

# Delta Family Resource Centre **2010 Annual Report**



*The Road To Resilience  
1981 - 2011*

## executive director's letter

Dear Friends and Supporters,

After reaching close to two decades of working in one of Toronto's most ethnically diverse communities, I can say with great pride that I have lived, worked, learned and grown in this community. This community has taught me the true meaning of leadership and how we as leaders can help people to change their lives and I have seen many lives touched and transformed. Black Creek West has allowed us the opportunity to work alongside them and through many ups and down we can say that in our 30th year of connecting with individuals and neighbourhoods we are celebrating the resiliency, hope and beauty of this community.

When we hear, *"Delta gave me my first Canadian opportunity"* we are reminded to always work at the grassroots level; remain accessible; convene others to develop strategies for community action plans; strengthen our work with partners and community leaders for mobilization; and, focus on under-resourced neighbourhoods.

Our staff come from all over the world and bring a sense of spirit and connection to the people we serve. Ten years ago our Past President the late Ruth Morris said, *"Delta turns on the light of caring and inclusion in our community"* and in spite of the changes, the economic downturn and the agency struggle, we continue to welcome and assist the isolated mother, the new immigrant, the struggling youth, the family in despair, the forgotten neighbourhood and the everyday individual trying to get by.

DFRC after 30 years has embraced change. And we continue to act upon our founding purpose, to incubate and transform. And we will as in the words of President Obama, *"pick ourselves up, dust ourselves off, and begin again the work of remaking... for everywhere we look, there is work to be done."* Delta is blessed to have received the opportunity of working for neighbourhoods within northwest Toronto.

On behalf of the Board of Directors of DFRC, it is my pleasure to present our 30th Anniversary Annual Report, which tells many stories about the impact of DFRC's programs and services on each individual we serve. Most of all, it tells a story of extraordinary resilience.

With appreciation,

*Rosalyn Miller*

ROSALYN MILLER



Rosalyn Miller with current Board Members

\* In 1981, five women from the community were hired as "community workers" to help make the lives of parents and children easier and happier by connecting them with other people to begin to create a **network**...



# looking for opportunities

While York University has a long history with the Black Creek area our relationship has taken an enormous leap forward in recent years. We've moved away from relatively discrete and disconnected activities toward an increasingly coordinated and sustainable plan. We believe we are truly getting to know each other and are identifying and recognizing each others assets and challenges. Much of this movement can be credited directly or indirectly to the efforts and activities of our **community agency partners** and to Delta Family Resource Centre in particular. Delta's support for the Black Creek Collaborative (BCC) has been invaluable to strengthening the relationship between York and the community and Nury Rugeles' leadership as chair has been crucial. BCC has been a gateway for York's increased involvement in the community **providing a place to connect with agencies and residents**, a place to learn from and be to supported by colleagues, and a safe place to get a few things wrong and then try again.

Through Delta, York became connected to the Community Leading and Learning (CLL) collaboration - another opportunity for us to learn and expand our activity, most recently with our York human resources offices visiting CLL students in an effort to expand our hiring activity. We are very grateful for other important aspects of our partnership with Delta including your willingness to take up our students in placement - thereby enriching their learning, and for generously sending staff to participate on our committees at the CEC - thereby enriching our work. Delta, again under Nury Rugeles' leadership, has mobilized the Local Immigration Partnership, a project of Citizenship and Immigration Canada, bringing together the settlement agencies serving the Black Creek community and including York's Centre for Refugee Studies. This **partnership** seeks to improve **supports and programs for newcomers**. We look forward to **new opportunities** for collaboration as time and resources allow and appreciate this opportunity to express our thanks to Delta Family Resource Centre - our strong community partner.

*Written by York University*

## a journey of community engagement

*bringing our voice to social services and planning*

DFRC has supported the two-way conversation between various stakeholders and our community by providing individuals with channels to bring their community's ideas and concerns to the social planning and decision-making processes. Here are some highlights from the past decade:

### 2001 - 2005

**Forum on access and equity issues** through which residents increased their awareness on legislation related to discrimination.

**Launch of Community Garden at Oakdale Community Centre** for residents living in Yorkwoods neighbourhood to gain access to fresh produce in spring and summer.

**Parents training and production of the Parent in Action Handbook.** As a result, over 3,000 booklets with information on the school system and how to navigate it were distributed to parents across the City.

**Community Leading and Learning** in partnership with Seneca College. 75 women from visible minority groups obtained access to employment and education. Youths and residents of TCH complexes had access to a variety of services.

### 2006 - 2010

**Community Kitchens** - Over 300 women learned healthy cooking, developed life skills, broke isolation and became involved in community activities mainly with local schools.

**Connecting Neighbours** - Residents from social housing and private dwellings shared community concerns and worked together to improve safety in their neighbourhood.

**Violence Prevention Community Forum** - effective practices showcased; residents obtained useful information.

**Let's Play Community Forum** - Youth engaged in advocacy and planning of community event. Over 250 residents participated and endorsed a petition for community space.

**Civic education package and information sessions** - Agency participants received information on Municipal elections and the importance of voting. 65% of participants stated they will vote in upcoming elections.

## *maintaining a hopeful outlook*

Over twenty years ago I came to Canada with my husband full of dreams and goals; we were told how great Canada was to raise a family. I was here to contribute with more than 15 years of professional experience within the non-profit sector and educational institutions. The first advice to get into the work force was to do volunteer work to gain Canadian experience, more than 20 years later this has not changed; it seems to be the path immigrants need to follow in order to obtain a job if lucky enough. I started **volunteering** in three different places; soon I realized I could not practice Psychology without having to go through a costly and cumbersome process. I decided to shift the focus of my search and look into the prevention side of **working with families**. My **volunteer** work exposed me to 3 non-profit organizations, and only DFRC stood as **the most welcoming, helpful and flexible in dealing with professional immigrants**. This was the beginning of my journey with the organization.

After volunteering for 6 months, I was offered the position of Program Worker. In order to work, I needed child care for my son. Through DFRC and the **child care registry service**, I was connected with the local **child care provider** who became the caregiver of my son while I was working on a part-time basis.

I was happy to have a job and gain the so-called Canadian experience needed to fully integrate into my new country. A year and a half after becoming a Program Worker, there was an opportunity to move to a full-time Community Worker position and several years later after performing **child care** team leader duties on an interim basis and applied for a **Community Development Worker** position available at that time. I was always open and eager to take on new duties and challenges. I was more than ready to try opportunities that DFRC was presenting to me, and I took advantage and moved to a management position where I could contribute and ensure agency activities were focusing on benefiting the community and **improving the lives of individuals** from all walks of life. I have never regretted having to walk this path of resilience, on the contrary, I see the positive results and value the role that DFRC played in helping me to **shape my career** and share my experience with others.

The journey of being an **immigrant** is not an easy one but when you find people and organizations that open doors, such as DFRC, it is important to recognize them, become involved and embrace opportunities that will lead you to the attainment of personal and professional goals, that is me; it becomes a personal and professional choice and a commitment to your values and to the type of community one wants to live in.

*Written by DFRC Staff Member*



*In 2008, the number of clients receiving services exceeded 20,000, representing over 29 languages and cultural groups.*

## collaborations

Our strategic partnerships are multi-sectorial with an emphasis on community development, planning and evaluations. They are:

**Rexdale Hub** will provide innovative, client-centered, integrated health, social, legal, employment and cultural services and a welcoming space for individuals and families with the Rexdale community in 2012. The eleven-Hub service delivery partners include: Albion Neighbourhood Services, Rexdale Community Health Centre, Delta Family Resource Centre, Rexdale Women's Centre, Toronto Employment and Social Services, Dejinta Beesha (Multi Service Centre), Somali Business Development Centre, Big Brothers and Big Sisters of Toronto, Rexdale Community Legal Clinic, Community Microskills Development Centre, and Pro-tech Media Centre.

Funded by the City of Toronto the **Black Creek Community Capacity Building Project** is a network of residents, service-providers, and community stakeholders whose mission is to build community capacity, promote self-sufficiency and sustainability, and enhance the quality of life for all in the Black Creek Community.

The Black Creek **Local Immigration Partnership (LIP)** – LIP funded by Citizenship & Immigration Canada, to develop a settlement strategy and action plan that facilitates the successful integration of newcomers into the Black Creek community and Canadian society by improving access to coordinated services particularly in the areas of employment and language acquisition.

**Black Creek LIP Partners:** Centre for Spanish Speaking Peoples, City of Toronto, COSTI Immigrant Services, Delta Family Resource Centre – Trustee, Doorsteps Neighbourhood Services, Elspeth Heyworth Centre for Women, Humber College, Jamaican Canadian Association, Jane & Finch Community and Family Centre, JVS Toronto, Manantial Neighborhood Services, North York Community House, Newcomer Representatives, Northwood Neighborhood Services, Seneca College, The Bowen Foundation, Working Women Community Centre, YMCA of Greater Toronto and York University-Centre for Refugee Studies and TIDE



*in addition to DFRC's six formal partnerships, the organization works closely with nineteen other community-based organizations on a variety of strategic and operational initiatives.*

## our rich history of volunteerism

*Every year, volunteers devote countless hours to the agency's various activities, events, programs and services. Our volunteers coach, read, cook, mentor and train. They donate, give, chair, and lend a helping hand. They plan, visit, feed, soothe, coordinate, clean, sort and prepare. We know for a fact that each and every one of you can see yourself in at least one of the above roles mentioned. No matter what your position is here at Delta, you are essential to the success of the agency. On behalf of the Board, Staff and our community, we thank you for your time, your dedication and your commitment to your volunteer role.*

VISIT [www.dfrc.ca](http://www.dfrc.ca) FOR A LIST OF OUR 2010 VOLUNTEERS



# *commemorating 30 years of service*

## *message from the board president*

Hello,

It's been some time now, that I have been with Delta Family Resource Centre. The number of years, I am not quite sure, six or seven. And it has been quite the experience. Today, I stand before you as the President of the Board of Directors. My intentions for volunteering originally did not have this in mind. I wanted to volunteer in this precise catchment area because I had spent a good part of my youth in these neighbourhoods. It all stems from wanting to give back in one form or another.

Delta is a vital part of the community. The organization lends assistance, guidance, and support for those that need it. From its settlement services to its mentorship programs and one-on-one counselling to name a few, I firmly believe the presence of Delta in this community is of great benefit. Again, my intentions were merely to volunteer some of my time, yet 6 to 7 years later here I am – as President of all things. Maybe I should be reminded that the some of the greatest accomplishments simply come out by giving to others.

There have been many highlights over the years but I like to think it is the people I have met over the years with Delta that I find the most gratifying. From seeing the hard work the staff put in from day to day, the excellent management team of Rosalyn Miller and Nury Rugeles, to our partners and stakeholders who continue to support Delta and its vision. And not to mention the great team I work with here on the Board of Directors. There is no where else in my life both socially and economically I would have met these individuals.

Plain and simple - Delta should be proud of the work it does for the community and the work still ahead for us. I am excited to continue volunteering for Delta, for as long as they will have me. The future is bright. Delta has persevered. And what is in the future for Delta can only be great things. It has now been 30 years that Delta has contributed to this community. With Delta's new location, new vision and mission, partnership at the Rexdale Hub and expanded emphasis on true capacity building, I am excited to be here. To continue representing the members of this community, and working for you. Here is to another 30 great years of community involvement.

Thank you,

Joel Green  
*President*



### ***Our Vision***

*A healthy and empowered community where families and children thrive.*

### ***Our Mission***

*Delta Family Resource Centre provides a range of integrated, accessible, quality programs and services to undertake actions that build on the existing strengths and assets in our community.*



Past Presidents - from left to right: Marie Cerny, Ruth Morris, Cynthia Knight, Antonella Schiraldi, and Judy Cerny

## accepting change

Arslan is a grade 10 student who has participated in the **Leaders' Basketball League (LBL)** for the last two years. Like many **youth** transitioning to high school, Arslan faced some daunting challenges and at the same time opportunities; fortunately the LBL was an opportunity. Emery Collegiate is like many high schools and on the other hand it has unique circumstances common to the area that can make integrating in to the school and its culture difficult. Arslan is not your typical Emery Collegiate basketball player; he doesn't 'look' the part, and, as a result faced some challenges in being recognized by the basketball community at school.

In the first year at the school, the LBL gave him a platform to showcase his talent; he started getting recognition for his achievements in the LBL. In addition to the basketball aspect, it was a social environment that gave him **opportunities to integrate** across grades and **cultures**, which can be absent in the regular routine of school. By the end of first year, Arslan had earned the respect of the basketball community and had woven himself into its fabric. Throughout Arslan's first year, he showed some signs of disengagement with school and demonstrated poor behaviour and attitude in some respects. Emery Collegiate can have that affect on youth; it is a school that has a thriving pool of negative influences that affect behaviour, attitude and can challenge students' temperaments. While Arslan was battling and negotiating the competing influences, he was fortunate to have a very strong influence through his LBL coaches; grade 12 peer leaders. His coaches were **positive role models**, a fresh perspective that didn't exist in the hallways at lunch or after school and knew a lot about basketball. Arslan began to show signs of wanting to develop as a young person; he was maturing and learning positive behaviours.

Arslan is now in his second year of the program and in grade 10 has reached new heights. In addition to being a very relevant and contributing player in the league, he has **developed a new perspective and an ensuing vision**. "I want to be a coach next year!" he says. Not once, not twice, but nearly every time he sees the LBL facilitators he lets it be known. And he keeps asking. The league has not only connected him to the school socially and put him in the middle of the basketball community, it has given him something to aspire to, to aim for; he has set a goal and has let it be known. We have let him know that he will have to start demonstrating leadership attributes and behaviour for the rest of the season. He has agreed and has started on the path.

## our partnership with youth

Youth programs at DFRC include **homework assistance** from volunteers, a youth advisory group that leads initiatives at Emery Collegiate and a basketball leadership program where peer leaders organize and run a league for both males and females involving refereeing, leadership and team building **skill development** in addition to



*DFRC served 700 youth in 2005 and this number has reached to 900 in 2010.*



*The word "delta" was chosen because networking is like streams coming together, the universal understanding of delta, representing the multicultural nature of the work; and finally the "delta" symbol depicting change.*

# making connections

He arrived 10 years ago from Colombia, South America. He has lived in the Downsview neighbourhood of North York for 8 years, and has watched with alarm the paths that many youth are now taking. "When I see my neighbour's son not going to school, I stop and talk to him. I try to make him understand how lucky he is to be able to go to school in Canada. And that going to school now will help him to get a good job when he is my age." He feels that youth today do not realize the importance of going to school.

Although Juan has dreams of being a computer programmer, he is rooted in the present, and guided by the principle that work is rewarding, and not controlled by money and lack of cash. "I am healthy and well; and full of energy and ideas. I am able to help others", he says. So when he found himself unemployed and looking for a job, he immediately sought ways that he could use his extra time and energy in the community.

He recalls that he had brought his mother to see Settlement Worker, Ling Ngo at Delta Family Resource Centre, who provided assistance and support to his family in completing government forms, and **offering referrals to other appropriate services in the community**. Juan decided that he would return to DFRC.

He inquired about and received a **volunteer** position working at the front desk. "I am still looking for work", he says, "but in the meantime, I have to do something with my life. I cannot spend time waiting for someone to call me for a job, it is too frustrating. And it's nice to make a difference. Making a difference in people's lives and in the community is a very important thing to do", he says.

"People treat me very nice when they see me on the street, because they know that I work at Delta. And when they come in to the DFRC, they know that I try to help them. People smile and say hello, because they remember seeing me there. It makes me feel very **connected** to Delta, its staff and leaders".

*Written by DFRC Volunteer*

## The Evolution of DFRC Programs

<u>Year</u>	<u>Number of Programs</u>
1985	5
1990	8
1995	10
2001	12
2006	24
2010	28

\* *In 2001, the name changed to "Delta Family Resource Centre" and its mission statement refined to reflect the diversity and multicultural aspect of its clientele. In 2002, the main office location relocated to its current site at Jane Sheppard Mall.*



# bouncing back

*"I drop my older kids at school and I come straight to Delta with my little one. We walk, even in the winter. Since my son started coming to Delta, he has improved a lot. When he goes to kindergarten, it will be no problem because he is already learning writing, reading, ABC, everything." (Bahati, mother of three children)*

*"It's very difficult in Canada to get the same job as I had back home. My English was very poor and to get a position in an office is very difficult. That is why I gained some experience at Delta. I worked for more than two years at Delta's reception and after that I started to work part-time at the grocery store." (Magdalena, mother of one child)*



*"Delta is the only centre that I actually come to. It's close to home. It gives me something to do with my children. Wednesdays they have a baby and me program which is perfect. It gives my middle son time to bond with my youngest because he sings to him and everything in the class. Instead of sitting at home and singing, now we can do it with a bunch of babies." (Courtney, mother of three children)*

## *We are extremely grateful to the following individuals and businesses for their generous support during 2010*

Archer Shirley  
Arthur Tassie  
Asian Food Centre  
Avron  
Canadian Education Warehouse  
Canadian National Exhibition  
Caribbean Heat  
Centre Point Restaurant  
Chartered Accountants of Ontario  
Chau Phung  
Chirag C. Patel

Coffee Pot  
Country Style  
Create a Treat  
Dhilion, Gurvinderjit  
Dorothy Johnstone  
Elizabeth Lugo  
Gertrud J. Lewis  
Joyce Edghill  
Kulvinder Keran  
Marie Cerny  
No Frills

Ontario Science Centre  
Parrot Nest  
Pizza Nova  
Price Chopper  
Rahim Juttiah Tanya  
Robert Singh  
Rosa Losacco  
Sivakumar Kalatvany  
Tarik Towfeq  
Wing Machine



**DELTA FAMILY RESOURCE CENTRE**

**STATEMENT OF OPERATIONS**

**FOR THE YEAR ENDED DECEMBER 31, 2010**

	<u>Children's Services Programs</u>	<u>Settlement</u>	<u>Community Development</u>	<u>Administration</u>	<u>Total 2010</u>	<u>Total 2009</u>
<b><u>REVENUE</u></b>						
City of Toronto (Notes 6,7 and 8)	\$ 247,803	\$ -	\$ 94,870	\$ 51,244	\$ 393,917	\$ 400,098
Provincial Government (Note 6)	60,391	-	-	6,116	66,507	26,393
Federal Government (Note 6)	-	529,430	-	94,602	624,032	649,822
United Way (Note 6)	45,350	-	111,585	212,381	369,316	378,082
Foundation Grants (Note 6)	32,636	-	18,131	7,172	57,939	78,494
Other Grants (Note 6)	57,414	-	9,856	7,866	75,136	60,545
Fundraising, Donations and Other Income	-	-	-	23,853	23,853	26,895
	<u>443,594</u>	<u>529,430</u>	<u>234,442</u>	<u>403,234</u>	<u>1,610,700</u>	<u>1,620,329</u>
<b><u>EXPENSES</u></b>						
Salaries and Benefits (Note 7)	299,035	317,860	129,729	205,363	951,987	1,041,018
Staff Training and Travel	3,768	4,084	965	5,259	14,076	6,931
Rent and Utilities	75,764	106,209	2,120	46,853	230,946	226,315
Equipment and Maintenance	440	-	-	1,740	2,180	35,192
Supplies	45,587	26,618	23,007	3,027	98,239	78,389
Office and Insurance	1,638	7,140	1,415	22,470	32,663	37,012
Audit and Legal	-	-	-	11,653	11,653	8,549
Accounting and Contracts	2,997	8,434	-	37,144	48,575	52,979
Board Expenses	-	-	-	3,720	3,720	3,036
Promotion	498	4,270	1,143	8,090	14,001	8,677
Purchased Services	8,364	32,991	67,768	33,470	142,593	71,188
Participant Travel and Assistance	5,367	19,884	514	-	25,765	28,730
	<u>443,458</u>	<u>527,490</u>	<u>226,661</u>	<u>378,789</u>	<u>1,576,398</u>	<u>1,598,016</u>
<b><u>EXCESS OF REVENUE OVER EXPENSES BEFORE AMORTIZATION</u></b>	<u>136</u>	<u>1,940</u>	<u>7,781</u>	<u>24,445</u>	<u>34,302</u>	<u>22,313</u>
<b><u>AMORTIZATION</u></b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(9,271)</u>	<u>(9,271)</u>	<u>(9,724)</u>
<b><u>EXCESS OF REVENUE OVER EXPENSES</u></b>	<u>\$ 136</u>	<u>\$ 1,940</u>	<u>\$ 7,781</u>	<u>\$ 15,174</u>	<u>\$ 25,031</u>	<u>\$ 12,589</u>

David Burkes, B. Com, C.A.

Founded in 1981, Delta Family Resource Centre is a non-profit organization committed to supporting the needs of families and children within our community.

Programs and services of Delta are available in some neighbourhood schools, community centres and at Delta's main location.  
Child care at no charge is provided for the majority of Delta's programs.

**Hours of Operation:** Monday, 9:00 a.m. - 5:00 p.m. Tuesday, Thursday & Friday, 9:00 a.m. - 5:00 p.m. Wednesday, 9:00 a.m. - 7:30 p.m. Saturday, 9:00 a.m. - 12:30 p.m.

*To make a donation or become a member of DFRC, call 416.747.1172 or visit our website, [www.dfrc.ca](http://www.dfrc.ca)*

**Thanks to the extraordinary support of our funders, we can continue to work together and make a significant impact in the community - one individual at a time.**

Joel Green, *President*

Moneca Yardley, *Vice President*

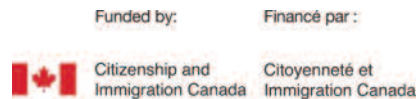
Tamer Girgis, *Treasurer*

Jada Pierre, *Secretary*

*Members-at large*  
Gurvinderjit Dhillon  
Amada Cisternas  
Paul Scotland

Rosalyn Miller  
*Executive Director*

Nury Rugeles  
*Assistant Executive Director*



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