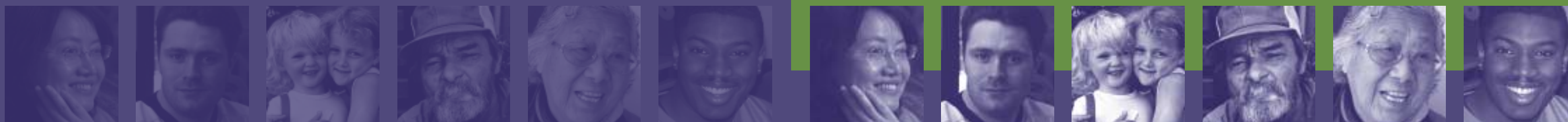




WOODGREEN COMMUNITY SERVICES ANNUAL REPORT 2003/2004

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**WOODGREEN
COMMUNITY SERVICES**

835 Queen Street East
Toronto, Ontario M4M 1H9
Tel: (416) 469-5211
www.woodgreen.org



United Way
of Greater Toronto
Charitable Registration No. 10822 0435 RR0002

Because Everyone
Deserves the
Essentials of Life



কায়দা প্ৰত্যেকই জীৱনৰ প্ৰয়োজনীয়তা আক্ষা কৰে

Maintaining independence and dignity

Last year, WoodGreen provided essential services to more than 6,000 seniors and caregivers in the community.

Mary is a retired professional with Alzheimer's disease. Her husband, who works full time, could no longer leave her home alone during the day because she needed constant supervision. Mary's husband did not want to admit her to a long term care facility – he wanted to keep his wife at home and in their familiar neighbourhood.

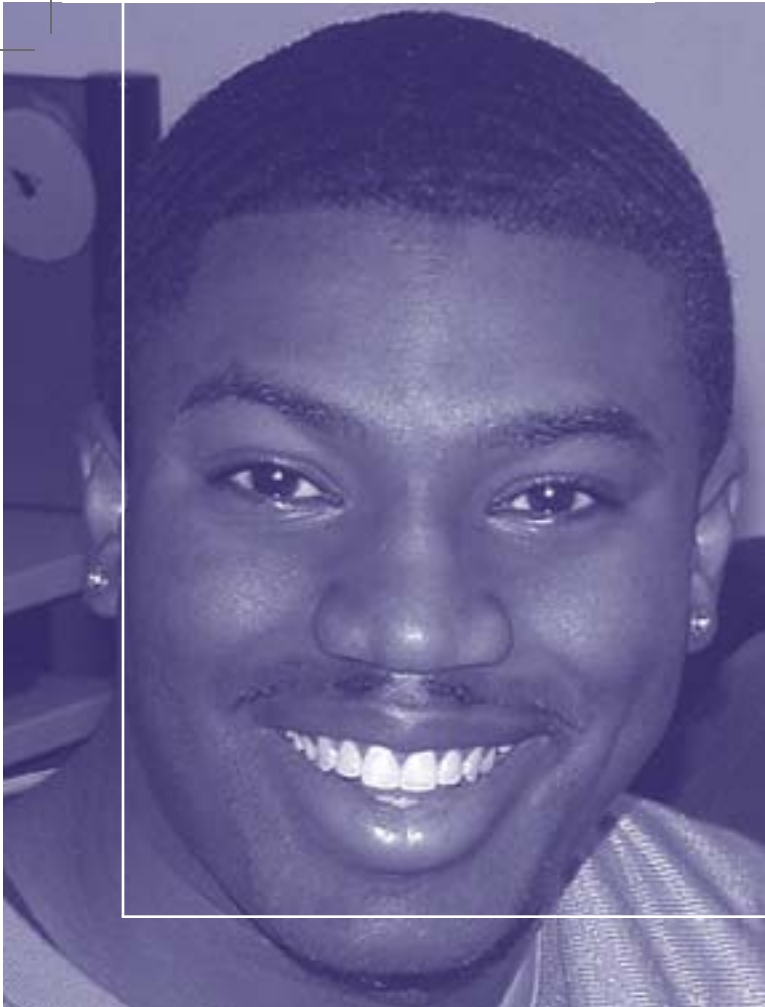
Mary and her husband turned to WoodGreen's Adult Day Program so Mary could be in a safe environment during the day, where she could be helped to maintain the best physical and cognitive functioning possible. By participating in the Adult Day Program, Mary has made friends and she has lots of opportunity for social interaction. While she may have lost a lot in terms of her cognitive functioning, she continues to

love to hold the hand of our staff, go for a walk in the garden patio and participate in activities with other seniors in the program.

Thanks to WoodGreen, Mary is one of more than 70 seniors in the Adult Day Program who are able to continue to live at home with their families and loved ones – helping them maintain dignity and independence.

A special note to readers:

While we are fortunate to be featuring some of WoodGreen's wonderful clients in this Annual Report, none of the photos depict the actual clients whose stories are told throughout these pages.



因为人人都应获得生活中的基本所需

Achieving Important Life Goals

Last year, WoodGreen provided employment support and training programs to more than 7,000 youth and adults seeking jobs.

Opening the door to new opportunities, WoodGreen's Employment Services help people set and achieve important life goals. Rupert is one of these people.

A student at the University of Western Ontario, Rupert was recently chosen as an Ambassador on the 2004 Junior Team Canada Mission to China and Hong Kong. Rupert believes that WoodGreen has played an important role in helping him get to where he is today.

Rupert's first summer job placement working at the CNE was through WoodGreen's Youth Job Centre which aided in his resume building and job search process. He also began volunteering for WoodGreen in grade 12, helping at fundraising

events and visiting seniors. He says that this experience "inspired him to become more involved as a youth" as he went on to become the vice president of external affairs at his high school and a member of the Toronto District School Board's Super Council working to ensure that students' concerns were being addressed.

Today Rupert is studying business and international development, and is involved in many extra-curricular and volunteer activities at school. He is also the recipient of two provincial scholarship awards. "WoodGreen's services have had a positive impact on my career and leadership development," says Rupert. "Getting involved as a youth has propelled me to achieve my goals."

Providing a safe and stable home

Nearly 20 years ago, Brian lost his wife, two children and his mother in a fire. Struggling to cope with his tragic loss, Brian ended up losing his job and becoming homeless. During his last 10 years on the street, he lived in Tent City, an illegal squatter community in the east end of Toronto, and started using drugs and developed multiple health issues. When Tent City was closed down in the fall of 2002, Brian was evicted from his trailer along with the approximately 100 residents who had been living there.

Thankfully with the assistance of WoodGreen, the City of Toronto and Toronto Community Housing Corporation, Brian has been able to find and maintain housing in the private rental market. The City of Toronto's rent supplement pilot project for the ex-residents of Tent City ensures that Brian's monthly rent is paid, while WoodGreen provides housing support to ensure that he keeps his apartment. As a result, Brian's life changed dramatically for the better.

Last year, WoodGreen assisted more than 1,700 individuals with a history of homelessness to access and maintain stable housing.

Now 60, he finally has a stable home of his own and he has stopped taking drugs. His health has improved dramatically and he feels safe, no longer having to worry about the security issues of being on the street.

A recent study of the ex-residents of Tent City showed that since getting off the streets 70 per cent had cut their use of drugs and alcohol, 15 per cent had gone back to school and 11 per cent had found part-time employment. This same study also showed that helping people with a history of homelessness through rent supplements and housing support is much more cost effective – 28 per cent less – than supporting the same individuals in the shelter system.

Sadly many people still die on the street every year because of a lack of affordable housing. That's why more programs like this one are needed. For Brian, it has meant that for the first time in 20 years, he has hope for the future.



L'essentiel de la vie – tout le monde le mérite bien

Highlights of WoodGreen's 2003/04 Accomplishments:

Community Care & Wellness for Seniors highlights:

- provided essential services to more than 6,000 seniors and caregivers in the community
- connected seniors through more than 25 recreational and wellness activities each week
- helped hundreds of Mandarin speaking seniors to understand the issue of elder abuse and its prevention
- provided transportation to more than 5,000 seniors so they could access essential health services
- delivered meals and Christmas gifts to more than 80 isolated seniors

Employment Services highlights:

- provided support and training programs to more than 7,000 youth and adults looking for employment
- provided FREE access to computers, phones and job search information to thousands of job seekers
- delivered more than 2,000 individual job coaching sessions
- found part-time, full time and summer employment for close to 1,500 adults and youth
- supported hundreds of new immigrants through job search workshops

Housing & Homelessness Services highlights:

- provided affordable housing and support to 452 households
- assisted more than 1,700 individuals to access and/or maintain stable housing
- prevented 100 families from being evicted due to rent arrears
- worked in partnership with the provincial and city governments to assist more than 100 Tent City residents to obtain stable housing
- advocated for more affordable housing in Toronto

ஒவ்வொரு நபரும் வாழ்க்கையின் அடிப்படையான தேவைகளுக்குத் தகுதியுடையவர்.

Building hope and a better life

In the summer of 2003, after years of being moved around and brutalized by their father and his relatives, two teenage brothers were referred to WoodGreen's Immigrant Services by the Children's Aid Society in Toronto. Having first immigrated to Canada in 1999, they were being treated as illegal immigrants and being asked to leave the country, after their father (born in Zaire) had withdrawn his sponsorship of them.

Their lives had taken them from an early childhood in Switzerland, to being kidnapped by their father

and taken to France and then to Canada. While reunited with their mother for a few short years in her homeland of Zimbabwe, she died suddenly there. So the brothers were sent back to live with their father in Canada who abused them both physically and psychologically, and refused to feed them. In part, as a result of the abuse, the younger brother developed a schizophrenic condition.

WoodGreen intervened to keep the brothers in Canada. Assembling a team of individuals, including a refugee lawyer, the boys' guidance counsellor at school, a staff psychiatrist at the Hospital for Sick Children and their Member of Parliament, WoodGreen helped to convince Citizenship and Immigration to allow the brothers to become protected persons of the Government of Canada. The brothers are very excited about becoming citizens of Canada – the one place they feel truly accepted and safe. It has given them a sense that they really belong somewhere and that they can now finally go on and build their lives.

Last year, WoodGreen helped 5,000 newcomers settle into their new lives in Canada.

Immigrant Services highlights:

- helped 5,000 newcomers settle into their new lives in Canada
- recruited more than 300 newcomer volunteers to support programs including workshops, professional forums, and social and recreational activities
- offered services in ten languages (English, French, Mandarin, Cantonese, Vietnamese, Turkish, Tamil, Bengali, Urdu, German) to newcomers



Last year, WoodGreen provided high-quality child care and enriching learning opportunities to more than 400 children and their families.

Promoting healthy child development

routines and other children. She stresses that her daughter is much more comfortable going into new situations and generally more excited about going to school than her older sister, who did not have the benefit of the program.

While the results of a recent study on the program have not been released yet, initial data indicates that children within this new model are advancing quickly academically and that they are thriving both socially and emotionally. Keri attributes the program's success to the ongoing support available to parents and to the excellent communication between staff, who meet weekly to ensure that they are accommodating the children's individual interests and needs within the program. "Having everything integrated into one program really works," says Keri, adding that it should be made available to all families.

Çünkü herkes yaşamın temel ihtiyaçlarını hakeder.

When Keri, a mother of four, enrolled her daughter in the Bruce/WoodGreen Early Learning Centre, she could see the advantages of the program almost immediately.

One of five Toronto First Duty Projects, Bruce/WoodGreen combines kindergarten, child care and parenting supports into one comprehensive program. Lower teacher-to-child ratios, available parental supports and regular communication between all the staff in the program create a place where children feel comfortable and secure – a place ideal for optimum learning and development.

Having had the experience of one daughter who went directly into kindergarten and one daughter in the Bruce/WoodGreen program, Keri says that the differences are incredible. She believes the Bruce/WoodGreen approach has made it much easier for her daughter to adjust to a new school, new

Child Care Services highlights:

- provided high quality, affordable child care to 359 children and their families
- provided resource teacher support to special needs children
- provided a summer camp program for 91 children
- provided a half-day nursery program for 20 children
- provided an integrated child care environment to more than 60 children at the Bruce/WoodGreen Early Learning Centre

Mental Health and Developmental Services highlights:

- increased the number of individuals supported through mental health case management services by 50%
- enhanced our capacity to respond to people with dual diagnosis (mental and developmental challenges)
- involved 109 individuals in our mental health group programs
- supported more than 75 individuals with developmental challenges in the community
- provided support and information to more than 180 children with developmental challenges and their families

پیلے پر آ رہی کی اپنی زندگی ہے

Giving people a sense of purpose



Chris is an adult with a developmental challenge. Due to a delay in his cognitive processes, he can not hold down a job or support himself financially. At 32, Chris still lives with his parents. After his siblings left home a few years ago, it was very difficult for him to adjust, often feeling left behind. Chris was spending a lot of time at home alone, feeling bored and often isolated. Becoming an active volunteer at WoodGreen about two years ago has changed all that.

Today, Chris volunteers two to three days a week carrying out important responsibilities, including shredding all of the agency's confidential papers, filing reports, and going to the supportive housing cluster every week to unpack and put away the groceries. According to Chris's mom, volunteering at WoodGreen has given him a reason to get out of bed each day. She says that Chris's work at WoodGreen makes him feel valued and gives him a real sense of purpose. He looks forward to coming in to WoodGreen each week and getting his work done, and he's made many friends.

Last year, WoodGreen provided support and services to more than 350 individuals and families dealing with developmental and mental health challenges.

Chris is just one of the more than 75 individuals with developmental challenges in the community that WoodGreen helps each year. He's also one of more than 900 volunteers who give their time and share their talents to support WoodGreen's many essential programs and services.

Volunteers making a difference



Last year more than 900 volunteers shared their time and their talents with WoodGreen. Contributing a total of 62,000 hours, WoodGreen volunteers did everything from running special events and delivering meals to seniors, to assisting with day programs for newcomers, sorting mail, and sitting on leadership committees. Our volunteers worked along side staff making the mission and vision of our organization come to life in so many ways including:

- Providing tax preparation services in 20 different languages to clients throughout the community
- Delivering 22,110 meals to thousands of seniors, many of whom were frail and isolated
- Partnering with the Second Mile Club of Toronto to provide volunteer training to increase our capacity to escort frail seniors to medical appointments
- Greeting, registering and touring delegates from the 20th International IFS Conference, hosted by WoodGreen, where people from 18 different countries came together to learn about "Building Inclusive Communities"

WoodGreen's corporate volunteer program was supported by our many wonderful corporate partners, including the Canadian Tire Foundation for Families, Axa Insurance, Sears Canada and Desjardins Financial Security. Last year, employees from these corporations along with representatives from our service partner, the Toronto East Rotary Club, volunteered more than 1,800 hours to WoodGreen.

Boi vì mọi người đều đáng hưởng đời sống cần thiết

Neighbourhood Programs highlights:

- opened a new Neighbourhood Centre at Donlands and Cosburn which is providing after-school and weekend programs for children in the community, and support to WoodGreen's new Homeward Bound Program – aimed at helping women and their children transition from shelter life to economic self-sufficiency
- worked with East York East Toronto Family Resources to ensure adequate space for the Ontario Early Years Centre in the Toronto Danforth Riding
- attracted international social work students to the Growing Up Healthy Downtown Program, in which WoodGreen is one of eight partners running a unique and federally-funded school readiness program for preschool children from a diverse population
- ran a successful bicycle club for children out of the Pape Neighbourhood Centre, in which WoodGreen provided helmets to the children and took them on biking trips throughout downtown and lakeshore trails

Staff Recognition

WoodGreen is proud to recognize those staff members who reached service plateaus during 2003. We would like to thank all of our staff for their dedication to the organization.

25 years

Isebella Lau
Brian Smith
Rosetta Innis
Anne Babcock

15 years

Joyce Aylott
Yvette James
June Cullen
Jessica Wong
Tina Ho
Dollis Salmon

Darcy Liang
Serena Towers
Sheila Herbert
Shiu Kwan Chan

10 years

Larry Whatmore
Hung Tong Phan
My Hao Au
Suzette Reid
Yolanda Gungon
Anabela Ferreira
Ching Yee Li

Yi Man Ng
Janet Kenh Sao Diep
Sylmarine Sookbir

5 years

Hang-Yin Hon
Christine Pom
Mabel Chan
Elisabeth Mukakabego
Bao Yan Wu
Pauline Po Chow
Alexandrina Morris

Lihui Gu
Sharmel Farnell
Heather Dorrington
Winnie Mok
Pauline Po Ko

Adekunl Majekodunmi
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Sairwattie Surujdiyal
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Juana Hidalgo
Debbie Sieunarine

MESSAGE FROM THE PRESIDENT & CHAIR



Brian Smith, President



Jan Goddard, Chair

We all deserve the essentials of life

For many of us the essentials of life are a given. Having a job to go to each day, a child care centre that we trust, help with an aging parent, friends or neighbours we can turn to in times of need, and a safe place to come home to each night are all things that we have come to expect or things that we have always had. But for many others living in Toronto, these essentials are seriously lacking.

That's why every year, more than 37,000 individuals and families come to WoodGreen. Our clients are people like the ones you've just read about – people who have immigrated to Canada in search of a better life, but can't find affordable housing or access basic healthcare. They are youths and adults who, no matter how hard they try, just can't seem to get a job. They are seniors struggling to cope with significant health, mobility and socialization issues. They are adults living with mental health and developmental challenges trying to find a place to fit in. They are men, women and children who would give anything for a safe place to sleep at night. They

are your neighbours, and the people you see on the bus or who you pass on the street.

WoodGreen's many programs and services are built on the fundamental belief that all of these people – every man, woman and child – should have access to the essentials of life. It's the reason that our dedicated staff comes to work each day and that our 900 plus volunteers give more than 62,000 hours of their own time each year to support WoodGreen. And it's also the reason for the unwavering support of our many funders, donors and community partners, for which we are so grateful.

WoodGreen is a necessity – never a luxury – to our many clients. We can't imagine what would have happened last year if the 22,110 meals weren't delivered to those seniors' homes or that we didn't open our doors to the more than 7,000 adults and youth who needed help finding a job. And if it weren't for WoodGreen, what would have become of the more than 1,400 people and families for whom we found stable housing or the more than 5,000 newcomers who we helped settle into their new lives in Canada?

All of the stories found in this Annual Report and the highlights of our accomplishments over the last year barely skim the surface of all the ways WoodGreen makes a difference in our community. But they do make one thing perfectly clear – that we provide the essentials of life to our clients and that WoodGreen's services are essential to our clients' lives.

Brian Smith
President

Jan Goddard
Chair

WoodGreen Community Services
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Maximizing the impact of your financial contributions

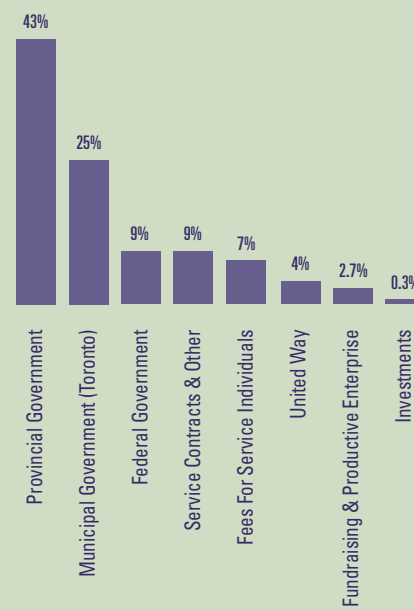
WoodGreen Statement of Operations Year Ended March 31

	2004 \$	2003 \$
Revenue		
Government Grants & Fees		
Canada	1,335,024	1,302,831
Ontario	6,322,981	6,578,610
Toronto	3,738,874	3,493,147
Fees For Service Individuals	951,010	870,418
United Way	632,681	663,144
Investments	58,301	47,490
Fundraising & Productive Enterprises	412,277	389,832
Amortization of Deferred Capital Contributions	119,559	130,985
Service Contracts & Other	1,267,288	1,069,331
Total	14,837,995	14,545,788

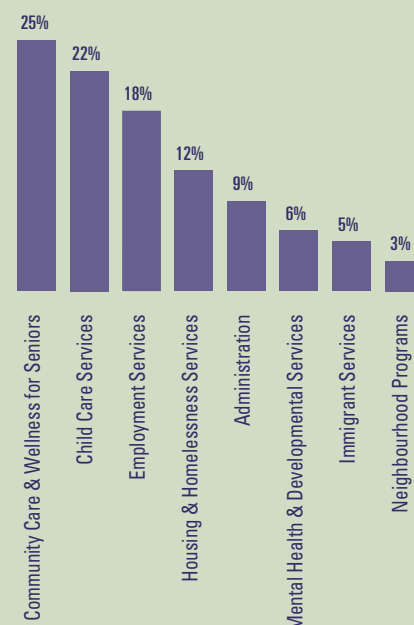
Expenses

Salaries & Benefits	11,241,724	10,768,334
Purchase of Services	331,725	368,342
Building Occupancy	902,023	689,403
Programs	389,943	369,078
Training Subsidies	644,637	1,076,843
Food Services	362,113	339,407
Office and General	298,851	247,919
Transportation	180,333	179,239
Recruitment & Education	57,867	75,729
Promotion & Publicity	157,180	91,804
Amortization of Capital Assets	239,336	275,703
Total	14,805,732	14,481,801
Operating Surplus	32,263	63,987

Where our financial support comes from



Where our financial support goes



Thank you to our donors

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Community Police Liaison Committee
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Kew Beach U.C.W.
Operation Economic Concern
Queen East Canada Day
Rotary Club of Leaside Charitable Foundation
Toronto East Rotary Club
Toronto Professional Fire Fighters' Association

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Eye Spy
Fabricland
Factory Theatre
Famous Players
Finders Gallery
Flora Karatas
Foggy Dew Irish Pub
Frame Maker
Gap Inc.
Gardening Life
Gatorade
Gerald Holborn
Gerrard Square Mall Shopping Centre

Golf Town
Gordon Cressy
Glenrose Investments Limited
Hakim Optical
Hardware
Harvey's
Here & Now
Hunter Depoe
Home Depot
Home Hardware
Ideal Bike
Il Fornello Restaurants
Intuitive Touch Therapies & Body Care Shop
Irish Embassy Pub & Grill
It's My Party
Jack Layton
Jamie Kennedy Wine Bar
Jawny Bakers Restaurant
Jean Macdonald Beautyworks Inc.
Joy Bistro
June Bollers
Kama Classical Indian Cuisine
Korex Don Valley ULC
Kristapsons
Kuda Furniture & Homewares
Land Rover Metro West
Laser Reproductions
La Senza Inc.
Leisure Lines
Lenschrafters
Lexmark Canada
Lick's Concepts Inc.
Lucid
Medical Professional Centre
Metro Golf Dome
Michelle Amerie Cohen
Mississauga Tire Group
Moss
Movenpick Marche Restaurant
My Gifted Child
Neilson Dairy
Novotel Toronto Centre Hotel
Ontario Place
Ontario Science Centre
Oxygen Fitness
Pal Benefits Inc.
Paramount Canada's Wonderland

Parent Books
Paula Turtle
Peak Freans
Planet Hollywood
Proof
Random House of Canada Limited
Raptors Foundation
Reckitt Benckiser
Reg McLean
Remax Hallmark Realty
Richmond Hill Golf Club
Richtree Inc.
Rogers Publishing
Royal Ontario Museum
St. Louis Bar & Grill
Salon Daniel
Salt Box
Schwepps Infusion Coolers
SCORE Golf Magazine

Scott Mission
Sharp Electronics
Sharp Direct
Shoppers Drug Mart
Sleeman Breweries Ltd.
Sleep Country Canada
Spearhead Leather/Denim Social Club (Toronto) Inc.
Spirits Bar & Grill
Sporting Life
Strangers
Suckers
Sugar Mountain
Sun Life Financial
Superior Office Systems
Superstore Loblaws
Tarragon Theatre
TD Canada Trust
The Bay on Bloor Street
The Clayroom

The Directors Guild of Canada - Ontario
The Keg Steakhouse & Bar
The Toronto Raptors
ThyssenKrupp Elevator
Timex Canada Inc.
Tonga Tan
Toronto Blue Jays Baseball Club
Toronto Professional Fire Fighters' Association
Toronto Roadrunners Hockey Club
Totto Beauty Works Inc.
Treasure Island Toys Limited
Tri-Cell Communications
Uave
Value Village
Ve'Ahavta Canadian Jewish Humanitarian & Relief Committee
Vinnie's Social Hall
Whatever

Western Bakery
Wild Water Kingdom
Winners
Winwell Natural Food Inc.
Whistler's
WoodGreen English EPC
WoodGreen Catonese Seniors Club
WoodGreen Mandarin Seniors Club
Zellers Family Fund
Zobyes
Zurich

Golf Tournament Committee

David Morrison
Franco Rinaldo
Nancy Wright

WoodGreen Communities

- A** – Administration, Community Care & Wellness for Seniors, Homelessness & Housing Help Services, Mental Health & Developmental Services
- B** – Child Care Centre
- C** – Housing
- D** – Neighbourhood Centre
- E** – Employment Resource Centre
- F** – Immigrant and Adult Employment Services
- G** – WoodGreen Youth Job Centre
- H** – Adult Day Program
- J** – Volunteer Services

