

ANNUAL REPORT

2021/22

SMILE CANADA -
SUPPORT SERVICES



A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Greetings of Peace,

This past year was unique and complex; the COVID-19 pandemic disproportionately affected children with disabilities and their families, where access to essential resources essential for their development became limited. Witnessing these barriers, we launched a Hospital Support Group and collaborated with incredible organizations, including Sick Kids, Children's Treatment Network, Ontario Para Network, and Parents of Black Children. We continued our annual technology drives, expanded our scholarship program, and launched a Hospital Support Program for SMILE children and youth.

Together, we adjusted to the second year of a virtual environment and continued to provide our mother's and father's support groups, youth check-ins, therapy groups, community conversations and intersectionality series, arts and crafts sessions and more.

With the support of countless volunteers, we further expanded our food and hygiene deliveries to meet the needs of SMILE families. We provided virtual support, respite and therapy services, and adaptive equipment.

With the help and dedication of our incredible staff, volunteers, SMILE families, and supporters, we carried out impactful change and accomplished many goals. We look forward to another year of success with your support!

Sincerely,
Sukaina Dada
Executive Director

VOLUNTEER BOARD OF DIRECTORS



Bilal Khan is the Manager of the Analytical Unit at the Ministry of Solicitor General. He contributes heavily to the development of our organization and continues to work behind the scenes for SMILE.



Sharmin Sadia is an accountant who is an integral part of the SMILE team. She is involved in helping us execute big events and plays a major role in organizing SMILE's financial records and budget. Her energy and passion for SMILE exudes into the work that she does and we are so grateful to have her on our team.



Fatema Dada is a practicing human rights lawyer and she is on the council of the Ontario Human Rights Commission. She is one of the first board members of SMILE and has been heavily involved in program development and SMILE initiatives since 2008. Fatema is passionate about SMILE and our causes, and continues to be vocal about disability justice.



Fatima Mussa is a public health professional who is currently a Project Coordinator at the CIHR's Institute of Population and Public Health. She has experience in community based research and is an advocate for the refugee and immigrant community in Toronto. Her skills and experiences are incredibly important and beneficial to our organization.



Asma Bala is a Toronto-based lawyer with McCarthy Tétrault LLP who joined the SMILE board in 2018. She is passionate about social justice causes including mental health and disability, and through her experiences working for our board, she has been a great asset to the SMILE team.

ABOUT

SMILE Canada - Support Services is an organization that has provided necessary culturally-responsive support to children with disabilities for the past 10 years. SMILE strongly values and encourages inclusivity and accessibility for all the diverse members of the organization and the families we serve. We create events tailored to our communities' expressed needs and bridge barriers to accessing important resources for childrens' social, emotional, and academic growth. Our organization is built on and guided by principles of equity and transparency as we focus on eliminating barriers experienced by SMILE children, youth, and families. Our services and programs are designed to cater to our diverse families' backgrounds and experiences such as awareness campaigns, life skills workshops, financial aid assistance, needs assessments, service navigation, providing gifts and resources, parent support groups, and connecting with community organizations to further support child wellness for our families.

MISSION

SMILE Canada - Support Services is a registered Canadian charity dedicated to supporting racialized children and youth with disabilities and their families. SMILE's focus area is diverse Muslim communities including refugee and new immigrant families.

VISION

Our vision is that all children are welcomed and included in all activities, spaces and services.

SMILE STAFF



PROGRAM COORDINATOR
ZULFIQAAR BAKSH



PROGRAMS ASSISTANT
SAKINA RAHIM

Zulfiqaar and Sakina are responsible for the development and delivery of SMILE programs and events. They are in charge of community outreach and engagement of our registered SMILE families. They also coordinate awareness training and workshops within the community. In addition, they assist with grant writing and community fundraising for SMILE's program initiatives. They provide logistical and technical assistance to the Executive Director, Board Members, Assessment Team, Volunteer Coordinator, and SMILE team leads.

MARKETING COORDINATORS



MALIHA BHUTTA-KHAN



IMAN DIRIE

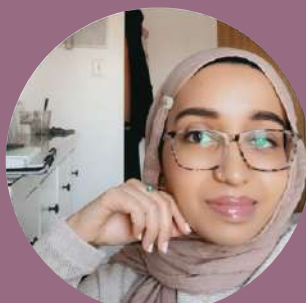
In their role as the Marketing Coordinators, Maliha and Iman are responsible for overseeing SMILE Canada's marketing and communication, branding, maintaining SMILE Canada's social media, and connecting with the community. They also work closely with the Program Coordinator and Programs Assistant for fundraising and programming initiatives.

SMILE STAFF

SERVICE NAVIGATORS



**DIRECTOR OF
SERVICE NAVIGATION
RAIAN OTHMAN**



NIDA KHAN



MAHNOOR RIZVI



WAEAL AL-ASSAAD

In their role as a Service Navigators, Nida, Raian, Wael, and Mahnoor are responsible for connecting families with our community resources. They assist SMILE families in accessing funding and services, and connect them with team leads, as well as collaborating with SMILE's Healthcare Advisory Committee. They conduct non-diagnostic assessments to determine any social or financial family needs, and then work to connect families to resources that help to meet the said needs.

Nida, Raian, Wael, and Mahnoor also reach out to SMILE families and inform them of upcoming events and opportunities that can meet their needs and support their goals during the COVID-19 pandemic.

EDUCATION & OUTREACH COORDINATOR



MARYA BANGASH

In her role as the Education and Outreach Coordinator, Marya provides SMILE's Staff and Board Members with strategic guidance about community outreach and engagement. She works closely with SMILE's Executive Director, Sukaina, to liaise and engage with stakeholders in the community.

SMILE STAFF

EXECUTIVE DIRECTOR



SUKAINA DADA

In her role as the Executive Director, Sukaina provides strategic direction and vision to SMILE Canada - Support Services. She ensures that the obligations under the Not-for-Profit Act of Ontario and that CRA requirements are fulfilled. Sukaina oversees all of SMILE's programs and delivery including the Service Navigation Team. This includes a close evaluation of all the programs and projects, ensuring that they are transparent and in-line with the statement mission and goals of the organization. Sukaina oversees all financial operations including but not limited to contracts, invoicing, and charitable contributions management.



SMILE DURING COVID

SMILE aims to support families who have children and youth with disabilities that come from racialized and marginalized communities. COVID-19 has disproportionately impacted SMILE families in numerous ways including but not limited to: financially, emotionally, mentally, socially and physically. The pandemic has disrupted ongoing daily routines and put a sudden end to many of the resources families and children need in order to follow government COVID-19 protocols. As we are currently seeing a loosening of COVID-19 restrictions and a gradual opening in the province of Ontario, many families are still experiencing the after-effects of the pandemic. In response to the needs of children, youth, families, and community, SMILE is proud to continue to provide virtual support as well as a hybrid of in-person support, programs and services to all families.

WHAT DID WE DO ?



WELLNESS CHECK-INS

The Wellness Check-In Program has been instrumental to the success of SMILE programs and services during the pandemic. Every week from March 2020 to August 2020, SMILE staff and volunteers have called 300+ families at the time to ensure that they were receiving the necessary support they require during this time. These calls allowed us to assess the needs and barriers that SMILE families face, including but not limited to: restricted access to food, diapers, technology and more. As we reflect back on another virtual pandemic year, we were able to conduct many calls to registered families to better understand their needs and wants and adapted our programs and services accordingly.

As a result of the ongoing COVID-19 pandemic, SMILE's team noticed during the wellness check ins that many parents and caregivers were in need of tools and strategies to cope with their children's behavior that was affected by COVID-19. The Parent Coaching Program was established with the support of IDRF and the United Way Local Love Fund to give parents the opportunity to have 1-1 coaching sessions with a leading healthcare expert. The purpose of the Parent Coaching Sessions were to provide parents with the necessary tools and strategies to help with their child's behaviours that may be related to a lack of structure or routine during the COVID-19 pandemic. Through these strategies, the goal is to create meaningful and lasting change with their child through positive parenting. Each SMILE parent or caregiver was matched with a qualified therapist to better assess their child's current needs and positively reinforce routines and goals into the child or youth's life that were otherwise disrupted by the pandemic.

"What I found most useful about these parent coaching sessions was that the therapist was able to gear her techniques towards my son's needs. Sensory processing disorder does not have a one-size-fits-all solution. The therapist was able to address specific issues my son was struggling with to help him improve his day-to-day life during these trying times."



TECHNOLOGY DRIVES

SMILE launched a technology drive at the beginning of the pandemic to help connect families to online resources during this period of social distancing. This negatively affected many SMILE children and parents who did not have access to technology, making online learning difficult. In response, we continued to increase our tech drives and are proud to have provided our third tech drive to meet the ongoing needs and access to online resources for all r SMILE families.

SMILE launched a technology drive at the beginning of the pandemic to help connect families to online resources during the period of social distancing. Many children and youth transitioned to online learning due to early school closures as a result of the pandemic, however many SMILE families did not have access to technology. Through SMILE's Wellness Check-In calls, the Assessment Team found that many families were struggling to connect to online resources. Through SMILE's technology donation drive, SMILE successfully provided over 150 devices including iPads, Amazon Fires, Laptops and Desktops to families with an expressed and identified need at the discretion of SMILE's Assessment Team.



DAILY ESSENTIALS DELIVERIES

As part of our emergency COVID relief efforts, SMILE began Essentials Deliveries for SMILE families who have asked for assistance. We received hygiene kits from Islamic Relief Canada that included necessities such as baby wipes, cream, deodorant, toothpaste, antibacterial wipes, dish soap and more for SMILE families. In addition, we understood the restricted access to other necessities due to financial reasons and so we have continued to provide diapers and pediasure all over the GTA. We proudly partnered with many community organizations including Muslims Association of Canada (MAC), ASK Foundation, Sakeenah Homes, Healing as One, Islamic Relief and Penny Appeal Canada to provide identified needy families with perishables, non-perishables and hot meals. We also connected with SickKids, Children's Treatment Network, Ontario Para Network, and Parents of Black Children and launched a hospital support program to provide support to families that have children facing critical illnesses and/or disabilities. SMILE assists families by providing parent/caregiver wellness packages and toolkits, child wellness packages, financial assistance in the form of subsidized parking and meals, and more.



VIRTUAL PROGRAMS

SMILE has adapted around the physical restrictions of the COVID-19 pandemic by providing all programming online in order to comply with social and physical distance measures. Using the Zoom platform, we hosted mom's groups, therapy groups, and educational sessions with leading healthcare professionals geared towards parents and children on topics ranging from communication, social skills and dealing with anxiety. In addition, SMILE hosted multiple virtual Youth Check In Calls, Story Times, Nasheed and Quran Circles with Wafiq Syed, Eid Cards arts & crafts with Natasha Khan, parent check ins during Ramadan with Adam Ghemraoui, community conversations with executive director of the Islamic Center at NYU, Imam Khalid Latif, mom's fitness and nutrition groups with Carly McEnaney, and more. We launched our year-long intersectionality series covering important topics such as resisting and healing colonialism, ableism, sexism, gender violence, and Islamophobia. This year, we further diversified our events and programs to cater to the unique needs and goals of diverse SMILE families.

SMILE PROGRAMS

YOUTH EVENTS

For registered SMILE youth, we run programs like paint day, movie events, and bowling nights. SMILE youth are always partnered up with a SMILE volunteer so that they can get to enjoy activities. This program was created for youth to integrate and socialize with one another and enjoy each other's company. During COVID-19, SMILE began running online monthly Youth Check-Ins to keep youth connected to one another while practicing physical distancing.

KIDS EVENTS

One of the main goals of our organization is to create inclusive and accessible events. SMILE hosts kids events that provide children with a safe space to socialize, interact and engage with one another while giving parent's time to socialize as well. Some examples of events include Movie Night, Outdoor Activities such as bubbles, hula hoops, soccer, and a Fall Fair. During COVID-19, SMILE has hosted Story Time with SMILE, an online interactive book club for children with disabilities and their siblings.

ASSESSMENT TEAM

The Assessment Team at SMILE consists of twelve allied educational and healthcare professionals who work with SMILE on a voluntary basis. The individuals on this team are from diverse areas and are a vital part of the team. Their role includes an informal, non-diagnostic meeting with new families and identifying the needs and concerns that incoming families might have. The intake meeting that the assessment team conducts provides SMILE with the insight on how to support the families and their individual goals for their family taking into account their diverse backgrounds and supports that they require such as: social, informational, financial and more. The assessment team also provides Service Navigation to families in a culturally relevant manner, compiling useful resources for families and providing input on events and programs that help optimize the experience of SMILE children, youth and their families.

ACCESSIBLE RAMADAN CAMPAGIN

REFLECT. INCLUDE.
MAKE CHANGE.

This Ramadan, we asked families to start a dialogue about acceptance and inclusion with their children. During the holy month, everyone felt isolated and removed from their community because of the COVID-19 pandemic. For the past six years, every Ramadan, SMILE has implemented accessible Ramadan tips for our mosques and community centres so that they can adapt to making their spaces accessible and inclusive for all Muslim families. The purpose of this campaign is to create awareness, educate the community about accessibility and inclusivity, and help make our places of worship an environment that everyone can use. SMILE had a record year in fundraising, collecting more than double our goal *Add Amount Raised during Ramadan*, thank you to everyone who donated to SMILE's Ramadan Campaign!

THERAPEUTIC ACTIVITIES

SMILE has worked to provide many opportunities for therapeutic activities for kids throughout the year and virtually during the pandemic. In March, SMILE launched a virtual book club encouraging children and youth to read during this time. SMILE hosted a four week Soccer Clinic and nine yoga therapy sessions for children and youth with Restorative Yoga Therapist Bridget Doan. In addition, SMILE has hosted other therapeutic events and activities for children and youth such as Skating Night and Paint Night.

FINANCIAL ASSISTANCE SCHOLARSHIPS

The Financial Assistance and Scholarship Program is for registered SMILE families. The financial assistance program provides assistance with respite, therapeutic activities, assistive technology and adaptive equipment with funding ranging from \$200-\$2000. In the past year, SMILE awarded 189 scholarships to SMILE families which was more than double the number from the 2018-2019 year. The SMILE Assessment Team awards scholarships through an anonymous voting process for determining eligibility and the amount awarded to families.

"I am a single mother with 3 children with disabilities. I found the SMILE scholarship to be really beneficial for my children and I. My children needed assistive tablets and it was tough to afford buying 3 of them, but thanks to the SMILE scholarship, I was able to buy it for them"

MOTHER'S & FATHER'S GROUP

In recent years, the SMILE Mom's and Father's Group has expanded by region: East, West, and Durham. Most recently, SMILE created a Syrian Mom's Group. The SMILE Mother's and Father's Group is an important support system that allows SMILE parents to have a chance to interact, socialize and have support from fellow parents which has been especially important during this time of social isolation. This past year, SMILE hosted 17 groups and created Facebook Lives geared towards the unique needs of SMILE parents during this time. Further, this group is an opportunity for mothers and fathers to get together while doing fun activities like yoga, art workshops and provides emotional and social support to SMILE families.

SUPPORTERS

In the past year, SMILE has been selected as charity partners for a couple of fantastic community organizations. Being Me Canada partnered with SMILE during the month of Ramadan to bring light to our Ramadan Topic “Reflect. Include. Make Change.” through a series of events which included: Ramadan Tips from SMILE’s long time volunteer and now Fundraising Manager, Samera Munir, Story Time with SMILE featuring SMILE mom Khadija Zafar and sons Adam and Esa Breadner and “Coffee Therapy” with SMILE mom, Lindsay Ahmed and SMILE’s ED, Sukaina Dada. In addition, Penny Appeal Canada awarded SMILE \$56,000 for scholarships and support.

SMILE STATISTICS & IMPACT



360+
Food
Deliveries



28 Therapy
Groups



15,000 Wellness
Check-Ins



60 Intake
Interviews



184 Financial
Scholarships



1128 Essentials
Deliveries



36 Virtual
Events



15 Youth &
Kids Events



150+ technology
devices



17 Mother's
Support
Groups



33 Educational
Workshops



INCREASE IN GRANTS
57% INCREASE FROM
LAST YEAR



99+ Events



14 on Healthcare
Advisory Committee



8060 Education Impact

SMILE STATISTICS & IMPACT

Twitter Stats

9668 Impressions

Instagram Stats

1714 Reach
140 engagements

300+
Volunteers

Supporting families
in 10+ languages

Provided \$140,000
in financial
assistance
scholarships in 2021

**13 Fundraising
Events**

**\$206.21 average
donation**

COVID-19 Educational
Tip-sheets

**SMILE
Mom's
Stories**

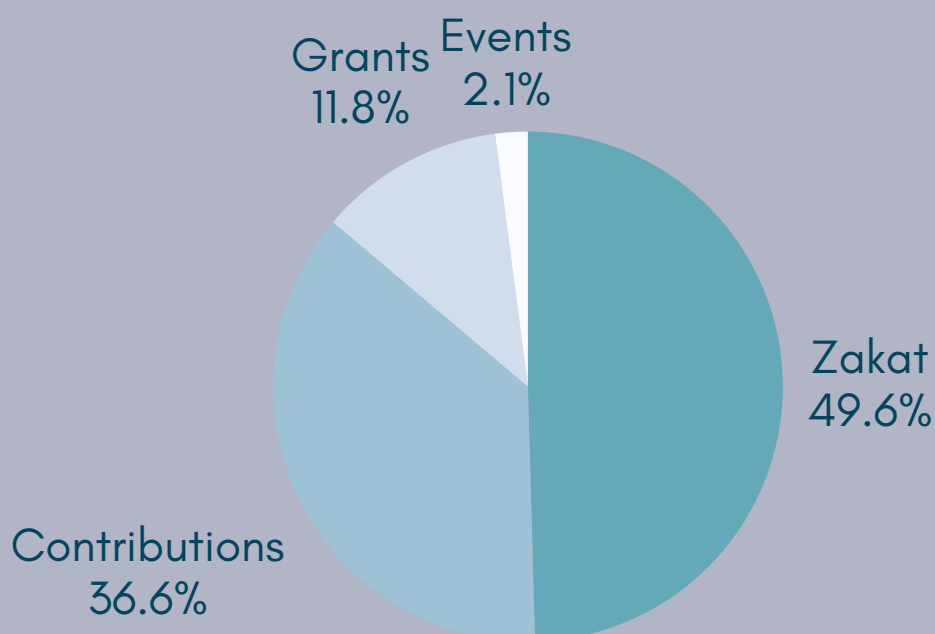
Disability Awareness
Campaigns

ONGOING Social
Media Awareness

SMILE REVENUES

REVENUES - JUNE 30, 2021

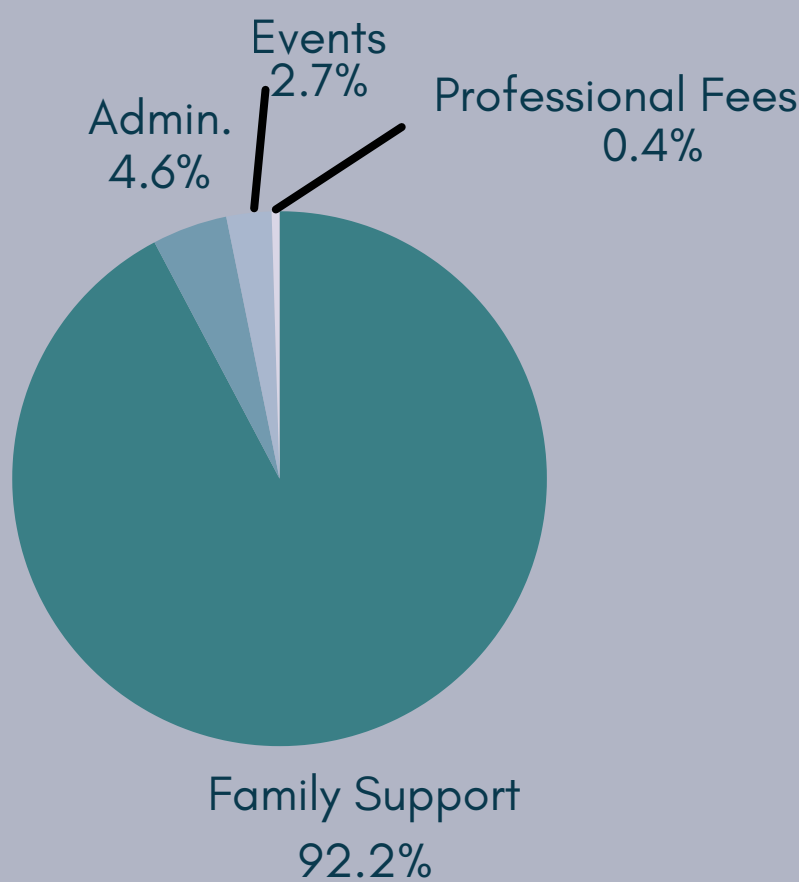
Zakat	-	\$254,099
Contributions	-	\$187,705
Grants	-	\$60,437
Events Fundraising Revenue	-	\$10,568
Total	-	\$512,809



SMILE EXPENDITURES

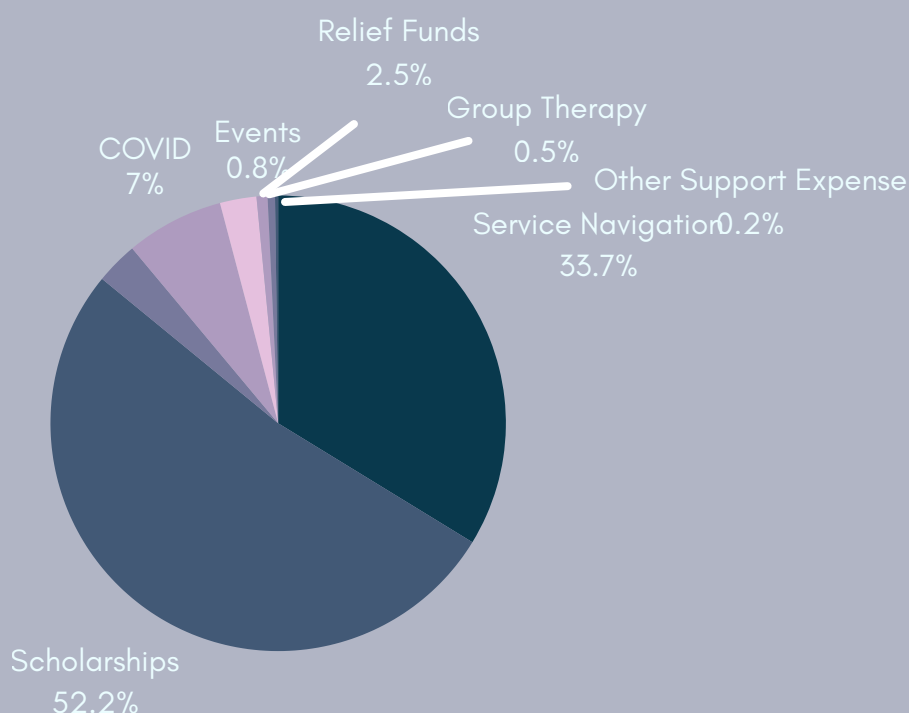
EXPENDITURES - JUNE 30, 2021

Family Support Services	-	\$484,823
Administrative Expenses	-	\$23,920
Fundraising Event Costs	-	\$14,322
Professional Fees	-	\$2,500
Total	-	\$525,565



SMILE FAMILY SUPPORT SERVICES

Assessment Program & Service Navigation	-	\$163,561
Scholarships	-	\$252,948
Parent Coaching Therapy	-	\$14,539
COVID Expenses	-	\$33,725
Emergency Relief Funds	-	\$12,572
Parent & Youth Events	-	\$3,766
Group Therapy Programs	-	\$2,541
Other Family Support Expense	-	\$12,572
Total	-	\$484,723



THANK YOU COMMUNITY ORGANIZERS

penny**appeal** **canada**

small change. **big difference**



**ISLAMIC
RELIEF
CANADA**



United Way



**HUMAN CONCERN
INTERNATIONAL**



ICNA



**National Zakat
Foundation™**



**TAWHEED
COMMUNITY CENTRE**

A MESSAGE FROM THE SMILE TEAM



On behalf of SMILE Canada - Support Services, we express our gratitude in receiving your funding. This year could not have been accomplished without your support and assistance.

Thank You.

LAST YEAR'S EVENTS

smile

COVID-19 Winter Toolkit



SMILE IS WORKING WITH FANTASTIC LOCAL VENDORS TO CREATE WINTER TOOLKITS FOR FAMILIES OF CHILDREN AND YOUTH WITH DISABILITIES.

ALL FAMILIES WILL RECEIVE A WINTER TOOLKIT FULL OF SURPRISES AT THEIR DOORSTEP!

STAY TUNED ON SMILE'S SOCIAL MEDIA FOR MORE INFORMATION!

THIS PROGRAM IS FUNDED BY THE UNITED WAY - EMERGENCY COMMUNITY SUPPORT FUND

United Way
Greater Toronto

smile

BEHAVIOURAL SUPPORT FOR KIDS

TIPS TO HELP KIDS WITH ONLINE LEARNING AT HOME



Aliya Rahim, MA, BCBA, Ph.D. Candidate, Applied Behavior Analysis



Bridget Doan, Paediatric Nurse Practitioner, Psychotherapist, MN

Join us on **Friday, January 22, 2021, at 9PM** on Facebook Live for Behavioural Support for Kids.

The conversation will provide parents and caregivers with tips to help their child adapt to online learning at home during the pandemic.

smile

MOM'S GROUP

LANGUAGE ENHANCEMENT DURING PLAYTIME



ABEER SHIHADEH, SPEECH PATHOLOGY ASSISTANT

Join us for tips on how to enhance your kid's language during everyday activities and playtime.

Please note: this session will be held entirely in Arabic.

Thursday, February 25, 2021 at 9:00 PM on Zoom

To register please visit smilecan.org/events or email info@smilecan.org

smile
CEDARWAY THERAPY

Preparing For Ramadan

when:
Sunday, April 4th 12 PM EDT

where:
[Facebook.com/smilecanada](https://facebook.com/smilecanada)



Adam Ghemraoui
MA, Psychologist

Supporting My Mental Health

Part 1

Visit smilecan.org/events to learn more

smile

Geometric Art Class

with Farooq Zia



Join us for the second session of a special Geometric Art Class where Farooq will go over the basics of using tools to create repeating patterns, using watercolours and more!

Saturday, January 30, 2021 at 3:00 PM on Zoom.

To register, please visit smilecan.org/events or email info@smilecan.org

smile

World Autism Day

Arts & Crafts with Natasha Khan



When: Sunday, March 28th, 1 PM EDT

Where: Zoom

To register please visit smilecan.org/events or email info@smilecan.org

Ages 4-12

INTERNATIONAL DAY OF PERSONS WITH DISABILITY

REAL TALK

WITH IMAM KHALID LATIF

DECEMBER 2ND 7PM EST

JOIN ON SMILE FACEBOOK LIVE WITH MARYA BANGASH




smile

smile

Upcoming this Jummah...

Inclusion in Muslim Spaces!

December 3rd, 1:30-2:30PM EST
SMILE Facebook LIVE



Maryam Amir



Sukaina Dada



Marya Bangash

smile
Ramadan Roots

Community Conversation

DIVERSITY & INCLUSION IN OUR SPACES



IMAM KHALID LATIF
EXECUTIVE DIRECTOR OF THE ISLAMIC CENTER AT NYU

DATE: APRIL 30TH
TIME: 7:00 PM EDT

WHERE:
[FACEBOOK.COM/SMILECANADA](https://facebook.com/smilecanada)

STAY IN TOUCH



[WWW.INSTAGRAM.COM/UNITEDWESMILE](https://www.instagram.com/unitedwesmile)

INSTAGRAM FOLLOWERS: 4,587



[WWW.TWITTER.COM/UNITEDWESMILE](https://www.twitter.com/unitedwesmile)

TWITTER FOLLOWERS: 1,619



[@SMILE.CANADA](https://www.tiktok.com/@smile.canada)

TIKTOK FOLLOWERS: 66



[WWW.FACEBOOK.COM/UNITEDWESMILE](https://www.facebook.com/unitedwesmile)

FACEBOOK FOLLOWERS: 33,755



[SMILE CANADA YOUTUBE](https://www.youtube.com/unitedwesmile)

YOUTUBE SUBSCRIBERS: 100