



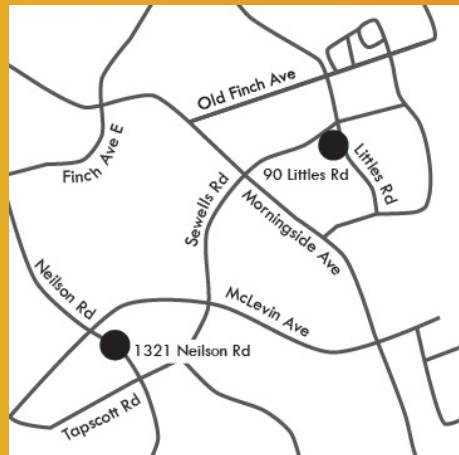
MALVERN FAMILY RESOURCE CENTRE

# ADAPTING TO CHANGE. RESPONDING IN PARTNERSHIP.

Annual Report 2021



Strengthening Families is our Business



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Scarborough, ON  
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Follow us on:

 Facebook @malvernfamilyresourcecentre  
 Instagram @malvernfrc

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

## Our Funders



## Our Partners



# ADAPTING TO CHANGE. RESPONDING IN PARTNERSHIP.

In 2021, our well-established Early Years, Middle Years, Youth, Newcomer, Women and Seniors programs continued to support residents across North-East Scarborough with impactful and responsive programming. In addition, we continued to identify the evolving social, financial, and health needs of our community and respond quickly. MFRC launched four vital programs in 2021:



### VACCINE AMBASSADORS

In partnership with ACSA and the City of Toronto, MFRC rolled-out a community-driven vaccine ambassador program that supported vaccine uptake across Malvern.



### URBAN FARM

In partnership with the Weston Family Foundation, the City of Toronto and others, MFRC had a very successful first growing season at our Urban Farm, providing economic opportunities for 16 farmers and supporting food security and food justice across Malvern.



### EQUITY SUPPORTS

In partnership with the City of Toronto, Malvern Food Bank - Wigwamen Waabnong and local grocery suppliers, MFRC provided mental health supports, PPE and food packages to residents affected by the COVID-19 pandemic.



### STUDENT AND FAMILY ADVOCATES

In partnership with the Government of Ontario, MFRC provided capacity-building and system navigation supports, culturally relevant learning and career pathway exploration opportunities for Black students and their families.

## Messages from the Executive Director and Chairperson, Board of Directors

Malvern Family Resource Centre (MFRC) continued to step forward in 2021 to support our community as it continues to bear the brunt of the health and economic impacts of the pandemic. We adapted our programs and services to meet evolving community needs, while leveraging the expertise, knowledge and energy of residents, volunteers, staff, board, and partners to maximize impact.

As I onboarded into this role in January 2022, I had the opportunity to speak with members about their experiences – families who participate in our EarlyOn and After-School programs, youth who received mental health counseling, newcomers connecting to the community, and seniors who kept physically fit and engaged via Zoom. These programs all adapted to better serve members through this difficult time. But MFRC didn't stop there. We launched new work in 2021 including our COVID response initiative that provided food, mental health supports and PPE to hundreds of residents. In partnership, we initiated vaccine outreach to encourage higher vaccine uptake. Lastly, our Urban Farm had a great first growing season, engaging 16 farmers who grew culturally relevant food for their families and the community.

Our ability to adapt and respond wouldn't have been possible without the flexible support of our donors and partners. Thank you for continuing this journey with us.

The contents of this annual report make clear the positive difference that MFRC's programs and services make. While recognizing these accomplishments, we also acknowledge that we must continue our work to push towards a fair and equitable recovery. Onwards.

Sincerely,



Josh Berman  
Executive Director

Malvern Family Resource Centre (MFRC) has been a vital community hub since 1983, but perhaps the true value of MFRC has never been clearer than it was in 2021. As Chairperson of the Board, I have had the privilege of supporting our leadership team as it continues to adapt, evolve, and strengthen our Centre's response to the COVID-19 pandemic. Our staff facilitated virtual programs from their living rooms, called program participants from their cell phones, and dropped food at their doors. 2021 was a year where we all needed to work differently, adapt to change, and respond in partnership.

While all our programs and services were vital to our community this year, I want to highlight the work of our newcomer team. I know firsthand the uncertainty and anxiety that can come with landing in a new country. Yet, when I came to Canada I didn't land in the middle of an unprecedented pandemic. The settlement service work that the MFRC team has done over the last year has been critical to Malvern's newest residents and has set them on a path to feeling more connected and engaged. Importantly, our newcomer case management and referrals continued throughout 2021, assisting clients with evolving government supports and work and study permit extensions. Thank you to the newcomer team who went above and beyond in 2021.

I also want to acknowledge the work of my fellow board members. This continued to be a year of change at MFRC and the stability board members provided was instrumental in our shared ability to provide responsive and impactful programs and services.

As the pandemic continues to evolve, MFRC will continue to adapt and respond to the needs of our community.

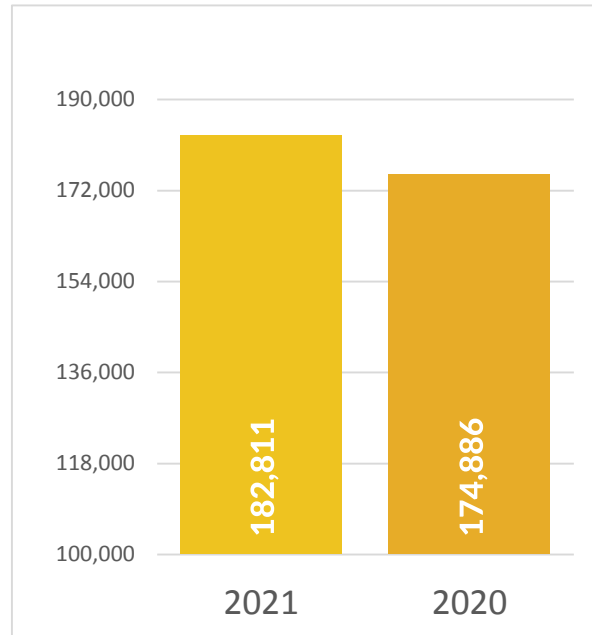
Sincerely,



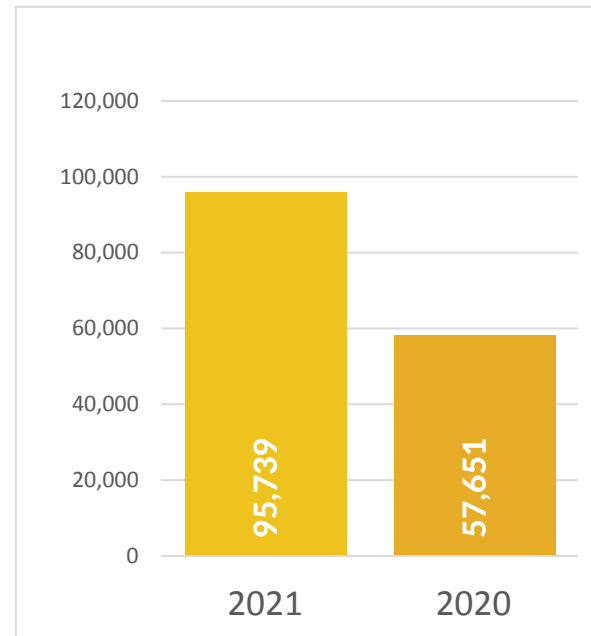
Dr. Sheridan Cyrus  
Chairperson, Board of Directors

# 2021 HIGHLIGHTS

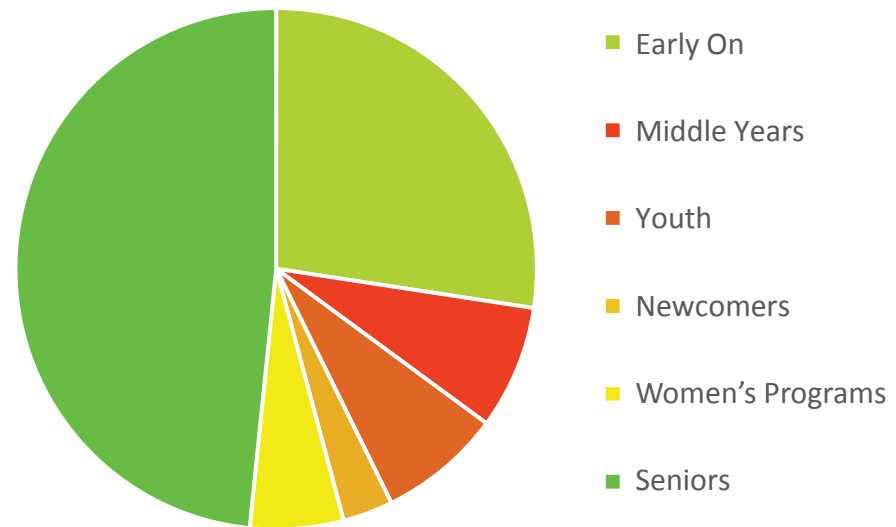
## TOTAL PROGRAM ATTENDANCE



## SENIORS ATTENDANCE



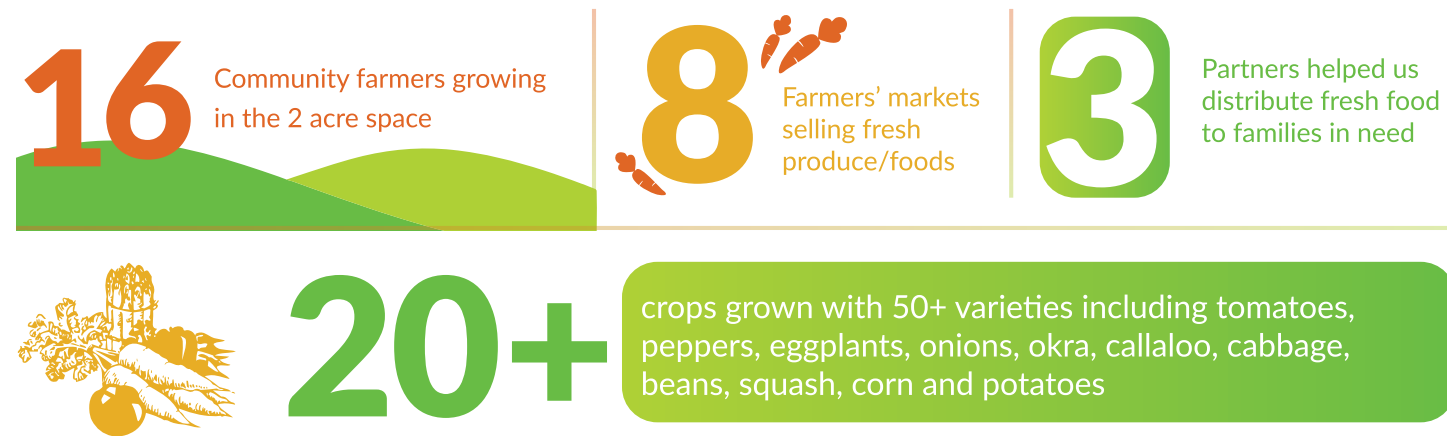
## 2021 PROGRAM ATTENDANCE STATISTICS



# OUR IMPACT

## GROWING TOGETHER

The Malvern Urban Farm, located on Morningside Road between Neilson and McNicoll, had a hugely successful first growing season in 2021, even with the ongoing challenges that the pandemic brought. Rooted in food justice, the ability of all people at all times to access and eat the foods that matter to them in a dignified way, staff, farmers and community members worked together to increase the amount and variety of locally grown food at the Farm. Connecting with diverse networks across Toronto, we worked with amazing partners including Wigwamen Waabnong, Native Child & Family Services Toronto, Malvern Food Security Workgroup, Neilson Park, Blackwell & Littles Road Community Gardens and Foodshare's Flemo Farm to realize our shared dream of increasing access to fresh foods for hundreds of families in North-East Scarborough.



## SFA PROJECT

In 2021, the Student and Family Advocacy (SFA) Project supported Black students and their families in accessing much needed resources including food, housing and childcare, as well as supporting students and their families in navigating virtual learning and addressing social isolation. Despite the ongoing pandemic challenges, the SFA team continued our collaborations with educators and fostered improved learning environments for Black students. We also advocated on behalf of students and their families and provided mediation, where necessary, with local schools and within other community settings to build more equitable opportunities for Black student success.



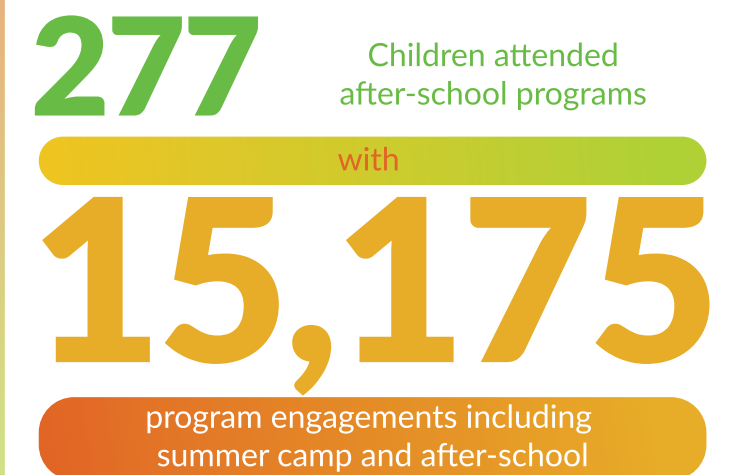
# OUR IMPACT

## EARLY YEARS

In 2021, we delivered quality programs virtually as well as indoor and outdoor in-person programs. Families were able to access a variety of programs over different platforms and continued to build healthy relationships with staff and other participants. We supported families over the past year through one-to-one phone calls and Zoom meetings. Additionally, we provided resources for families and workshops that were needed on an individual and group basis. Resources provided to our participants included fresh food packages, arts and craft materials, COVID-19 kits and children's books. We established a new partnership with Hello Fresh in 2021 who donated 1,500 meal prep kits which were distributed to approximately 700 families. During these challenging times, we have maintained strong relationships with families and created new connections within the Malvern community.



## MIDDLE YEARS



In 2021, we offered highly accessible in-person and virtual after school programs. During points in the year where in-person programming was halted, our dedicated program staff continued to connect with families through phone calls/text and zoom meetings. We also provided resources to families, including gift cards, craft kits, COVID-19 tests, games/activities and books. During this challenging year, we continued to maintain a positive relationship with the school staff and provided high-quality programming for our families.

# OUR IMPACT

## COVID EQUITY PROJECT

In 2021, Malvern Family Resource Centre, in collaboration with the City of Toronto, launched our COVID Equity Project that aimed to mitigate the health, social and economic impacts of the pandemic that our local residents and families continued to face. The COVID-19 Equity Team coordinated linked initiatives to protect and support the most vulnerable community members in Toronto's North-East Scarborough and Malvern neighbourhoods. These initiatives included volunteer engagements, mental health and wellness supports, food and PPE distribution, health and vaccine information sharing and vital support for individuals and their families who had been directly impacted by COVID-19.

### Volunteer Engagement Program:

In 2021, the COVID Equity Team established a volunteer engagement program that provided direct support to local communities. MFRC recruited over 40 volunteers who successfully established a community call line that made over 1,000 calls to at-risk community members.

### Vaccine and Health Information Support:

In collaboration with community health ambassadors, we conducted over 80 health and wellness interventions and follow-ups. Additionally, we hosted COVID-19 vaccine clinics and testing sites, and increased the availability of COVID-19 vaccine information through outreach, workshops and information sessions. The community health ambassadors worked tirelessly in an effort to reduce the fears and impacts of the COVID-19 pandemic in our community.

### Food Packages and PPE Distribution:

The COVID Equity Team distributed over 1,350 food and resource hampers to residents who have been directly impacted by COVID-19.

**45** Local Businesses Engaged

**20** Community Partnerships

**12** Co-operative Housing Partnerships

**12** Mental Health Workshops

**10** COVID-19 Mobile Test Clinics Hosted

**5** COVID-19 Vaccine Clinics Hosted

## YOUTH CENTRE

MALVERN FAMILY RESOURCE CENTRE

Our youth-led department continued to adapt the programs and services we provided to Malvern's young people in 2021 with a focus on combating increasing levels of social isolation and loneliness as the pandemic continued. We launched new and exciting programs in 2021 including ACE (Accessing Connections and Experience), MFRC's first intergenerational program, where youth volunteers were onboarded and trained through a partnership with the Distress Centre of Toronto. The ACE program made weekly check-in calls to isolated seniors in the Malvern community. Through this project, youth connected with seniors through over 800 wellness calls and provided resources, referrals, and social supports. Additionally, the Malvern Youth Cabinet - a leadership and advocacy group supported by the Youth team - focused on supporting Malvern youth through numerous virtual engagements including a two-day mental health event for youth and their families and ongoing discussions regarding household boundaries and relationship dynamics during the pandemic.

**15,000** PROGRAM VISITS

**981 HOURS** VOLUNTEERED

## WOMEN'S PLACE

Women's Place participants continued to adapt to COVID-19 in 2021 by staying engaged within their community and friends through virtual programming and workshops, as well as in-person services when possible. Many program participants saw the benefits of our programs and encouraged their friends to join our social and wellness sessions and our virtual fitness programs. With the rise of intimate partner violence our community is experiencing during the pandemic, our team developed a support group for women where they safely could meet and explore ways forward, learn coping techniques and utilize available resources. As we continued to offer programs during the pandemic, women formed new friendships, completed wellness check-ins with each other, and supported each other during life challenges. This furthered our model of women supporting women.

**313** Referrals provided

**123** Women attended our first virtual International Women's Day event

**956** Women attended our programs and services

**197** Women participated in our fitness sessions

**100** Counselling services provided including one-on-one supports

"Your organization was the first one to help me during my hardship. I just wanted to let you know along with food donations you also helped to file my refugee claim as I could not afford a lawyer and gave me number for legal aid thru which I got a lawyer. You also helped me with the number to central intake where I moved to shelter."

- Women's Place Participant

## SENIORS CENTRE

As the pandemic continued on throughout 2021, our team developed internet exposure and internet safety programming. This programming increase seniors' confidence in engaging in virtual programming, minimizing isolation and supporting seniors to navigate this new cyber world safely. Numerous workshops, seminars and drop-in programs were dedicated to this topic with seniors starting to teach each other during these sessions! In addition to virtual programs, we saw the growing need for our participants to re-connect with their friends face-to-face. With careful thought, and during safer times of 2021, we implemented several in-person programs on a trial basis, mindful of the well-being of our participants and staff at all times.

**80**  Seniors supported with emergency food supplies

 **47** Safety talk sessions implemented

**301** Daily e-programs provided

**513**  
UNIQUE PARTICIPANTS

**1,225 HOURS**  
VOLUNTEERED

 **239** Fitness programs offered

## NEWCOMER & SETTLEMENT

While the COVID-19 pandemic continued to create many ongoing challenges for newcomers across Malvern, our settlement and newcomer team supported new residents to stay connected to the community as well as with family and friends in creative and safe ways. In 2021 we expanded our internal and external partnerships which supported highly accessible events, social programs, skill-building activities and leadership development programs while we continued to utilize a hybrid service delivery approach to mitigate health risks. We also continued to foster strong collaborations with other newcomer serving organizations to utilize resources and leverage our shared expertise. Our most needed services continued to be case management and one-to-one information and referrals where we assisted clients with form filling support such as work permit extensions, sponsorship applications and study permits.

**1,760 HOURS** VOLUNTEERED

# 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 a 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 with 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, 2021 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 25, 2022 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. Westfall CPA CA*

G.J. Westfall CPA Licensed Public Accountant  
April 25, 2022





“Growing food has been a major source of mental health maintenance for me”

- Malvern Urban Farm Farmer

## CONDENSED FINANCIAL STATEMENTS

MALVERN FAMILY RESOURCE CENTRE

### STATEMENT OF FINANCIAL POSITION

As of December 31

#### CURRENT ASSETS

Cash & equivalents

Other current assets

#### LONG TERM INVESTMENTS

#### PROPERTY AND EQUIPMENT

2021

\$

566,928

169,986

736,914

506,605

5,154,944

6,398,463

2020

\$

533,342

151,166

684,508

437,091

5,337,852

6,459,451

### 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

98,420

375,275

95,580

569,275

431,698

2,900,990

443,481

2,053,019

2,496,500

6,398,463

87,979

91,787

338,110

517,876

527,279

3,028,970

334,481

2,050,845

2,385,326

6,459,451

### 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

3,229,182

112,659

3,341,841

3,284,739

57,102

(182,908)

127,980

2,174

2,050,845

-

2,053,019

2,746,150

150,323

2,896,473

2,838,162

58,311

(183,449)

127,980

2,842

1,818,533

229,470

2,050,845

### 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

334,481

-

109,000

443,481

420,951

(229,470)

143,000

334,481

# THANK YOU!

Malvern Family Resource Centre thanks and acknowledges funders, donors, sponsors and partners for their support and contribution in 2021. If your name or company was missed, please accept our sincere apology and gratitude for your generous donation to the agency.

## Platinum Donors (\$25000+)

Lay-Up Youth Basketball

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

Hello Fresh  
On Point Entertainment Inc.

## Bronze (\$1000 - \$4999)

Alexander Georgiadis  
Dero Foundation  
Duane & Sharmila Mendis  
Frontier College  
Malvern Christian Assembly  
Mastermind Toys  
Ontario Realtors Care Foundation  
The Children's Book Bank  
Toronto Firefighters  
Toronto Fresh Air Fund  
Toronto Police Services (42 Division)

## Donors (\$200 - \$999)

Bimbo Canada  
Christine Dow  
Francois Decavalho, No Frills  
Girmalla Persaud  
Scarborough Centre for Healthy Communities  
Soda Stream Canada Ltd.



## BOARD MEMBERS

Alan Yi  
Anees Munshi  
Christine Lui  
Gumaran Nithiyanandan  
David Williams  
Nadira Singh  
Nafisa Nazarali  
Navi Tathgar  
Dr. Sheridan Cyrus  
Sunny Sidhu  
Varsha Patel

## MANAGEMENT

### Executive Director

Girmalla Persaud

### Office Manager

Tim Lam

### Children's Programs & Services Manager

Anusha Narendran

### COVID-19 EAP Project

Randy Blackwood

### Student and Family Advocate Program

Mohamed Mohamed

### Community & Family Programs & Services Manager

Amy Semenuk

### Youth Manager

Puja Jit