



# Annual Report for Fiscal 2023-2024



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



**United Way**  
Greater Toronto

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## A Year of Growth and Transformation

My first year as Executive Director has been a remarkable journey of growth and transformation. We've made significant strides in improving accessibility for our community by investing in our digital infrastructure. Our new website and client portal are nearing completion, paving the way for enhanced engagement and service delivery.

As we prepare to celebrate our 50th anniversary next year, we're planning a commemorative event to honor our organization's rich history and contributions to the community. We're also deeply committed to fostering a more inclusive and equitable environment for our staff and clients. Our ongoing efforts to promote Equity, Diversity, and Inclusion are supported by a Women and Gender Equality Canada (WAGE) grant, which will enable us to expand our gender-based analysis and programming until 2026.

This year has also been marked by strategic restructuring and the effective utilization of our team's talents. We welcomed Soha Mohamed to our management team as the new Partnership Development Lead at the HUB, overseeing the Golden Mile redevelopment. Diana Moran has transitioned to managing Settlement Community Engagement, food security, and standalone programming. Lakshmi Rajan continues to excel in leading the LINC program.

I am deeply grateful for the exceptional team that has supported me throughout this first year. Thank you, Steve Lavery, Blas Austria, and Paula Charepe. I would also like to express my sincere appreciation to our dedicated Board of Directors for their tireless efforts in modernizing the organization and ensuring ONCA compliance. As we look ahead, I am confident that our organization is well-positioned to continue making a positive impact on our community. With the unwavering support of our team, Board, and community partners, we are poised to achieve even greater success in the years to come.



# Emily Chiu

President, Board of Directors  
Working Women Community Center

This year the Working Women Community Centre (WWCC) welcomed Vanda Henriques as our new Executive Director. Her leadership, experience, and commitment to our mission have driven a clear vision for the future and it's been a joy to collaborate with her.

We are also thrilled to welcome six new board members, each bringing expertise from diverse industries. In my first year as Board President, the trust and support from the board has been invaluable. They've led crucial initiatives this year: the Governance Committee, guided by former Board President Lorraine Boucher, prepared for Ontario's Not-for-Profit Corporations Act (ONCA) filing. Our new Marketing Committee is working to revitalize our brand and digital presence. The Finance Committee has rewritten critical policies and procedures and our Strategic Planning committee is keeping our Action Plan on track, all helping to ensure smooth operations.

A special thank you to all the staff who worked on the launch of our new website and client portal. This modernized platform plays a vital role in connecting families with resources and programs more efficiently, ultimately allowing us to better serve them.

Finally, my deepest thanks to our staff, volunteers, and donors. You are the heartbeat of WWCC, working directly with clients and creating a true sense of community. It's an honour to be part of this organization and witness the impact of your dedication. We look forward to celebrating WWCC's 50th anniversary with you all in 2025!

With gratitude,

Emily Chiu  
Board President, Working Women Community Centre



# Susan Lieberman: A Dedicated Educator and Volunteer

Susan Lieberman is a retired educator, lawyer, and CPA-CA. Since early 2018, she has been a dedicated volunteer with Working Women, leading a weekly English Conversation Session called "Speak Up with Susan."

Her teaching career spans a wide range of educational institutions, including high schools, colleges, universities, and post-university programs. Before retiring in 2017, she was a full-time professor in the Business School of Humber College for fourteen years, specializing in Business Law and Accounting.

Susan has also shared her expertise internationally, teaching Microfinance and Entrepreneurship to agricultural sector trainers in Moshi, Tanzania (2005), and Workshop Management using a participatory teaching model to agricultural trainers in Vinh, Vietnam (2008).

Her dedication to teaching and mentorship has been recognized with prestigious awards, including the NISOD Excellence Award 2009, the Humber Distinguished Faculty Award 2008, and the Humber Innovation of the Year Award 2007. While at Humber, she also participated in a pilot program focused on teaching culturally and linguistically diverse students in college programs.

Since joining Working Women in 2018, Susan Lieberman has been an invaluable volunteer, generously contributing her time and expertise. Her commitment has made a profound impact on countless individuals.

Susan has led hundreds of "Speak up with Susan" sessions, creating a safe and supportive space for participants to practice English, connect, and explore topics from technology to natural remedies. These sessions have been a source of learning, laughter, and personal growth for everyone involved.

Beyond "Speak up with Susan," she developed a five-part online course on "Preparing for the General IELTS Exams" for the Caregiver Support Program. This resource has given participants the confidence and skills needed to succeed.

What sets Susan apart is her warmth and dedication to inclusivity. She has built lasting friendships with participants from all backgrounds, inspiring them with her resilience and kindness. Her collaboration with staff, students, and volunteers has created a welcoming community.

Susan dedicates this Volunteer Recognition to the memory of Semra Bilen, a beloved community member and volunteer we sadly lost to COVID-19.



## 19,000+ People Assisted in fiscal 2022-23



**11,600+**

women  
assisted  
across all  
programs



**7,300+**

people  
engaged in  
community  
building and  
leadership  
activities



**888**

children assisted  
through  
educational  
programs



**1,846**

women  
assisted through  
dedicated  
women's services



**6,900+**

newcomers  
empowered to  
establish roots in  
Canada



**270**

volunteers  
engaged



**943**

people improved  
their English  
language skills



**2,600+**

individuals  
improved food  
security

We're here to help communities, particularly women, feel less alone as they embark on their new journey.





## Home Instruction for Parents of Preschool Youngsters (HIPPY)

HIPPY is an evidence-based program designed to help mothers build strong foundations for their children's education and success. HIPPY enables parents to guide their children into the Canadian school system with more confidence, while also providing essential support for newcomer families, helping them break down language barriers, increase English fluency, and become part of Canadian society.

WWCC operates the largest HIPPY program in Canada through two programs:

- HIPPY Newcomer Moms
- HIPPY Young Moms

### Impact:

- 289 mothers received 30 weeks of training to help foster skills and increase parent-child bond
- Enhanced school readiness skills for 311 children

*"This program has given me so much confidence as my child's first teacher. It's the ONE place each day where my child and I are one on one, connected, engaged in activities and feel a sense of purpose. The hassle-free resources HIPPY supplies are the most valuable part of the program. It certainly is helping both my child and I grow personally."*



## Thank You Sylvie

It is with heartfelt gratitude that we bid farewell to Sylvie Charliekaram as she moves on to an exciting new professional opportunity.

For the past 18 years, Sylvie has been a beloved member of our staff and since 2008, she has been the dedicated leader of the HIPPY team, guiding the program with unwavering commitment, vision, and compassion.

Her leadership has shaped the success of our HIPPY program and touched the lives of many, fostering a supportive environment for both her colleagues and the families we serve.

Sylvie's contributions to our work have been immeasurable, and her legacy will undoubtedly endure long after her departure. While we will deeply miss her expertise, warmth, and guidance, we are excited for the next chapter in her career and know she will continue to inspire and lead wherever she goes.

Thank you, Sylvie, for your many years of exceptional service and for everything you've given to the Centre – we wish you all the best in this new adventure!





The Caregiver Support Program in Canada is a lifeline for individuals holding Temporary Work Permits in caregiving roles or under the Caregiver Pathways program. This program assists them on their journey towards permanent residence and citizenship, recognizing the challenges they face, such as isolation due to long hours of work in private homes far from their loved ones.

We continue to provide personalized one-on-one support for caregivers and are excited to expand our focus on enhancing the accessibility of our services. Our goal is to ensure that everyone, regardless of their circumstances, can easily access the resources and support they need.

Over the past year, we have successfully served over 400 caregivers, offering a wide range of impactful workshops, including IELTS and CELPIP preparation, computer training, food handler certification, and community-building events such as in-person picnics and connection gatherings. Our dedicated efforts have empowered caregivers with essential skills and fostered a sense of belonging within the community.

We also hosted several community engagement events specifically designed for caregivers, including our Wellness Club, sessions on Autism and ADHD, stress management, and information sessions on photo ID's, immigration updates, and health services. We also offered health screenings, fraud prevention workshops, and language preparation courses. These initiatives aim to equip caregivers with valuable knowledge and tools to better support those they care for.

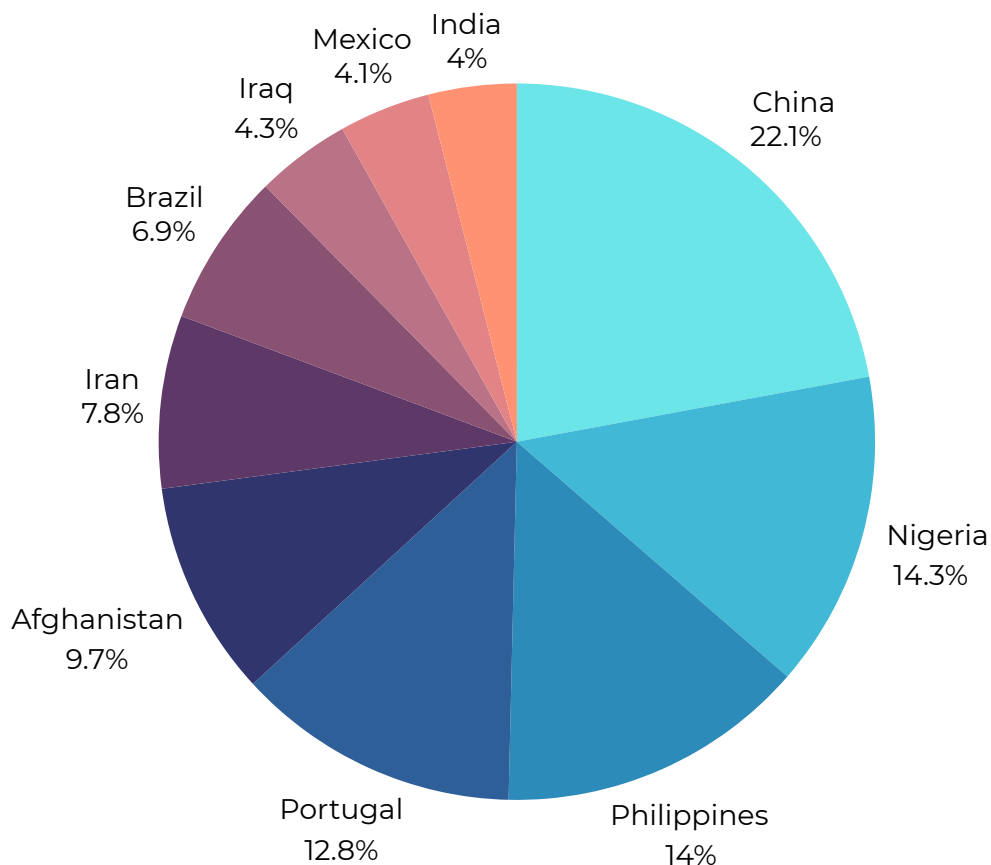


The Settlement Program is designed to ensure that families new to Canada have the information and support they need to settle into their new lives and become part of the community. Our team of counselors help with a range of services, from general orientation to life in Canada to, navigating immigration processes, assistance with filing permanent residence applications, and work permits, or sponsoring family members from overseas. By providing these services we empower newcomers so that they can build successful lives and contribute positively to Canadian society.

## Impact:

This year we helped over 6,900 people, from 122 countries begin their new lives in Canada.

The top 10 countries of origin were:





The **Language Instruction for Newcomers to Canada (LINC)** program is a pathway for newcomers to gain skills in English, local customs, geography, job search and workplace practices, health care and much more.

Funded by IRCC, we follow the Portfolio Based Language Assessment system, in which individual learners can understand and direct their own English development. LINC learners can go on to better jobs, citizenship and a sense of being not just a part of Canada, but an active contributor to the community.

We have many special events like the Terry Fox walks and information webinars. The richness of the cultures newcomers share with each other helps boost their English development and understanding of the mosaic that is Toronto.

Most classes are in-person with some online activities to strengthen computer skills.

**Impact:**

- 943 newcomers improved English skills

“ I’m so happy to be in LINC class. My teacher Julie taught me what is fire safety- I never know that! We use stove back home but not aware of danger. Also teacher taught me about 811. I only know 911. I’m so happy to be in school! so much useful information for me”



Food Security Programs are dedicated to addressing food insecurity within our community, primarily serving clients in the Sheppard and Don Mills area.

We provide access to nutritional food, as well as education on sustainable food practices and how to increase overall food security for families.

## **Impact:**

- 2,600 individuals improved food security

**In-person Community Kitchen:** In January 2023, we resumed in-person Community Kitchen sessions, creating a safe space for participants to share recipes and cook together. Throughout the year, these sessions fostered social connection, skill-sharing, and community-building.

**Oriole Community Garden:** The Oriole Community Garden offers 147 plots for families, particularly those in high-rises, to grow vegetables and herbs, enhancing food security. Coordinated by WWCC and supported by Advent Lutheran Church, the garden supports 600 community members, including newcomers. A Youth Plot engages 25 youth in sustainable food practices. Workshops and a Harvest Festival further strengthened community ties, with around 350 attendees, including local officials.

**Healthy Workshops with Dietitians:** Partnering with dietitians from Flemington Health Centre, we held 31 Healthy Workshops at Fairview Library, covering nutrition labels, mindful eating, food budgeting, and more. Reaching 465 participants, the workshops empowered individuals with essential food and health knowledge.

**Monthly Meal Program:** In partnership with Don Valley Bible Chapel, our Monthly Meal Program provided nutritious meals to approximately 100 clients each month, totaling 950 meals for those experiencing food insecurity, ensuring regular access to balanced nutrition.

Turtle House uses art as a way for families to learn new skills, explore their creativity and connect with others. Last year Turtle House connected almost 100 Families through painting, pottery and music making, helping them develop stronger connections to their new communities.

The program also coordinates Conversation Circles as a way for parents to connect and discuss issues related to their settlement process, parenting, and accessing community resources. This initiative not only sparks creativity but also helps build essential support systems within the transitioning family.

**Impact:**

- 194 parents and 293 children participated in art activities

*"Turtle House has given me and my son so much confidence to try and speak English and connect with other who are trying to assimilate into the society just like us"*





OYM is an innovative tutoring and mentoring program designed to support students who are struggling with literacy or numeracy skills at their current grade level. This program not only reduces the risk of dropping out, but also encourages students to pursue higher education opportunities.

OYM is a volunteer-based tutoring program that focuses on student-centered sessions to meet the individual needs of each student. Beyond academic support, these sessions provide mentoring, build friendships, and cultivate self-esteem. Students discuss their educational and career plans for high school and beyond. The program is active during the school year and works with both public and Catholic school boards. Additionally, OYM connects parents and students with community resources to help address specific issues as required.

OYM is the largest free tutoring program in Toronto that helps children from grades 1 through 12.

**IMPACT:**

- 184 Students
- 171 Volunteers
- 7,600 hours of tutoring
- \$300,000+ in free tutoring services provided

## Thank You OYM Sponsors:

Google for Nonprofits  
Nu-Trend Construction  
Toronto District School Board  
Toronto Catholic District School Board  
United Way Toronto  
University of Toronto  
York University

## OYM Scholarships

This year thanks to donor generosity we awarded **seven** \$500 scholarships acknowledging the hard work and dedication of OYM students.

We also introduced the *Marcie Ponte Scholarship* to honour our recently retired Executive Director, which was made possible by Dr. Robert Kenedy and his wife Helen.

These scholarships are only possible thanks to the incredible generosity of the following people and groups:



**BMO Latino Alliance**

**Barbara Jackal**

**Dr. Robert and Helen Kenedy**



Community development activities bring people together to learn new skills, meet new people or work towards a common goal. CD programs improve the quality of life for women and their families and promote inclusivity and diversity by working to ensure that everyone has a voice in the decisions that impact their lives.

## **Language based programs to improve English**

- Conversation club
- Talk and Learn
- Chatting Hour
- ABC Circle

## **Programs to improve Health and Wellness for all age groups**

- Gentle Dance
- Gentle Yoga
- Gentle Movement

## **Activities to help families connect and strengthen emotional bonds**

- Arts and Craft
- Fun in the Garden
- Dance and Wellness
- Community Trips

## **Workshops/Presentations**

- Truth and Reconciliation
- International Women's day
- Black History month

## **Impact:**

- 7,300+ people engaged in community building and leadership activities



The Victoria Park Community Hub is a collaborative effort between seven Anchor Partners in the Toronto's "Golden Mile" located at Victoria Park and Eglinton Avenue.

**Impact:**

- 931 individuals assisted through WWCC programs at the Hub

**WWCC programs and services at Victoria Park Hub**

- Canada Summer Jobs initiatives
- Community Development and engagement initiatives
- Gentle Yoga and Movement for Seniors
- Golden Mile Impact Network
- Home Instruction for Parents of Preschool Youngsters (HIPPY)
- Settlement services
- Turtle House Arts Program for newcomer children and their families
- Opportunities for volunteers and placement students throughout the year





Working Women Community Centre provides educational programs that empower participants with diverse subjects such as employee rights, Family law in Ontario and child protection, CRA benefits, and Canadian government systems.

These initiatives foster personal growth, self-reliance, and community unity, promoting a thriving environment for all.

**Impact:**

- 80+ education events provided to 2,600+ individuals





Our Community Ambassador programs act as vital connectors for diverse communities empowering individuals to become advocates, leaders, and liaisons. Participants receive training, resources, and mentorship to allow them to address local issues, connect community members with essential services, and promote social cohesion. By nurturing a network of dedicated ambassadors, we amplify the voices of marginalized groups, improve resource access, and foster a more inclusive and supportive environment for women and their families.

## IMPACT:

3,500+ individuals assisted across three separate Ambassador programs.

**Parent ambassadors:** empowered parents to become advocates for their children's education, health, and overall well-being and shared their training with additional parents.

**Food Ambassadors:** enables participants to become advocates for food security by deepening their understanding of food insecurity issues and the local food system, while also developing essential outreach skills. Graduates are equipped to share their knowledge, connect individuals to vital resources, and raise awareness about food security. They confidently champion systemic change and work to overcome barriers to food access.

**Health Engagement Ambassadors:** The Engagement Team in North York East connects people to health services and provides information on various health topics, including cancer and diabetes prevention. The Health Ambassadors assist community members by offering information on health, social, and community services, helping them find family doctors, and connecting them with the support they need. They also promote disease prevention and health improvement by addressing fears, answering questions, and clarifying misconceptions. Through health promotion and information sharing, they engage with newcomers, seniors, and families, linking them to resources that meet their unique needs.

## **Federal**

Department of Women & Gender Equality (WAGE)

Immigration, Refugees & Citizenship Canada (IRCC)

- LINC
- Welcoming Communities
- Human Resources and Skills Development Canada (HRSDC)

## **Provincial**

Ministry of Citizenship

- Newcomers Settlement Program (NSP)
- Ontario Womens' Directorate (OWD)
- Pay Equity Funding

## **Municipal**

City of Toronto

- Community Service Partnership
- Investing in Neighbourhood
- Toronto Public Health-Community Food Works

## **United Way of Greater Toronto**

## **Foundations/Organizations**

- Ontario Trillium Foundation (Capital Program/Resilient Communities)
- Canadian Red Cross
- North York Community Fund (VET Program)
- Brookfield Foundation (Hippy YMP)
- JVS Toronto
- Toronto Catholic District School Board (TCDSB)
- Toronto District School Board (TDSB)
- Regional Government of the Azores

### **WWCC is a member of the following networks:**

Centre for Inclusive Economic Opportunity (CIEO)

Chinese Canadian National Council of Toronto Chapter

Chinese Integration Networking

City of Toronto/United Way Greater Toronto South Scarborough Cluster

City of Toronto/United Way Greater Toronto Downtown West Cluster

City of Toronto/United Way Greater Toronto Newcomer Cluster

City of Toronto/United Way Greater Toronto North East/West Clusters

Don Valley East Vaccine Engagement Team

East York/Don Valley Coordination Cluster

Fairview Interagency Network (FIN)

Golden Mile Impact Network & GMIP Steering Committee

Inclusive Local Economic Opportunity Table (ILEO)

Righting Relations

Middle Childhood Matters Coalition Toronto

Mothers Matter Canada

North Western Toronto - Ontario Health Team

Ontario Council of Agencies Serving Immigrants (OCASI)

Oriole Food Space

Scarborough Civic Action Network (SCAN)

Scarborough Executive Directors Network

Social Planning Toronto

South Scarborough Vaccine Engagement Team

Toronto Neighbourhood Centres

Toronto North Local Immigration Partnership

Toronto South Local Immigration Partnership

Donations are reported for the calendar year 2023 from the date of receipt of funds.

## \$100,000+

Anonymous family

## \$1,000+

Aramark

Barbara Jackel

BMO Latino Alliance

CHUM

Goodman LLP

Hugo Ferreira Marques

Lusogolf Fundraising Inc

MGAC Canada ULC

Mitchell Cohen

Rad Team Homes Corp.

Robert & Helen Kenedy

Sheryl Kennedy

VERAFIN

Weston Forest Products Inc.

## \$500+

B. Tru Media

Benjamin Hoff

Dunsky Energy + Climate Advisors

Hema Vyas

Katherine Williams

Lauren Pettapiece

Philippe Dunsky

Steve Lavery

TD

Tetiana Vynnytska

Vanda Henriques

Zoe Kroeker

## \$100+

Aishwarya Kanthakumar

Alexander Coney

Anjana Ravi Chandran

Brent Vickar

Brittany Twiss

Cashion Marketing Inc.

Corinne LaBossiere

Cristiane Aloise

Deborah Lobbezoo

Delara Jalalian

Diana Abraham

Diana Oliveira

Elizabeth Gierl

Emily Chiu

Eva Tach-Green

Ghislaine Ngo Ndjock Mbong

Gissella Peralta

Graziela Chiarelli

Helayna Shekter

Hoffmann-La Roche Ltd.

Intact Insurance

Janet McGill

Jas Banwait

Jason and Jennifer Paiva

Judith Moses

Judith Parker

Julie Davidson

Karen Sun

Laura Allan

Lorraine Boucher

Luanne Rayvals

Lucia Rocha

Marc Francoeur

Marcie Ponte

Melissa Michel

Michael Bertrand Professional Corporation

Michael Moldaver

Michelle Vigod Professional Corporation

Nancy Tsiobanos

Naureen Rahman

Ofelia Isabel

| REVENUES                     | 2024         |        | 2023         |        |
|------------------------------|--------------|--------|--------------|--------|
| Federal                      | \$ 3,969,384 | 62.8%  | \$ 3,885,247 | 55.5%  |
| Provincial                   | 340,890      | 5.4%   | 1,003,676    | 14.3%  |
| Municipal                    | 359,771      | 5.7%   | 377,426      | 5.4%   |
| United Way                   | 635,932      | 10.1%  | 669,991      | 9.6%   |
| Foundations                  | 615,812      | 9.7%   | 785,254      | 11.2%  |
| Others                       | 394,857      | 6.3%   | 275,203      | 3.9%   |
| Total Revenues               | \$ 6,316,646 | 100.0% | \$ 6,996,797 | 100.0% |
| EXPENDITURES                 | 2024         |        | 2023         |        |
| Personnel                    | \$ 4,413,714 | 71.6%  | \$ 4,551,092 | 65.1%  |
| Building Occupancy           | 1,047,668    | 17.0%  | 1,016,285    | 14.5%  |
| Program Expenses             | 281,122      | 4.6%   | 903,449      | 12.9%  |
| Equipment                    | 133,918      | 2.2%   | 228,016      | 3.3%   |
| Purchased Services           | 138,801      | 2.3%   | 142,971      | 2.0%   |
| Administration               | 39,600       | 0.6%   | 49,693       | 0.7%   |
| Insurance                    | 19,170       | 0.3%   | 19,779       | 0.3%   |
| Staff Related Expenses       | 20,846       | 0.3%   | 17,827       | 0.3%   |
| Amortization                 | 71,866       | 1.2%   | 65,754       | 0.9%   |
| Total Expenditures           | \$ 6,166,705 | 100.0% | \$ 6,994,866 | 100.0% |
| Excess Revenue over Expenses | \$ 149,941   |        | \$ 1,931     |        |