

Strengthening Families is our Business



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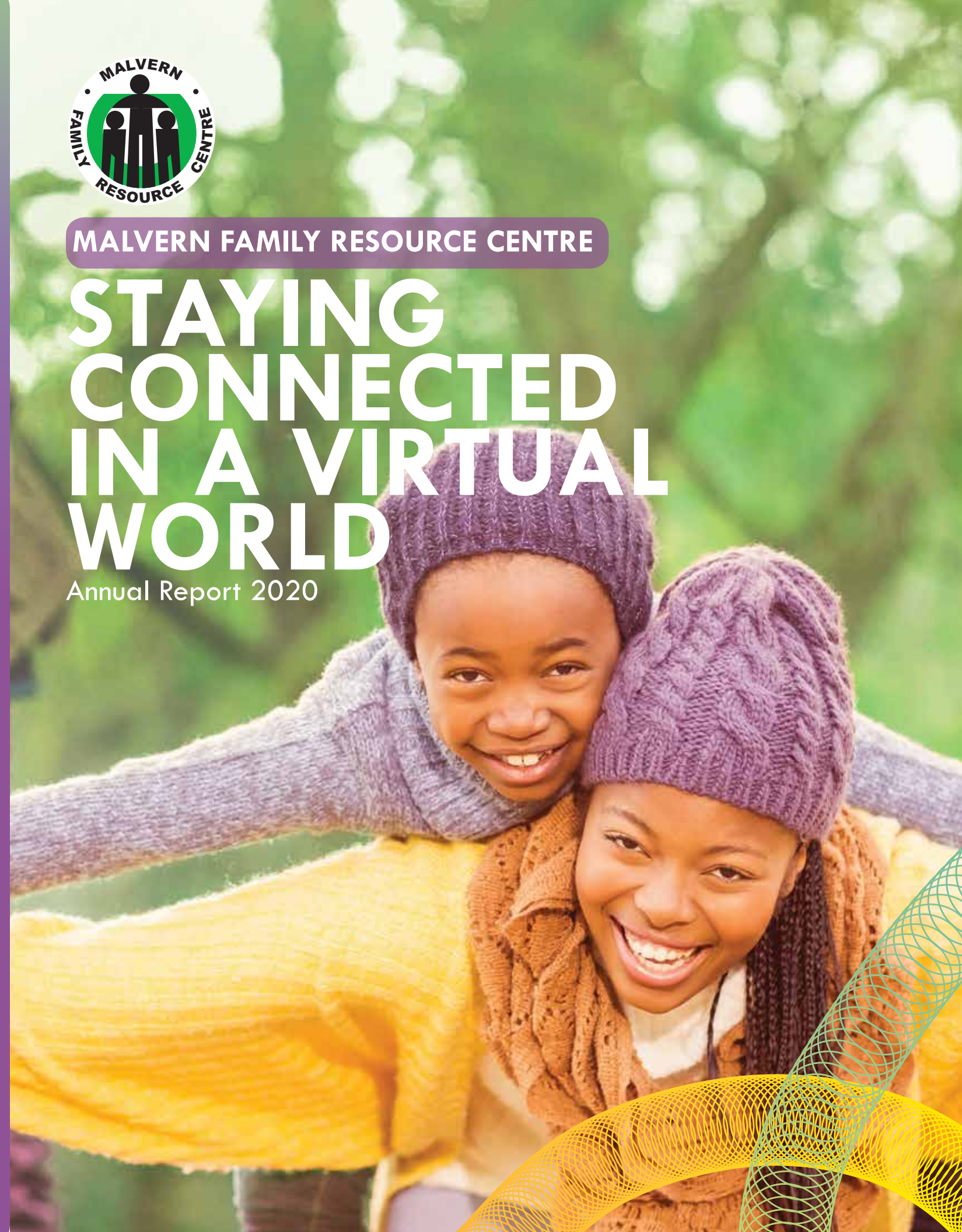
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MALVERN FAMILY RESOURCE CENTRE

STAYING CONNECTED IN A VIRTUAL WORLD

Annual Report 2020

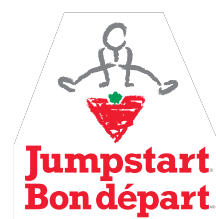


“Malvern Family Resource Centre (MFRC) is committed to strengthening families and residents through inclusive, innovative, and effective programs and services in North East Scarborough.”

Our Funders



Our Partners



Message from the Executive Director and Chairperson, Board of Directors

Reflections...

As we look back on an unprecedented year, we have to thank our incredible staff team for their resiliency during a pandemic. This team of employees has set us apart from other organizations. They became innovative and adapted their programs to meet the changing needs that the pandemic brought on. Our staff have been our ambassadors in this community and their commitment to the participants and clients is strong as they continue to support them during these difficult times.

We must acknowledge that 2020 was a very challenging year. We were unable to meet our targets for many programs, especially our After-School programs. On the other hand we exceeded our targets in some programs including our Tamil Seniors, Let's Discuss it and EarlyON programs as more people became familiar with the ZOOM technology, which is the platform we use to deliver our programs.

The funders have also recognized that it was a very difficult year for us to deliver in-person programs and have been extremely supportive as we continue to use different methods to engage and reach out to participants.

As the outgoing Executive Director, I thank the staff and Board members for their tenacity and dedication to Malvern Family Resource Centre. It has been a great privilege and honour to serve as Executive Director for the past 35 years at one of the most prestigious social service organizations. I was able to meet and work with some of the finest employees and volunteers, who have helped me grow and learn through my journey.

Sincerely,



Girmalla Persaud
Executive Director

As the Chairperson of the Board I also congratulate the staff as they did a stellar job during those most confusing and difficult months.

I would like to thank Girmalla Persaud for her 35 years of service with the organization. She is leaving quite a legacy in this community and we take this opportunity to thank her for her great leadership and innovative ways to continuously grow the agency. Her work has had tremendous impact in the community and she will definitely be missed.

I have been working with Girmalla as a board volunteer off and on since 1994 and would like to congratulate her on her retirement. It is a well earned rest. I loved working with her as she is a very smart leader of her staff. She also worked very hard so I did not have to do very much to help her except cheer her on. She lived and breathed MFRC. I remember being on the phone with her trying to solve the problems of the centre at 1 a.m. Girmalla I don't think you have to look too far to see why the hard work was worth it; to see the fruits of your dedication. I am sure everyone would also like to thank your husband for allowing you to put so much attention on MFRC.

Don't rest for too long though. The world needs people like you.

We have many new things to look forward to as we welcome our new Executive Director, Ed Castro to Malvern Family Resource Centre. With his wealth of experience, he will bring new growth to the organization.

Respectfully,



Dr. Sheridan Cyrus
Chairperson, Board of Directors

STAYING CONNECTED WITH MALVERN

In 2020, we were experiencing a world wide pandemic and we had to respond quickly to ensure we stayed connected with the community. We quickly adapted and moved all services to virtual/online/telephone delivery. During these uncertain times, we continued to identify evolving social, financial, and health needs and had to be responsive to these emerging needs. Most of our Youth programs were delivered online using social media. In addition, we exceeded our targets in our EarlyON program by approximately 8,000 and 19,000 in our Tamil Seniors programs. The following are the services we offered to stay connected with the Malvern community:



VIRTUAL PROGRAMS

MFRC created virtual programs to keep in touch with our participants and to engage them in activities to meet their needs.



TELEPHONE CALLS

Phone calls were made to participants to support those who are in isolation.



FOOD PACKAGES

Food packages were delivered to the community for those in need.

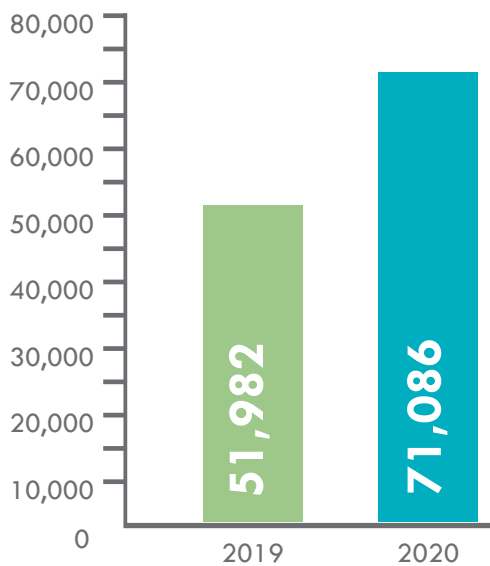


SOCIAL MEDIA PROGRAMS/RESOURCES

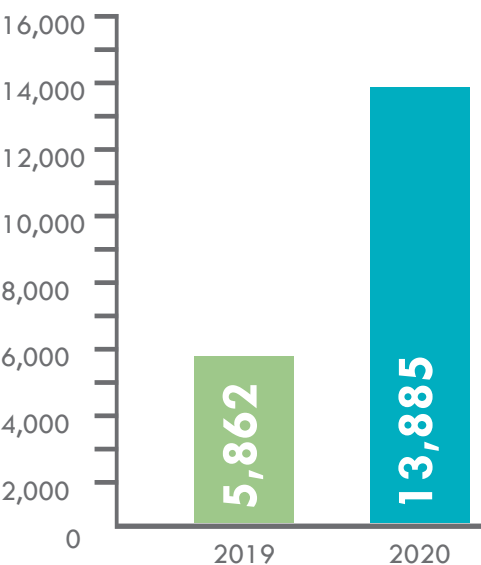
MFRC created various programs to help participants keep up with their fitness, and mental health.

STAYING CONNECTED...

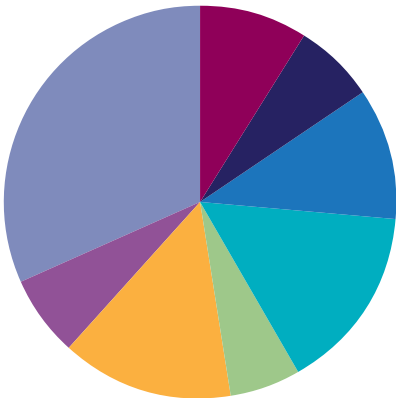
EARLY YEARS ATTENDANCE



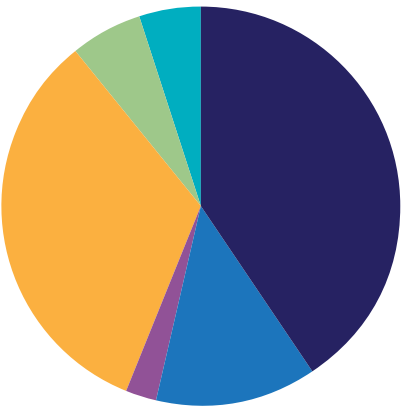
TAMIL SENIORS ATTENDANCE



TOTAL 2020 VOLUNTEER HOURS - **7,745**



TOTAL 2020 ATTENDANCE - **174,619**

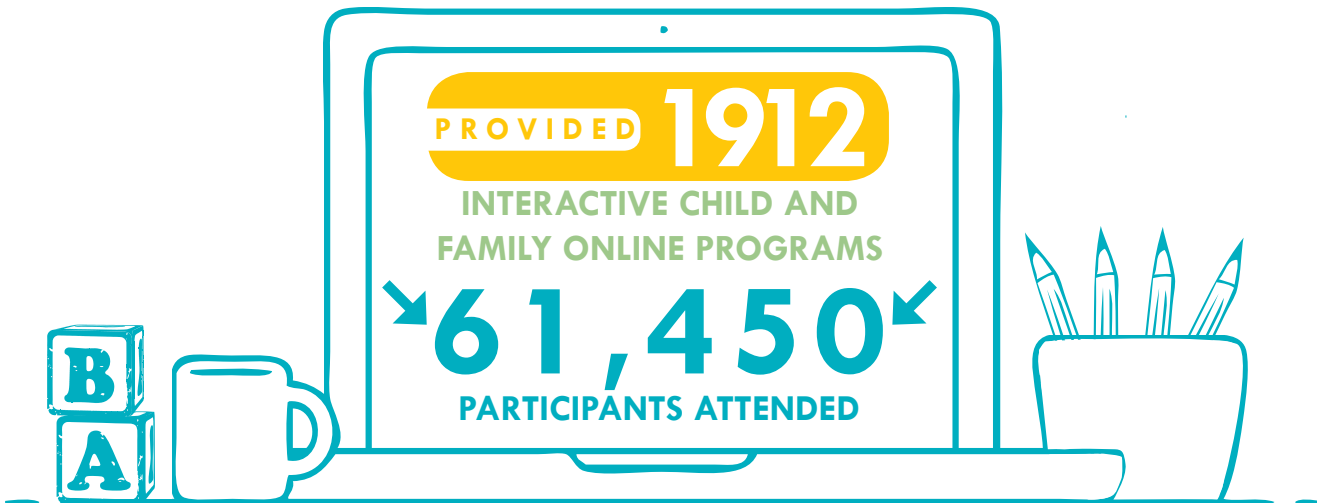


- Our Strong Neighbourhood
- Newcomer & Settlement
- Seniors
- Women's Place
- Youth
- Middle Years
- Early Years
- Board

OUR IMPACT

EARLY YEARS

In 2020, we offered our programs online. Families were able to access the programs through zoom. The staff stayed connected with the families doing daily phone calls and providing them with resources during the pandemic. The families appreciated the staff doing the daily check in to make sure they were staying safe and managing okay.



FACILITATED **65** PARENTING WORKSHOPS

STAFF MADE **4173** PHONE CALLS TO CHECK IN WITH FAMILIES

MIDDLE YEARS

In 2020, we offered a successful online Virtual Summer Camp. We also offered two in-person Summer Camps that followed the COVID-19 protocols. Our After School program was offered virtually and in person at the schools.

836 HOURS VOLUNTEERED BY 37 VOLUNTEERS

OUR IMPACT

WOMEN'S PLACE

In the beginning of COVID-19, women attending our programs felt uncertain, anxious and fearful of COVID-19. Now, after several months of joining numerous online programs, their confidence has grown in using these virtual platforms. They are enjoying MFRC programs so much that many are participating in programs each day. Clients told us that Women's Place staff played a major role in helping them make positive changes in their physical, mental and emotional well-being.

STAFF MADE
1685 PHONE CALLS
TO CHECK IN
WITH WOMEN

446 HOURS
VOLUNTEERED BY
54 VOLUNTEERS

 **120** WOMEN WERE SUPPORTED
WITH HOUSING
STABILIZATION SERVICES

FROM
15 TO **140** WOMEN IN OUR
WEEKLY LET'S DISCUSS
IT VIRTUAL PROGRAM

*"MFRC team is amazing.
I have an amazing experience personally.
No matter what the situation I was in,
someone was always there to help out.
Thank you."*

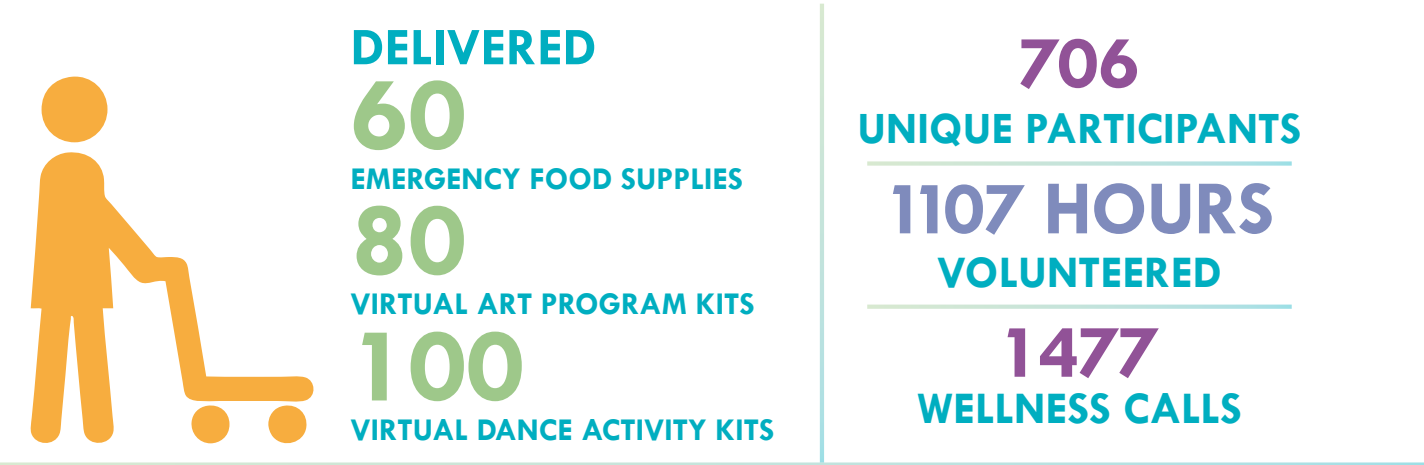
- Women's Place Participant



OUR IMPACT

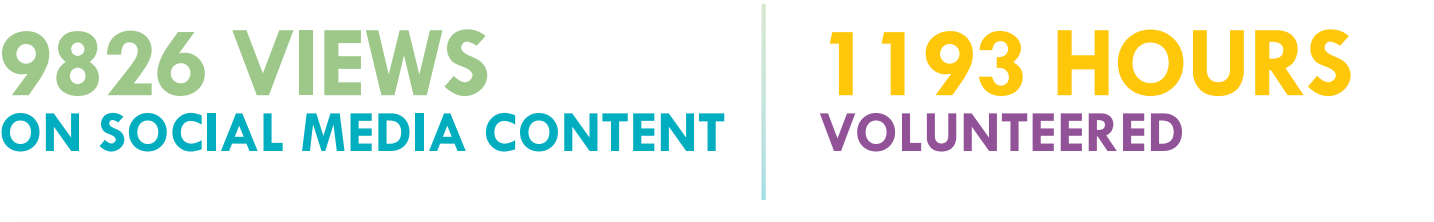
SENIORS CENTRE

From the beginning of the pandemic, Seniors Centre staff contacted all previously registered participants by phone to understand their ability to connect, and resources they might need. To keep participants connected, daily emails were sent with a variety of resources; including video links on programs, mental health support and, COVID-19 updates. In addition, we provided several Seniors with devices, donated by Telus, to help them stay connected.



YOUTH CENTRE

The pandemic posed many challenges to the way programs and services were delivered to youth and residents in 2020. Despite this, staff were able to continue to stay connected virtually with an emphasis on health and safety and adapt programs/services accordingly. The Malvern Youth Cabinet was one program that was able to adapt and continue to meet regularly throughout the year. This group successfully completed the Youth Igniting Change project, in which they delivered presentations around safety to younger youth (pre-pandemic); conducted a safety audit in 4 pockets of the community (summer/fall 2020); as well as host a two day Community Safety Expo virtually in October 2020. They were able to invite guest panelists from different system levels (political, academic, community, police services) to speak upon the issues of safety, crime, COVID-19, and mental health. In addition to adapting programs, staff were able to stay connected with youth by conducting wellness check-ins through phone calls and text messages.



NEWCOMER & SETTLEMENT

Newcomers attended our programs for information & resources, social connection and to relieve loneliness and isolation for their families. We offered virtual programs to youth, adults and families through zoom including events, social programs, skill-building activities, homework support, and volunteer/leadership development. Staff were providing resource lists on the most current information to help newcomers connect to vital supports. Our most needed services were case management and one to one information and referral where we assisted clients with form filling support such as CERB applications, work permit extensions, and study permits.



OUR STRONG NEIGHBOURHOOD

In order to help residents stay connected with one another and their community during the COVID-19 pandemic, the OSN department developed several new initiatives around food access, home gardening, and healthy cooking. The OSN adapted its programming by running a variety of virtual programs including cooking classes, gardening tutorials, and hosting an online community event and open forum. The Malvern Veggie Basket initiative began in July 2020, providing Malvern residents with weekly access to fresh produce grown locally in the community gardens. The vegetables included in the weekly baskets varied and simple recipes were included for residents who might be looking for inspiration in the kitchen.



"The Malvern Veggie Basket was a great program. I was provided with fresh and healthy vegetables along with a tasty cooked dinner. I was able to share my meal with an elderly lady in the neighbourhood who was ill. Good job Malvern!"

- Our Strong Neighbourhood Participant

INDEPENDENT AUDITOR REPORT

NOTES REGARDING ACCOUNTING POLICIES, ETC.

The unused portion of grants received has been set up as deferred income. The amount required to convert this income from cash to an accrual basis is shown in the statement of income and expense.

The prior year figures have been reclassified where necessary to conform to the current year presentation.

Complete financial statements, including related explanatory notes, are available at the office of the Centre.

AUDITOR'S REPORT TO MEMBERS

I have examined the financial statements of the Malvern Family Resource Centre as of December, 2020 and for the year then ended.

These financial statements include a statement of financial position and statements of revenue and expense and unrestricted net assets, restricted net assets, cash flow and notes to the financial statements. I have reported on April 19, 2021 with a statement to the effect that I was not able to make a complete examination of all revenue, since in common with many non-profit organizations, the Centre receives numerous small cash donations which are not susceptible to complete examination. Accordingly, my verification of the income was limited to the amounts recorded by the Centre.

In my opinion, the accompanying condensed balance sheet and condensed statement of revenue and expense and net assets fairly summarize the related information contained in the financial statements examined by me.



G.J. Westfall CPA Licensed Public Accountant
April 19, 2021

CONDENSED STATEMENT STATEMENT OF FINANCIAL POSITION

As at December 31

CURRENT ASSETS
Cash & equivalents
Other current assets
LONG TERM INVESTMENTS
PROPERTY AND EQUIPMENT

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES
Accounts payable and accrued liabilities
Current portion of mortgage payable
Deferred income from grants
MORTGAGE PAYABLE
DEFERRED GRANT
RESTRICTED ASSETS
UNRESTRICTED NET ASSETS

STATEMENT OF OPERATIONS AND UNRESTRICTED NET ASSETS

For the year ended December 31

REVENUE
Grants from funders
Registration Donations, Fundraising & Memberships
Total Revenue
Expenses
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES BEFORE OTHER ITEMS
Amortization of property and equipment
Amortization of deferred grant
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES
UNRESTRICTED NET ASSETS, beginning of year
Transfer from Restricted Fund
UNRESTRICTED NET ASSETS, end of year

STATEMENT OF CHANGES IN RESTRICTED NET ASSETS

For the year ended December 31

Balance, beginning of year
Transfer to (from) Unrestricted Assets
Transfer from Unrestricted Assets
Balance, end of year

See accompanying notes to financial statements.

MALVERN FAMILY RESOURCE CENTRE

2020	2019
\$	\$
533,342	1,199,030
151,166	55,847
684,508	1,254,877
437,091	-
5,337,852	5,514,183
6,459,451	6,769,060

87,979	73,350
91,787	75,053
338,110	373,002
517,876	521,405
527,279	851,221
3,028,970	3,156,950
334,481	420,951
2,050,845	1,818,533
2,385,326	2,239,484
6,459,451	6,769,060

2,746,150	2,639,504
150,323	254,424
2,896,473	2,893,928
2,838,162	2,832,887
58,311	61,041
(183,449)	(187,135)
127,980	127,980
2,842	1,886
1,818,533	1,827,131
229,470	(10,484)
2,050,845	1,818,533

420,951	260,467
(229,470)	10,484
143,000	150,000
334,481	420,951

THANK YOU!

Malvern Family Resource Centre thanks and acknowledges funders, donors, sponsors and partners for their support and contribution in 2020. If your name or company was missed, please accept our sincere apology and gratitude for your generous donation to the agency.

Platinum Donors (\$25,000+)

Layup Basketball

Gold Donors (\$10,000 - \$24,000)

Cascades
Lush Canada

Silver (\$5000 - \$9999)

Dr. Duane & Sharmila Mendis
Dr. Sheridan Cyrus
Parents Engaged in Education
Telus

Bronze (\$1000 - \$4999)

Danny Tijerino Hernandez
Enbridge Gas Inc.
Frontier College
Ontario Realtors Care Foundation
The BLG Foundation
The Children's Book Bank
Thomas And Janet Burns
Toronto Firefighters
Toronto Herb Society

Donors (\$200 - \$999)

Fahmeda Bacchus
Francois No Frills
Girmalla Persaud
Janice Blake
Mastermind Toys
Ramanan Sivasothinathan
Sharon See Man Yeung
Toronto Skate Shop

BOARD MEMBERS

Alan Yu
Anees Munshi
Christine Lui
Darryl D'Souza
David Williams
Nadira Singh
Nafisa Nazarali
Navi Tathgar
Dr. Sherdian Cyrus
Sunny Sidhu
Varsha Patel

MANAGEMENT

Executive Director

Girmalla Persaud

Program Director

Martha Falk

Office Manager

Tim Lam

Children's Programs & Services

Manager

Anusha Narendran

COVID-19 EAP Project

Fiona Griffith

Community & Family Programs &

Services Manager

Amy Semenuk

Youth Manager

Puja Jit