gillis
Janet Murie
Jason Faloro
Jeff & Kathy Heximer

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Jessica Brousseau
Jillian Tamaki
Joan Andrew
Joel Koffman
John Doherty
John & Susan Warden
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Karen Schucher
Karen & Charles
Rosenberg
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Kelly Healy
Kim Daniel
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Margaret Leighton
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Paula Douglass
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Rene Foisy Marquis
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Ronald Proulx
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Sarasu Prasad
Sean Rehaag
Steve Hilditch
Susan Drodge
Susan Heximer
Tracy Loconte
Trevor Harren
Wayne Griffiths

Canada Brokerlink
Canadian Housing &
Renewal Association
Generation Capital
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Knights Hospitaller
Foundation
Moxie Pictures
Ontario 150 Community
Capital
Parkdale Intercultural
Association
Parts & Labour
T.Dot Variety Store
The Globe and Mail

MESSAGE FROM OUR EXECUTIVE DIRECTOR & BOARD OF DIRECTORS CO-CHAIRS

"2018 has been a year of striking growth and maturation for PARC. We have made substantial progress towards our strategic aims with numerous activities specifically undertaken to strengthen our organization. Most importantly we have acted to slow the loss from Parkdale of the affordable supportive housing so many of our members depend upon: the management team and the Board came together to formally adopt the goal of growing our housing operation to at least 100 supportive housing units by 2020. We have made considerable investments in pillars 3 & 4 while our continued incubation of the Parkdale People's Economy has created a fertile environment for pillar 5. Under pillar 2 PARC has experienced the beginnings of a renaissance by exploring different ways of engaging members, staff, management, and the Board so that a more nuanced understanding of the concerns of our stakeholders can lead to greater accommodation

of needs and alignment of goals. We intend to continue this transformative journey, and look forward to tangible results.

None of these plans and activities could have been advanced without explicit support from our core funders. We are indebted to the TC-LHIN for expanding our supportive Housing; the United Way's Anchor Agency funding for organizational improvements; the Ontario Trillium Foundation for capital improvements; and the city of Toronto's Shelter Support & Housing Administration for greatly enlarging our Money Matters program.

But we are first and foremost a charity that provides immediate support to people in need. Even in a year of exciting organizational growth, our long term relationships with the Boulevard Club, St. Martin-in-the-Fields, and our countless community and staff donors are absolutely crucial to our ability to deliver our

core services. Speaking of contributing, we cannot consider this Annual Report complete without recognising our sadness at having said goodbye to Sheila Koffman, a long-time board member, co-chair, and indefatigable supporter of PARC and its members who passed away this year. Nonetheless, Sheila has the last word, as we recognize with profound gratitude her legacy gift. The endowment in her name will have an impact on the lives of PARC's members for whom she cared so very deeply for many years to come.

In every annual report we extol the virtues of the members and staff who are the heart and soul of PARC: no less so this year."

Victor Willis.
Executive Director

Peter Hoag & James Partanen.
Co-chairs, Board of Directors



3) ENRICH HEALTH & WELLNESS PROGRAMMING

ACHIEVEMENTS:

- PARC Food Program offered classes for cooking with donated food.
- Creating Health Plus hosted Illness Prevention Training for 25 Drop-In Chefs.
- Offered Harm Reduction (hep C, anti-gambling, naloxone) and heart health (smoking cessation, stroke prevention) workshops for members.
- Increased EP tenants using Independent Food Program and cooking for themselves.
- Add more plants and greenery throughout our space
- Case Managers including holistic approaches to healing in their daily practice.
- Partnered to expand Community Access Program to provide access for seniors.
- Secured anchor funding to ensure Knowledge is Power runs consistently.
- Increase Money Matters program to server 50 more members.
- Eliminated the use of powdered creamer in Drop in.
- Increase of staff lead social events.
- Food Program secured more fresh food to Drop-ins across the city.
- Ratified a new Collective Agreement focusing on Wellness.
- Increased benefits offered in Employment Assistance Program.
- Conducted a Wellness survey for staff.
- Initiated a Human Resources program including planning for employee engagement work.

PARTNERS

Centre for Mindfulness. COTA. George Brown College. Houselink. Making Room. St. Stephen's Community House. The Toronto Alliance to End Homelessness.



1) PLACE SAFETY & INCLUSION AT THE CENTRE OF OUR PROGRAMS AND SERVICES

ACHIEVEMENTS:

- Facilitated multiple Townhalls in the Drop-in regarding mental health, trauma, harm reduction, and communication.
- Delivered Knowledge Is Power (KIP) for Ambassador Program.
- Conducted Incident Report Review to identify trends and improve practice.
- Expanded Trustee program to offer women-only service day.
- Developed and implemented LGBTQ Safety & Inclusion training for staff.
- Delivered Risk Assessment training to volunteers, admin and maintenance staff.
- Launched a new Women's peer support group.
- Partnered with Schizophrenia Society to offer Cognitive Behavioural Therapy for Psychosis training for case managers, housing and employment workers
- Community Access Program attended cultural safety and Trauma-Informed training.
- Parkdale's Peoples Economy meetings include translators and child care.
- Successful in multi year grant for Harm Reduction and Restorative Justice Work.
- Implemented new safety alert bulletins board for Harm Reduction information and offered recurring harm reduction education for staff, including Naloxone Training.

PARTNERS

Access Point. Habitat Services. Rittenhouse. The Works. Toronto Police Service Division 11 & 14. Toronto Urban Health Fund.

2) CLARIFY & STREAMLINE OUR COMMUNICATIONS

ACHIEVEMENTS:

- Committed to facilitating monthly Town hall for member issues.
- Launched Ontario Perception Of Care (OPOC) survey for member feedback.
- Delivered member-focused information session on how to make a complaint at PARC.
- Moved intake for Co-op Cred to the Drop-In to improve access and transparency.
- Increased information in Harm Reduction supplies that we hand out regarding issues.
- Updated website to included information in 100+ languages.
- All job postings posted on website.
- Began internal policy review committee with staff representation.
- Neighbourhood partnership free Internet Wi-Fi.

PARTNERS

Hypenotic. Parkdale Community Info Services. Parkdale Community Health Centre. Parkdale Project Read. Toronto Drop-in Network.



4) ORGANIZATIONAL STRENGTHENING

ACHIEVEMENTS:

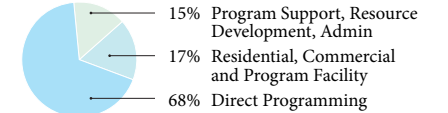
- In partnership with Graydin, launched two-year project to train 16 staff in performance coaching skills.
- Supported frontline staff to take the lead on grant writing.
- Developed Grant Writing workshop for frontline staff.
- Staff designed training for their peers.
- Redesigned Ambassador Program to include more holistic training.
- Introduced new position for a Housing Manager to achieve 100 units by 2020.
- Enhanced Drop-in practice by adding new position, the Best Practice Lead.
- Increased housing staff.
- Streamlined financial systems to improve the efficiency of the trustee program.
- Launched new Human Resources systems to track time & attendance.
- Introduced a new budget approval and tracking system.
- Partnered with Management Advisory Services to restructure Management team meetings and planning, develop systems of accountability and begin employee engagement activities.
- Became a United Way Anchor agency and secured funding for organizational strengthening.
- Kicked off renovations to improve accessibility and workflow.

PARTNERS

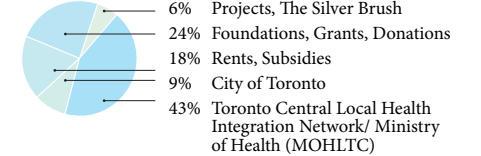
Creating Together. Graydin. Green Thumb Enterprises. Management Advisory Services. Ryerson University. Toronto Tool Library. Working for Change.

FINANCIALS

OPERATING EXPENSES: \$4,365,311



OPERATING REVENUE: \$4,444,095



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

5) REACH A NEW LEVEL OF COMMUNITY COLLABORATION

ACHIEVEMENTS:

- Partnered with Youth Employment Services to offer training opportunities in our kitchen.
- Worked with Reboot to improve computer café for members.
- Expanded camp program by offering canoeing throughout the year in partnership Wild Ones Wilderness.
- Hosted Parkdale Community Legal Services for monthly information session in Drop-in.
- PNLT/PARC launched rooming house presentation strategies from the research study.
- Partnered with a community landlord to preserve 17 units on Beaty.
- PCED introduces Community Benefits frameworks.
- Community Access Program expanded by one worker through Neighbours 2 Neighbours Program.
- Partnered with George Brown College on a SSHRC grant to research adult education and anti-oppression training for members.
- Accessed new funding from City of Toronto for trustee program expansion.
- Successful in our application to become a United Way Anchor agency.

PARTNERS

Church of St. Martin in the Field. Eva's Initiatives. Parkdale Golden Age Foundation. Parkdale Neighbourhood Land Trust. Regeneration House. Rita and Parkdale Residents. Roncesvalles & Parkdale BIA.

