



ehc **w**  
Elspeth Heyworth  
Centre for Women

2023 - 2024  
ANNUAL REPORT

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Canadian Centre  
for Accreditation



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de l'agrément



## IMMIGRANT AND NEWCOMER WOMEN, SENIORS AND FAMILIES ACHIEVING THEIR FULL POTENTIAL.

*"I love going to the Centre and participating in the exercise classes, craft classes and all their functions, especially the luncheons which everyone loves to attend. There are a lot of widowed ladies who rely on this Centre. They are alone and lonely. Some I have spoken to come every day because they have made friends and enjoy doing the programs. I am divorced and have just lost my mother, so this Centre has given me much happiness and a feeling of belonging. It has filled my lonely days by myself. Anu...is very approachable and a joy to be with. Love her exercise classes, go to all of them" - - Tina Riserbato*

*"I would like to mention that Elspeth Community Centre has given me the motivation to get up in the morning, knowing that I can come here and be surrounded by seniors and enjoy their company, as well as line dancing and exercising and the wonderful people that run the Centre. This has been such a positive place, it's helped me with my depression, as well as my entire well being.*

*Thank you, Elspeth for having this wonderful organization and giving us a purpose in life to be around others"  
- Pierina Renda*



# TABLE OF CONTENTS

TABLE OF CONTENTS .....	3
MESSAGE FROM THE BOARD OF DIRECTORS.....	4
ABOUT US .....	5
CHAIR AND EXECUTIVE DIRECTOR'S MESSAGE .....	6
KEY SUCCESSES IN 2023-24.....	7
SUPPORTING NEWCOMER WOMEN AND FAMILIES .....	9
CLIENT STORY .....	10
EMPLOYMENT .....	11
REDUCE ABUSE AND FINANCIAL LITERACY .....	12
YOUTH ANTI-HUMAN TRAFFICKING.....	13
EMERGENCY ASSISTANCE - FOOD / CLOTHING DISTRIBUTION.....	15
SENIORS ACTIVE LIVING CENTRE.....	17
TESTIMONIALS.....	19
AGING AT HOME PROGRAM.....	20
RIVINT INTERPRETATION AND TRANSLATION SERVICES .....	21
LEADERSHIP AND OPERATIONS.....	22
COMMUNITY ENGAGEMENT.....	23
VOLUNTEERS.....	24
SUPPORTERS 2023-24.....	26
DONORS AND SPONSORS .....	27
COMMUNITY PARTNERS 2023-24.....	28
YOUR GIFT CAN CHANGE SOMEONE'S LIFE .....	29
FINANCIAL STATEMENTS.....	30
FINANCIAL STATEMENTS.....	31

# MESSAGE FROM THE BOARD OF DIRECTORS

*“ehcw continues to deliver on the mandate to support women, seniors, youth and newcomers to achieve their full potential. Life in Canada has continued to be impacted by inflation, as well as challenges with finding employment and housing. Newcomers to Canada, often from war impacted regions of the world and students have been particularly hard hit and found themselves vulnerable to exploitation. These conditions make the services provided by ehcw ever more critical. Once again, ehcw has stepped up to the challenges by expanding staff and services, increasing media outreach and advocacy and continuing to seek more resources from funders to support the programs.*

*The Board of Directors are proud of the staff at ehcw for their dedication and persistence in supporting the community in so many ways. A well deserving Order of Vaughan award was presented to the Executive Director. Under her leadership, the community of seniors, students and newcomers find a safe, welcoming and nurturing environment at ehcw Centres. ehcw offers to reduce their isolation, poverty and exploitation, for anyone who walks in. We are grateful to the staff, partners and volunteers, as well as the funders, in maintaining quality of services and we look forward to another year where we strive to improve lives.”*

## CLIENT STORY

A 25-year-old daughter, Sue, reported to ehcw that she and her 5 siblings were continuously subject to witnessing their mother being abused by the father.

The family arrived in Canada in 2010. The abused mother, during their arrival, was afraid of financial uncertainties if she divorced her husband. Her uncertainties kept her in the abusive situation. Her husband was on drugs and would easily get into senseless arguments with family members. There were 5 siblings and the couple living together. He was the only person creating discomfort for everyone, i.e. stealing, shouting, lying, cheating and manipulating the family members.

There was no financial support from Sue’s father. As well, Sue had been sexually abused by her father and was afraid to be at home without the company of at least one of the brothers or sisters. When the family celebrated a happy occasion such as their birthdays, new year and Christmas, the father would create a scene with display of anger and destroy the happy moments.

Sue’s mother was also afraid of separation due to social and family pressures. However she helplessly witnessed her children being physically, mentally and emotionally abused by her husband, a person who was

financially incapable of looking after the family. He was also homophobic and could not accept that one of the children in the family was trans gender. This child was especially targeted and abused.

Sue’s mother continued to find excuses for her husband’s behaviour. The children started to blame themselves for violence at home and internalized their feelings, which developed over the years. Family felt like they were living in a cage, trapped forever and did not know where to go. They had no friends or family to look up to, in Canada.

ehcw provided counseling to Sue, her mother and siblings, as well applied for priority housing and assisted Sue’s brother to get his citizenship. The priority housing application was approved. Divorce proceedings started. The mother is patiently waiting to finalize the divorce process so that now she could start her life as an independent person, free of violence.

# ABOUT US

## OUR VISION

Immigrant and newcomer women, seniors, youth and families achieving their full potential.

## OUR MISSION

Empowering immigrant and newcomer women, seniors, youth and families through advocacy and services focused on promoting healthy families, community relationships and economic self-sufficiency.

## OBJECTIVES

At the Centre, we support immigrant and newcomer women, seniors, youth and families by:

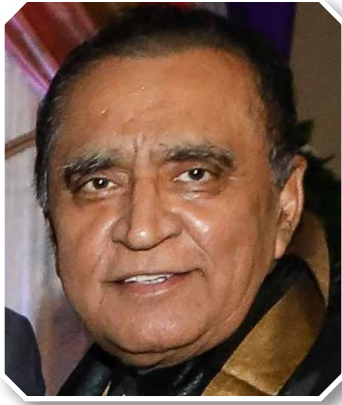
- » working with our partners in the law enforcement and justice sectors to raise awareness of individual rights and reduce the incidence of domestic and intimate partner violence;
- » working with our partners in the public and private sector to reduce poverty and isolation while empowering our clients to become more financially literate;
- » connecting those who experience linguistic or cultural challenges with support programs and services;
- » collaborating with other organizations to address educational, cultural and linguistic issues;
- » assisting with their settlement and integration into Canadian society as respected and contributing members.

## STRATEGIC DIRECTION

1. Expand responsive services and advocacy efforts focused on immigrant and newcomer women, seniors, families and youth in Northwest Toronto and York Region, with a particular focus on serving women experiencing violence.
2. Achieve ongoing, stable and adequate funding.
3. Elevate ehcw's profile within the community services sector in Northwest Toronto and York Region.
4. Strengthen organizational capacity - human resource system, information technology and office space.



# CHAIR AND EXECUTIVE DIRECTOR'S MESSAGE



**Chand Kapoor**  
CHAIR



**Sunder Singh**  
EXECUTIVE DIRECTOR

On November 8, 2023 ehcw's Executive Director was awarded the Order of Vaughan for her life long leadership a contribution towards equity and diversity.

This year was filled with community connections, partnerships, engaging youth, seniors and women in a fruitful way to bring about impactful changes in the lives of people connected to ehcw.

RBC took the leadership role, led by Rina Pillitteri, in supporting ehcw in its fundraising initiatives, rolling funds through the RBC Family Skate event and the Sip and Support High Tea event, creating awareness of Anti-human trafficking with support from Toronto and York Regional Police. Timea Nagy, author of "Out of the Shadows" spoke to the audience about the dreadful experiences of human trafficking. The Canadian Italian Business and Professional Association's (CIBPA) Women of the CIBPA gave their utmost support in making the fundraising efforts meaningful and fruitful by being part of the fundraising committee of 19 amazing women coming together for one cause - advocating for the safety of young girls in the ever changing society. We are extremely grateful to the Vaughan Chamber of Commerce in selecting ehcw as the benefactor for the proceeds from the Mayor's Luncheon. The Mayor of Vaughan once again supported ehcw with his Spirit of Generosity Fund.

ehcw engaged Youth in community service, volunteering and distributing food. Youth assisted in providing relief to 300 people, each week, who were feeling the pinch of inflation. New partnership with Sai Dham Food bank provided added supports for clients impacted by the inflation. Second Harvest, North York Harvest, Veg Fresh, Vaughan Food Bank and Shopper's Drug Mart continued to donate food and necessary items to support the increasing number of newcomers in Toronto and Vaughan that were steadily increasing.

As the Chair of the Board, I am grateful for the generous contributions and commitment of the Board members with their time and effort in providing critical support to the Executive Director in her progress towards the Strategic Directions, expansion and exceptional achievements. The leadership of staff and ehcw's vision have been instrumental in shaping the communities in Toronto and in Vaughan and the Centre continues to maintain the quality of services during the time of significant increase in number of client visits throughout the year. A great big thanks to all the funders at all levels of government. Without them the critical services would not be possible. Thank you!

# KEY SUCCESSES IN 2023-24

- Executive Director received the Order of Vaughan for her life-long work in Equity and Diversity;
- Executive Director selected as Top 75 Finalist for National Top 25 Canadian Immigrant Award;
- Fundraising campaign, held with Sip and Support High Tea, RBC Family Skate, VCC Mayor's Luncheon, and CIBPA Events, led by RBC's Rina Rillitteri and the fundraising committee, raising \$125,000;
- Settlement Services increased by 207% from last year;
- Number of new settlement clients increased by 96% from last year;
- Number of Refugee Claimants increased by 257%;
- Refugees winterized with winter clothing and accessories, supported by York Region, RBC, TD Bank and professional community women of Vaughan;
- 253 clients served with emergency needs and 44 applications submitted for emergency shelter;
- 28 media sources used nationally and internationally, creating awareness of risk of human trafficking among youth;
- Conducted press conference in India reaching out to 13 media sources, parents and youth, informing them of safety issues commonly encountered by newcomer youth;
- Participated in the 2-day Gerrard India Bazaar South Asian Festival to conduct outreach among youth and newcomers;
- A total of 131 youth engaged in anti-human trafficking program increased by 162%;
- Youth visits to the Centre increased by 61%;
- Group Staff Benefits commenced;
- Completed 2nd round of 100 hours of interpreters training funded by Talent City Vaughan, Economic Development;
- 156,000 lbs. of food distributed, increase of 138% from last year;
- 2,940 residents served with food, increase of 293%;
- 709 new clients served with Food Distribution, increase by 222%;
- Expanded to 2 new locations to serve diverse seniors.

## OUR IMPACT

- Significant increase in the number of youth enrolled in the anti-human trafficking program created a safety network and volunteering opportunities for them and reduced risks of vulnerability;
- Full wrap around services remained steadfast for women facing domestic violence as number of visits increased by 12%;
- 154% increase to 10,000 annual visits of clients who were given comfort and relief with access to food and emergency assistance;
- Number of new seniors joining mental and physical health related services increased by 119% due to expansion in 2 new locations for seniors services;
- Nigerian refugees and new settlers received free food, clothing and ongoing settlement services;
- Relieved financial pressures in International Students who were assisted in finding full-time and part-time employment.





# SUPPORTING NEWCOMER WOMEN AND FAMILIES

SUPPORTED BY MINISTRY OF LABOUR, IMMIGRATION, TRAINING AND SKILLS DEVELOPMENT

## NEWCOMER SETTLEMENT PROGRAM

ehcw provided relief and access to shelter for increasing number of Nigerian refugees who landed in Toronto. Preparation for the hearing started with regular workshops to provide information on what to expect for the refugee hearing.

Increasing number of Latin American clients were also served by a Spanish speaking Settlement Coordinator and 6 Spanish speaking volunteers. Full wrap-around settlement services were enjoyed by the newcomers settling in Canada, creating opportunities for them for good jobs through partnerships with TCBN and other employers commensurate with their skills and education they brought with them.

ehcw addressed distress calls and visits made by newcomer and immigrant women facing domestic violence who were facing unemployment and challenges in settlement. The number of calls had increased by over 12%.



## OUR SUCCESSES

- Unique Clients Served: 2,076 (increased by 96%)
- Number of Nigerian and Latin Speaking clients served: 1,299
- Refugee claimants: 1,219 (increased by 257%)
- Number of times services provided: 7,944 (increased by 207%)
- Number of International Students served seeking settlement services: 145
- Application for Housing placement: 79
- Work Permit Applications approved: 113
- Permanent Residence and Visa applications: 88
- PR Renewal new applications: 37
- Renewal Status approved: 110
- Citizenship applications: 91

## CLIENT STORY

A distressed lady came to ehcw, when she had no place to stay and found herself homeless. She was a refugee claimant from Nigeria. Multiple shelters were contacted but none had an opening to take her. Finally, a shelter responded and she was admitted. ehcw booked an Uber to ensure she safely arrived at the shelter. She continued to visit ehcw, attending educational workshops on hearing sessions to prepare her for refugee hearing. She also accessed food and clothing from the Centre to help her with her basic needs. Finding shelter to accommodate was a significant relief for her as this was the first step in getting her settled.



*“When I lacked food resources and couldn’t afford to pay my bills, I visited North York Temple, and they referred me to ehcw, assuring me I would get immediate help. When I called Sunder Singh, she answered promptly and invited me to the Center, assuring me they would do everything in their power to assist.*

*I was nervous about meeting new people. When I met Sunder for the first time, it didn’t feel like our first meeting. The way she spoke with me was outstanding. I shared my situation: I needed employment, food, clothing, and financial support. Sunder educated me about life in Canada, making me aware of various challenges, especially regarding safety, drug addiction, and exploitation. Thanks to her, I am now more aware of my safety. Sunder shared her personal experiences, which inspired me with her dedication to helping newcomers and her motivation to assist others.*

*Sunder advised me to call her or 911 if I ever felt unsafe while walking home late. She helped me like I was her own daughter, encouraging me to believe in myself, never give up, and stay positive for the sake of my mental health.*

*I visit the center weekly for food and clothing support, and they have also helped me with transportation tickets. Finding a job was extremely difficult because I had no relatives or references in Canada, which many jobs require. I was falling into depression because I couldn’t pay my bills. Then, I got a call from Sunder about an interview at a company. Clearing that interview was the best feeling ever, and I got hired immediately. The staff at ehcw are positive-minded individuals and always have positive vibes. I learned so much from this organization. When I was in need of a job, they didn’t give up on me. They tried their best to ensure I got employed, and now, thanks to ehcw, I am working.*

*Even after securing a job, I continue to receive support from the organization. ehcw has been a lifeline for me and many others.*

*As a youth and newcomer to Canada, I found ehcw to be an essential resource. Everyone who comes to Canada should visit ehcw. It’s a place where you can easily meet new people, receive support with food, and access various services. I highly recommend newcomer youth to visit so they can meet their needs and feel safe.” - Jyoti Rajput*

# EMPLOYMENT

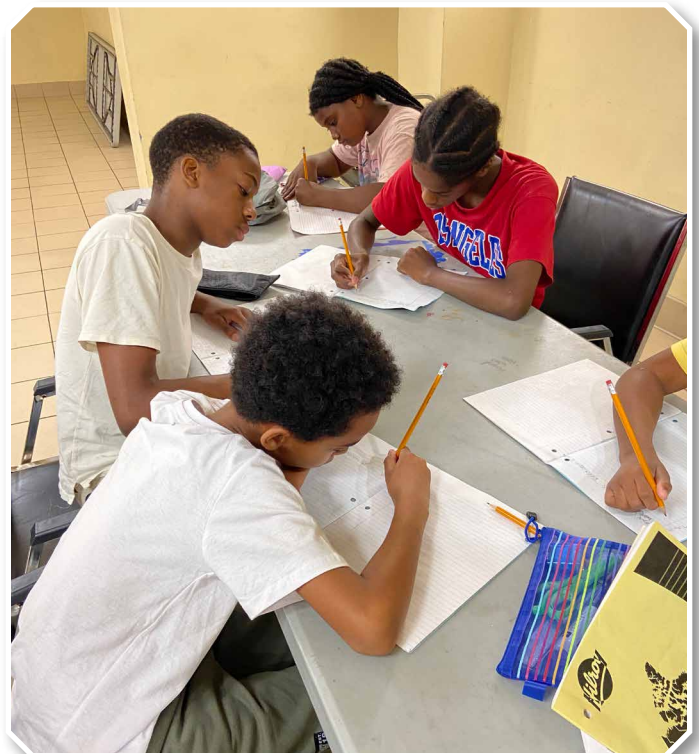
ehcw was grateful to the employers willing to provide training and readily hire women who were breaking away from domestic violence. Newcomers, immigrants and the international students were assisted in landing employment, thus enabling them to pay their rents and school fees, as well meet their daily needs. Job seekers were made aware of the trade skills demand and opportunities for training, apprenticeship and employment in construction through our partner agency Toronto Community Benefits Network (TCBN).

Majority of Nigerian refugees landed jobs and began their settlement journey. Priority for all newcomers was to generate income, the fastest way to find security and settlement.

## OUR SUCCESSES

- Number of International students employed: 42
- Number of youth hired by ehcw: 3
- Number of International students served: 145 (increase by 76%)
- Number of refugees with work permit employed: 100
- Number of employment workshops for refugees: 15
- Referrals to NPower Canada for IT training and program enrolment: 6
- Number of women referred to VPI Working Solutions for employment support: 40
- Employment training to number of Summer Students: 6

*"I offer sincere gratitude for the support provided to me and my family, including my spouse, children, and parents, in our immigration processes.....I wish to express my gratitude....., hoping that ehcw continues this valuable work in the community. I would like to take this opportunity to congratulate, thank, and send warm greetings to the staff of ehcw. " – Daniel Bustos*



# REDUCE ABUSE AND FINANCIAL LITERACY

SUPPORT PROVIDED BY ROYAL BANK OF CANADA AND TD BANK AND ELEMENTARY TEACHERS ASSOCIATION

Julia Suppa and her amazing team of Purse Project have supported ehcw time and time again. They prepared purses for mothers with personal care items, making them feel appreciated. Our clients felt thrilled with the contributions, bringing joy in their lives. ehcw is very grateful to the Purse Project team for bringing unconditional love into the lives of women struggling to become self-sufficient.

FOCUS REXDALE and FOCUS BLACK CREEK weekly meetings continued to address high risk cases in the community, a significant number of cases were of women facing domestic violence. Full wrap around services were given to women visiting ehcw.

Workshop serials on financial literacy, family and criminal law were facilitated by Royal Bank of Canada and legal experts.

Housing applications were submitted for women with special priority to ensure their safety and to help them in their journey to self-sufficiency.

We are grateful to the Executive Director of Jane & Finch Community Legal Clinic, Noland Merrick and his team for their assistance to support women facing domestic violence with legal advice.

## OUR SUCCESSES

- **Total Number of women receiving domestic violence related service: 253**
- **Number of new cases of domestic violence: 78**
- **Number of applications submitted to Emergency Shelter: 44**
- **Number of housing applications submitted: 79**

*"I am a mom of a beautiful girl and recently came out of a violence relationship. I knew nothing about the law or anything in Canada. A good friend of mine with the same experience referred me to EHCW. As soon as I called them and I got a wonderful worker named Sona on the phone. Right away she met me through a zoom meeting and took the time to listen to me and promised to help me as much as she could. Each time I got difficulty I could call her and she was able to listen to me and comfort me. She helped me registered for housing and create a CRA account. She waked me through step by step. I was in the middle of no way and she and her team made sure I got the best help. I want to thank her for all hard work she did for me and lots of other women in my situation and wishing her all the best. We all appreciate what Sona and her organization EHCW and all her co workers did for each of us! Thank you so much!" - Zarlast Ahmadi*



# YOUTH ANTI-HUMAN TRAFFICKING

FUNDED BY MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES  
SUPPORTED BY ROYAL BANK OF CANADA AND TD BANK

Youth who had been part of the program in previous years continued to participate and orient new youth, teaching them how to engage in the community as well as learn about vulnerabilities and how to practice safety in the community. Program youth and the newcomer youth received full benefits from the workshops designed to create awareness of the increasing human trafficking activities trickled from social media and online platforms. They learned about the safe use of AI and social media. Open-ended conversations on how to build a safety network were ongoing. A complete trauma-informed and wrap-around services were given to youth, building their capacity to understand risks and vulnerabilities. Early intervention and protection measures were addressed with youth to enhance prevention of human trafficking. International and national media outreach helped create awareness of anti-human trafficking among international students newly arrived from various countries, many being of very young age.

## OUR SUCCESSES

- Total number of new youth registered: 131 (increase of 162% from last year)
- Total number of youth visits: 4,250 (increase of 61% from last year)
- Number of youth hired by ehcw: 9
- Number of youth attended “safety” workshop sessions: 131
- Number of International Students placements at ehcw: 42



*“I started coming to the youth program when I was in high school, and I would like to say that my experience during the times I attended the youth programs were engaging. I got the opportunity to meet new people and socialize with my peers, I also had the opportunity to try out new things which was fun and intriguing.*

*I became a volunteer at the head office through the food bank which helped me build good relationships with the workers and it also helped me with building good communication skills among my peers and other people while giving me hands-on experience in food organizations and distribution. Also, I want to say I am grateful for the opportunity I was given to volunteer at the food bank because it gave me the opportunity to do good for my community by being involved in distributing food for those in need.*

*I would like to personally thank Ms. Sunder Singh for giving me the opportunity to work at EHCW as a summer student. Working here has given me the opportunity to get experience working with seniors in my community. I got the opportunity to experience how the different ethnic groups of seniors come together and interact with each another in a fun and inclusive space. Working with the seniors has been a blast, we get to do fun activities such as tie-dye, bingo, daily exercise, and sharing my skills with them. Working with the seniors has given me the opportunity to see how nice, loving, and sweet the seniors are.”*

- Abasiono Eyoh (Abbie)



# EMERGENCY ASSISTANCE - FOOD / CLOTHING DISTRIBUTION

Fresh fruits and vegetables were distributed to steadily increasing number of community members feeling the pinch of drastic increase in the cost of food. The food distribution created financial relief for the clients who were having difficulty managing their weekly budget.

Emergency assistance was accessed by international students, refugees, newcomers, unemployed, women facing domestic violence and seniors.

We are grateful for food donations ehcw received from North York Harvest, Second Harvest, Sai Dham, Vegfresh, Shopper's Drug Mart and Vaughan Food Bank.

Brands for Canada supplied clothing donations.

*"Elspeth Heyworth Centre for Women is an incredible organization that provides critical programming and support for refugees and newcomers to Canada, as well as seniors and women facing domestic violence. Second Harvest is pleased to support this amazing work and is extremely grateful for this partnership, which not only helps improve access to nutrition for vulnerable people but also reduces the environmental impact of food waste for a more sustainable future."*

*- Lori Nikkel, CEO of Second Harvest.*

*"The vision and values of ehcw resonate profoundly with Sai Dham Food Bank. ehcw's dedication to reducing domestic violence, alleviating isolation and poverty, connecting individuals to support programs, and aiding in settlement and integration is crucial to the well-being of our community. We share ehcw's values of respect, community service, teamwork, and learning, with which our partnership enhances the positive impact we make together. We are honored to be associated with this esteemed organization and look forward to continuing our work together to support those in need."*

*- Sai Dham Food Bank*

## OUR SUCCESSES

- 156,000 lbs. of food distributed, increase of 138% from last year
- Total number of clients accessing food: 2,940 (increase by 293%)
- Each week, average clients accessed food: 200 (increase by 154%)
- Number of families serviced with food distribution in Vaughan: 65
- Number of new clients served in food distribution: 709 (increase by 222%)

*"ehcw is a place of comfort and peace with resources ready to help in any way possible. It is a place that welcomes people with open hands, by helping youth in self-acceptance while allowing us to build meaningful friendships. This organization assists in helping residents to find jobs, filling out documents and provide food through their weekly food bank. I am happy to be among people who work together to put smiles on people's face." - Uwana Eyoh*





# SENIORS ACTIVE LIVING CENTRE

SUPPORTED BY MINISTRY FOR SENIORS AND ACCESSIBILITY

Significant increase was observed in the number of seniors visiting the Centre daily. A total of 20 programs were held each week with over 80 seniors coming daily for various activities, making the Centre, as seniors expressed, their second home. The program relied heavily on seniors who provided enormous hours of volunteer time in planning, developing and implementing programs to suit their needs.

Hybrid programs continued for those seniors who could not come in-person to the program site. Celebrations were done for 5 seniors who were over 90 years of age. Over 30 seniors had already reached 80 years and over. All of them were active and participating in the mental and physical health activities and socializing. Seniors looked forward to congregate dining each month, which brought celebrations and cultural activities to commemorate the events.

Seniors went apple picking. Art and Craft show was held by seniors for holiday purchases. For the upcoming year, planning began by gathering exciting recipes of various cultures to try out, print and share with community members.

## OUR SUCCESSES

- Number of NEW SENIORS: 83
- Number of seniors 90 years and over: 7
- Total number of participants in all events: 2,148
- Number of seniors and families served with food: 70
- Number of Programs offered to Seniors: 20
- Number of Congregate Dining and cultural events: 14
- Number of times clients visited programs: 13,237
- Number of Volunteers involved in program delivery: 44
- Number of Students gained work experience: 18





# TESTIMONIALS

*“This community centre is the best medicine for seniors. They give us the opportunity to learn craft, do exercise, line dance, play bingo, painting, and a lot more things like give food to the most needed, but most of all not only they give us the pleasure to be with people our own age and diverse culture, they give us in the summer the joy to hear the laughter and screaming of the kids playing in the next room.*

*As you all know lately you don't see kids playing in the street anymore. They are busy with their cell phones, starting at the tender age. Our Centre is small so we all know each other and it's like a second family.*

*My first thanks to Sunder to bring this Centre as it is today. Also, the staff, most of all Anu, she is an amazing person. We all love her.” -Anonymous*

*“I have been coming here for more than 10 years because I enjoy the programs which motivate me and gives me a purpose. It helps to keep me healthy and everyone is cordial and helpful. The staff is very kind and helpful and we are treated with respect.” - Barbara Isaac*

*“I have been coming to the Centre for many years to enjoying many variety of exercises and other activities. Also staff is very helpful and friendly.” – Rosie Conte*

*“I recently retired, and I was looking for a place to go and help, give my time, and be active. From the moment I stepped in ehcw Centre for Women, I felt welcome by the ladies that belong to this Centre. Anu is very friendly and welcoming, and kind. What I didn't realize is how much I needed a place like this. I love all the programs that are offered here at Blue Willow Activity Centre, chair yoga, line dancing, floor yoga. Recently, cooking/baking class started, which is great to learn from all the different cultures food recipes.” – Cristina Paraschiv*

*“I would like to mention that Elspeth Heyworth Centre has given me the motivation to get up in the morning knowing that I can come here and be surrounded by seniors, and enjoy their company as well as join line dancing, exercising and the wonderful people (Anu) that runs the centre. This has been such a positive place, it's helped me with my depression as well as my entire well being. Thank you Elspeth for having this wonderful organization and giving us a purpose in life to be around others.” - Pierina Renda*

# AGING AT HOME PROGRAM

FUNDING PROVIDED BY MINISTRY OF HEALTH

Seniors are vital community assets. Together they support other seniors and provide antidote to those facing isolation and experiencing loneliness. Enrollment in the new TCHC building programs for seniors increased by 60%. Isolated newcomer seniors enrolled in our programs. Seniors enjoyed cooking, baking, knitting, physical and cognitive activities at all 5 locations served by ehcw. Word of mouth was critical to bring seniors in active participation. Cultural celebrations were planned and organized by the seniors and staff. International students and student placements participated in program activities. Seniors of Vaughan and Toronto enjoyed their trip to Niagara Falls.

## OUR SUCCESSES

- Number of **NEW SENIORS** accessing programs in North York: 83
- Total number of seniors served: 198
- Number of meals accessed by seniors: 5,900
- Number of home visits for food delivery to seniors: 1,400
- Number of times total number of seniors used services: 50,490



*“ehcw Seniors program has provided a space where I can socialize with my fellow peers. it has helped built my physical and mental wellbeing. I look forward to the program each week as I consider it my happy place”.*  
- Andrew Toller

*“The Elspeth Heyworth Centre serves as a nurturing hub for women, fostering a sense of community and friendships. Creating a diverse range of activities ensures inclusivity within the community by providing options that cater to different interests, abilities, and backgrounds. It provides a welcoming space where women can get together exchange ideas, and support each other. I wholeheartedly recommend the Elspeth Heyworth Centre for Women as a valuable resource for women.”* - Sara Teresa Zoccoli

# RIVINT INTERPRETATION AND TRANSLATION SERVICES – A SOCIAL ENTERPRISE

MEMBER OF BUY SOCIAL CANADA, TRAINING SUPPORT – CITY OF VAUGHAN ECONOMIC DEVELOPMENT



## INTERPRETATION AND TRANSLATIONS SERVICES

**Number of active interpreters/translators: 850**

**Languages and dialects: 112**

RivInt Interpretation and Translation Services is a 24-hour service that operates 7 days a week, 365 days a year with trained and language-tested interpreters. Our focus is on reliable, high quality customer service with quick turnaround times and quick response times in assigning interpreters and translators to each request.

This social enterprise provides crucial funding for the Centre which supports administrative and program activities in support of vulnerable communities.

### RivInt Interpretation & Translation Services

RivInt's vision is a world where anyone is perfectly understood in any language.

Our mission is to deliver outstanding interpretation and translation services that are accurate, timely, affordable and create a shared understanding among people. We provide quality interpretation services by ensuring that all interpreters are trained and certified through CILISAT/ILISAT (Cultural/ Interpreter Language and Interpreting Skills Assessment Test). Learn more about RivInt by visiting our website at: [www.rivint.ca](http://www.rivint.ca)

RivInt provides interpretation services both virtually and in-person. A full 100 hours of training was completed for the Vaughan residents aspiring to become part of the RivInt team in the City of Vaughan. Support for the interpreters training was given by the City of Vaughan Economic Development team.

*"I wanted to take a moment to express my sincerest gratitude for the consistently outstanding support your team has provided to Language Services department, Unity Health Toronto (St. Michaels Hospital & St. Josephs Health Centre).*

*Time and again, you have gone above and beyond in assisting with my language requests, even on short notice. Your willingness to accommodate my last-minute needs has been truly remarkable and greatly appreciated. It is clear that your team's dedication to customer satisfaction is unmatched.*

*I am continually impressed by the professionalism, efficiency, and friendliness of everyone at RivInt. Your commitment to excellence is evident in every interaction I have had with your team members.*

*Thank you once again for your exceptional service and unwavering support. It is a pleasure to work with such a reliable and customer-focused company like RivInt". - Sandra Couto, Unity Health Toronto – St. Michael's Hospital*

*"Could you kindly let Portuguese interpreter .... know that Reactivation Centre OT said she was very helpful and fantastic during today's interpretation? ..... also assisted the OT with another patient" - Hana*

# LEADERSHIP AND OPERATIONS



**ehcW**  
Elspeth Heyworth  
Centre for Women



## EXECUTIVE COMMITTEE

### **Chand Kapoor**

CHAIR

### **Lubaina Fidaali**

VICE CHAIR

### **Meezan Kotylo**

SECRETARY

### **Vinod Sharma**

TREASURER

## DIRECTORS

### **Angela Huang**

### **Anu Saigal**

### **Gukirat Randhawa**

### **Khamy Ganeshathasan**

### **Lubaina Fidaali**

### **Lucy Cardile**

### **Rahul Bhardwaj**

## STAFF

### **Sunder Singh**

EXECUTIVE DIRECTOR

### **Yougeita Jagdesh**

PROGRAMS MANAGER

### **Nabeela Hamid**

ADMINISTRATIVE COORDINATOR

### **Blanca Alvarez**

SETTLEMENT COORDINATOR

### **Kelia Davis**

COMMUNITY MENTAL HEALTH & SENIORS PROGRAM

COORDINATOR

### **Vaibhavi Mahajan**

PROGRAM COORDINATOR, SOCIAL ENTERPRISE,

RIVINT INTERPRETATION AND TRANSLATION SERVICES

### **Anu Sharma**

SENIORS PROGRAM COORDINATOR

### **Arun Arokianathan**

RIVINT ASSISTANT COORDINATOR

### **Nazlican Karakoc**

WOMEN PROGRAM COORDINATOR

### **Ese Jalogho**

INVESTING IN NEIGHBOURHOOD

### **Bani Uppal**

ASSISTANT - SENIORS PROGRAM

### **Pradeep Tandon**

ACCOUNTANT

# COMMUNITY ENGAGEMENT

## SUMMER STUDENTS

**Natali Cuaresmayo**  
**Raima Ghani**  
**Om Sharma**  
**Julia De Cicco**  
**Jessica Joseph**  
**Gia Alappatt**



# VOLUNTEERS

## ROYAL BANK OF CANADA – WE THANK YOU!!

ehcw extends its sincere appreciation to RBC for taking the lead in supporting our fundraising campaign. The dedicated staff of RBC wholeheartedly participated in our fundraising efforts, with Rina Pillitteri, Regional Vice President of RBC, leading a remarkable team of 19 Fundraising Committee members. Their efforts culminated in the successful kickoff event for International Women’s Day – a Sip and Support High Tea – which greatly contributed to ehcw’s ability to provide lasting services to positively impact lives. Rina also spearheaded the RBC Family Skate and involved Women of the CIBPA in recognizing ehcw and assisting in ehcw’s fundraising initiatives.

Throughout the year RBC staff remained committed to volunteer in ehcw’s food distribution to community members who were hard hit by inflation, both in Toronto and Vaughan locations.

## SIP & SUPPORT COMMITTEE MEMBERS

Rina Pillitteri, Chair  
Laura Mirabella  
Lucy Cardile  
Elvira Caria  
Jennifer Coletta-Rashty  
Tina Consales  
Marina Di Battista  
Josie Giordano  
Patricia Balsamo  
Angela Gulizia  
Joseph Gulizia

Jenna Gulizia  
Cecile Hammond  
Yougeita Jagdesh  
Ilona Lupa  
Sabrina Marrelli  
Jennifer Montesano  
Toni Sgotto  
Sunder Singh

*The volunteers of the Centre are our backbone. We extend a very special thanks to all of them for giving to the community their precious hours of service. They helped us to plan, develop, organize and participate in our programs and services.*

*ehcw is grateful to Chand Kapoor, CPA who provided free tax services for seniors and women with financial challenges, during the tax season.*





# VOLUNTEERS

## COMMUNITY VOLUNTEERS

Abasiono Eyoh  
Angela Lanna  
Angie Giancola  
Anna Passarelli  
Barbara Brijcoomar  
Beatrice Conforti  
Betelihem Gebrekurstos  
Bianba Deji  
Bibi Hack  
Brenda Paola Jimenez Nolasco  
Brightness Eyoh  
Carmela Morelli  
Carol Sealey  
Celeste Bancheri  
Chris Cristostomo  
Cristina Di Vittorio, RBC  
Cristina Marra  
Cristina Paraschiv  
Crystal Joseph  
Deborah Dyanand  
Delina Beyene

Elizabeth Portmann  
Elsa Lizano  
Elvia Gliosca  
Flori Pauletto  
Grace Esposito  
Joe Bancheri  
Joe Esposito  
Karanvir Rehal  
Keshubhai Chaudhari  
Lucy Pupulin  
Lulya Tsegay  
Maggie Garzon  
Manuel Deocampo  
Maria Melillo  
Mary Tucci  
Maya Arrigo  
Meron Yohannes  
Mona Bissoondial  
Morya Yohannes  
Nagi Harmina  
Nahid Khan

Pat Ramkhelawan  
Paul Le  
Paula Liegghio  
Pia Dal Bello  
RBC Staff  
Rita (Zumba Instructress)  
Rizalina Pineda  
Rosa Graziosi  
Shawn Joseph  
Sherina Khan  
Shirley Ciossich  
Tavon Tulloch  
Tiara Tulloch  
Tolani Mercy  
Tonia Bonofiglio  
Trevor Fernandez  
Virginia Douglas  
Yazmina Flores  
Zhonya Russell



# SUPPORTERS 2023-24

The Elspeth Heyworth Centre for Women extends its heartfelt thanks to the funders, supporters and partners for supporting the delivery of pertinent programs and services to the community members. You have made a difference in the lives of many people.

## FEDERAL

- Service Canada
- Canada Summer Jobs
- New Horizons for Seniors

## PROVINCIAL

- Ministry for Seniors and Accessibility
- Ontario Ministry of Children, Community and Social Services
- Ontario Ministry of Health
- Settlement Services Branch - Ministry of Labour, Training and Skills Development

## MUNICIPAL

- City of Toronto
- City of Vaughan
- City of Vaughan, Economic Development
- Toronto Employment & Social Service
- Toronto Public Health
- Regional Municipality of York

## FOUNDATIONS AND ASSOCIATIONS

- Black Creek Humber Summit Cluster
- Canadian Italian Business and Professional Association (CIBPA)
- Elementary Teachers Federation
- Good Companions Seniors Centre
- North York Food Harvest
- RBC Foundation
- Sai Dham Food Bank
- Second Harvest Food Bank
- TD Bank
- United Way Greater Toronto
- Vaughan Chamber of Commerce
- Women of CIBPA

# DONORS AND SPONSORS

## DONORS AND SPONSORS

- RBC
- RBC Wealth Management
- RBC Women in Wealth
- RBC Foundation
- Bevcon Construction & Paving Ltd.
- Bits2Gigabits
- Brands for Canada
- Castello Ristorante
- Chand Kapoor, CPA
- Cheese Cake Factory
- Choice Homes Realty Inc. Brokerage
- CIBPA
- Cini Joseph
- City of Vaughan
- Cristina Di Vittorio
- D. Bottero & Associates Ltd.
- Delta Family Resource Centre
- Donatella Gallo, Toronto Dominion Bank (TD Bank)
- Downsview Drywall Contracting
- Elementary Teachers' Association
- EVX Logistics
- Food Not Bought
- GEMS Security System Inc
- Global Medic
- Greenpark Group
- Greg Waters
- Hardrock Forming
- Khalsa Aid Foundation
- Menus by Maria
- Municipality of York Region
- North York Harvest
- Paul Mazzeo Law
- Peter & Paul's Gifts
- Poonam Chiranji
- Purse Project York Region
- Remo Niceforo
- Rina Pilletteri
- Roadside Paving
- Ronnie's Home Care Services
- Royal Pine Homes
- Sai Dham Food Bank
- Scotia Wealth Management
- Scotia Wealth Management, The Maggio Group
- Second Harvest Food Bank
- Secure Mortgage Experts
- Shopper's Drug Mart

- SIM, Singh Investigations and Mediations
- Singh Lamarche, LLP
- St. Joseph Communications
- Summer Fresh
- Terrance Boyland
- The Hub, Vaughan
- Toronto Public Library
- Toronto Star Santa Claus Fund
- Universal Care Canada Inc.
- Vaughan Chamber of Commerce
- Vaughan Food Bank
- Vaughan Rehab Centre
- Vegfresh Inc.
- Women of CIBPA
- York Regional Police

## SUPPORTERS

- Member of Parliament, Hon. Francesco Sorbara
- Member of Parliament, Hon. Judy Sgro
- Member of Parliament, Anna Roberts
- MPP Michael Tibollo
- MPP Tom Racocevic
- Mayor Steven Del Duca, City of Vaughan and Vaughan Council
- Councilor Anthony Peruzza - Ward 7
- Consulate General of India, Toronto
- Vaughan Chamber of Commerce
- Timea Nagy

## MEDIA OUTREACH

- 105.9 The Region
- 680 News
- Canadian Bazaar
- Elliott Raben Productions
- Elvira Caria
- Pawan Kumar Chouhan - Hollywood Film Director
- Punjab Dastavez - India
- Seneca College
- Simplifined
- Tirchinazar

# COMMUNITY PARTNERS 2023-24

- 211 Toronto
- Access Alliance
- AILIA – Association de l'Industrie de la Langue
- Assaulted Women's Help Line
- Barbara Schleifer Commemorative Clinic
- Belka Enrichment Centre
- Bits2Gigabits
- Black Creek Community Farm
- Black Creek Community Health Centre
- Black Creek Humber Summit Cluster
- Brands for Canada
- Buy Social Canada
- CAFCAN
- Canada Revenue Agency
- Canadian Hearing Clinic
- Centennial College
- Centre for Addiction and Mental Health
- Chand Kapoor, CPA Professional Corporation
- Children Youth and Families Situation Table - Vaughan
- City of Toronto, Parks, Forestry and Recreation
- City of Vaughan, Recreation and Culture
- Consul General of India
- Daystrom Public School
- Delta Bingo
- Delta Family Resource Centre
- Elvira Caria
- Emery Collegiate Institute
- Ernestine's Women's Shelter
- Fanshawe College
- FCJ Refugee Centre
- FOCUS Black Creek
- FOCUS Rexdale
- Food Not Bought
- Forouz Badiyan
- Gem Security System
- George Brown College
- Good Companions Seniors Centre – Seniors without walls
- Hospice Vaughan
- Housing Help Centre
- Housing Help Line
- Humber College
- Humber River Hospital
- Interval House Shelter
- Jane and Finch Community Legal Clinic
- Jane/Finch Community Centre
- JRCC Furniture Depot
- JVS Employment
- Khalsa Aid Foundation
- Knitting Rochs
- Lumacare
- Mackenzie Health
- Medix College
- Metropolitan University
- Mixed Company Theatre
- Mohawk College
- Next Steps Employment
- North York General Hospital
- North York Harvest Food Bank
- North York Sikh Temple
- Northwood Neighbourhood Services
- NPower Canada
- OCASI
- OCCI
- OM Financial Inc.
- Ontario Health Team, North Western Toronto
- Oxford College
- Purse Project, York Region
- Redwood Shelter
- Regional Municipality of York
- Renewed Computer Technology
- Rexdale Legal Clinic
- Royal Bank of Canada
- Sai Dham Food Bank
- San Romanoway Community Services
- Scotiabank
- Second Harvest Food Bank
- Seneca College
- Service Canada
- Shoebox Project
- Shopper's Drug Mart
- Sick Kids Hospital
- Sistering
- Skills for Change
- Social Planning Toronto
- St. Joseph's Health Centre Toronto
- Sunlife
- TD Bank
- Toronto Community Benefits Network
- Toronto Community Housing Corporation
- Toronto District School Board
- Toronto Employment and Social Services
- Toronto Housing Connection
- Toronto Paramedic
- Toronto Police Services Division 23, 31, 32 and 33
- Toronto Public Health
- Toronto Public Libraries - Jane and Sheppard
- Toronto Public Libraries - North York Central
- Toronto Community Seniors Housing
- University Health Network
- University of Guelph Humber
- University of Toronto
- Valeria Mitsubata Photography
- Vaughan Chamber of Commerce
- Vaughan Community Health Centre
- Vaughan Economic & Cultural Development
- Vaughan Fire & Rescue Service
- Vaughan Food Bank
- Vegfresh Inc.
- Victim Services Toronto
- Vita Nova Foundation
- VPI Working Solutions
- Western University
- Woman Abuse Council of Toronto
- Women's College Hospital
- Yeshiva University
- York Region CYF Situation Table
- York Region Paramedics
- York Region: Injury Prevention, Healthy Aging
- York Regional Police
- York University

# YOUR GIFT CAN CHANGE SOMEONE'S LIFE

TO MAKE A SECURE ONLINE DONATION, PLEASE VISIT [WWW.EHCW.CA](http://WWW.EHCW.CA)

CHARITABLE REGISTRATION NUMBER: 139096135RR0001

**Your support is extremely valued! Donations of all sizes allow us to continue to support newcomer women and their families in gaining life-enhancing resources, developing their skills, meeting other women and building collective capacity. As ehcw is a registered charity, your generous donation will be eligible for a tax receipt. The Centre offers donors a number of options to continue to support our important work in the community:**

## MONTHLY GIVING

Our monthly giving program is a safe, secure, and convenient way to put your money to work, automatically, each month. At the end of the year you will receive a tax receipt for the total value of all your donations.

## ANNUAL GIFTS

You can make general gifts to support the work of the Centre at any time throughout the year. Gifts will receive a tax receipt subject to CRA regulations.

## HONOURARY OR MEMORIAL GIVING

Celebrate a special person in your life by making a gift in their honour, or in their memory. The Centre can arrange for a card with your personalized message to be sent to anyone who you would like notified of your gift.

## CORPORATE SUPPORT & FOUNDATIONS

To learn more about the Centre's work and opportunities for contributing and longer term giving, please contact the Executive Director, Sunder Singh, at 416-500-2748 for more information.

## BEQUESTS

These are gifts made through your will and are the most common form of planned gifts. You can give a specific piece of property, a sum of money, or a percentage of your estate. It's important to choose the planned giving option that is best for you. The Centre recommends that you consult an attorney and/or financial planner to help you decide and make the necessary arrangements for you to begin your legacy.

## GIFTS OF SECURITIES

Donating appreciated stocks, bonds and mutual funds is the most tax effective way to make a gift to a registered charity. Whether you donate cash or appreciated securities, you will receive a tax receipt that is eligible for a tax credit.

## GIFTS

Gift cards and care packages

# FINANCIAL STATEMENTS

## Elsbeth Heyworth Centre for Women

### Statement of Financial Position

As at March 31

	2024	2023 (Note 14)
<b>Assets</b>		
<b>Current</b>		
Cash - unrestricted	\$ 108,575	\$ 108,027
Guaranteed investment certificates (Note 3)	1,052,146	1,000,000
Accounts receivable	59,096	42,674
Prepaid expenses	1,816	16,524
	<b>1,221,633</b>	<b>1,167,225</b>
<b>Capital assets (Note 4)</b>	<b>7,374</b>	<b>2,719</b>
	<b>\$ 1,229,007</b>	<b>\$ 1,169,944</b>

	2024	2023 (Note 14)
<b>Liabilities</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 53,988	\$ 30,836
Government remittances payable	5,739	11,475
Deferred revenue	29,722	87,928
Canada emergency business loan	-	35,000
	<b>89,449</b>	<b>165,239</b>
<b>Long-term</b>		
Deferred revenue - capital assets	<b>942</b>	<b>1,346</b>
	<b>90,391</b>	<b>166,585</b>

### Fund Balances

Unrestricted	138,616	3,359
Internally restricted	1,000,000	1,000,000
	<b>1,138,616</b>	<b>1,003,359</b>
	<b>\$ 1,229,007</b>	<b>\$ 1,169,944</b>

# FINANCIAL STATEMENTS

## Elsbeth Heyworth Centre for Women

### Statement of Operations

#### Year Ended March 31

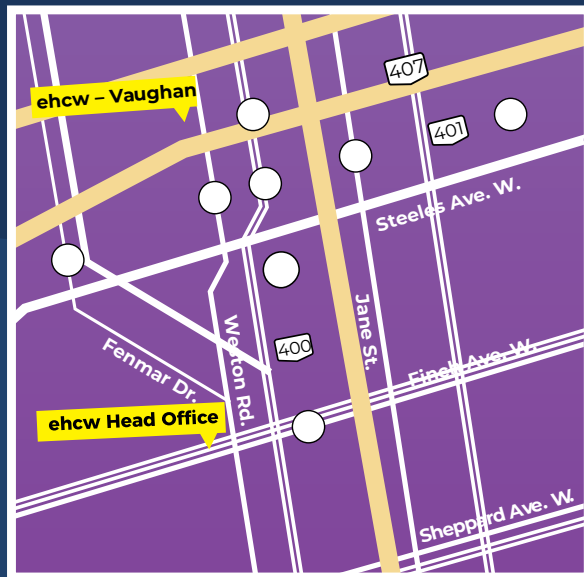
	2024	2023 (Note 14)
<b>Revenues</b>		
Fees for services	\$ 397,497	\$ 307,258
Less: Interpreter fees	(239,658)	(176,677)
	157,839	130,581
Grants	589,804	742,720
Donations and fundraising	149,801	38,160
Donations-in-kind	549,120	174,315
Other income	54,842	34,139
Deferred revenue - capital grants	404	891
Government assistance	-	5,950
	<b>1,501,810</b>	<b>1,126,756</b>
<b>Expenses</b>		
Salaries and benefits	594,186	592,977
Program supplies	625,431	225,035
Occupancy costs	63,373	64,740
Professional fees	28,060	21,691
Administration	27,882	44,575
Insurance	15,451	11,859
Fundraising	7,632	1,570
Amortization	4,538	2,575
	<b>366,553</b>	<b>965,022</b>
<b>Excess of revenues over expenses</b>	<b>\$ 135,257</b>	<b>\$ 161,734</b>







**ehc**<sup>w</sup>  
Elspeth Heyworth  
Centre for Women



### Head Office:

2350 Finch Ave. W, Unit D  
Toronto, ON M9M 2C7  
Phone: 416-663-2978  
Email: [info@ehcw.ca](mailto:info@ehcw.ca)

### Satellite Office:


133 Fieldstone Dr.  
Woodbridge L4L 0A1  
Phone: 905-747-1515  
Email: [anu@ehcw.ca](mailto:anu@ehcw.ca)

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Centre canadien  
de l'agrément