

# Greater Toronto Community Engagement and Family Support Centre AGM Report 2021-2022

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## Message from the president of CEFS Centre

The past year has been remarkable, challenged, and eventful for both community and our members. As usual, we continued to provide services to our members in the city of Markham, Scarborough, and other areas in the GTA.

On behalf of the Greater Toronto Community Engagement and Family Support Centre (CEFS Centre), I sincerely appreciated the support and tremendous work from members and volunteers who held and helped our programs, workshops, and events to enrich our physical and spiritual life during a tough time of the pandemic.

Pandemic and lockdowns in the past year have restricted people's daily life and activities, but members and volunteers from the CEFS Centre contributed enormous efforts to the community. We have received interviews from Toronto Star and 51. ca. They all highlighted our volunteers. Most volunteers benefit from our programs and services; they like contributing their skills, time, and energies to our community. We are proud we have built a stable volunteer team of all ages.

Since our funding support is not stable from the three-level governments, our volunteers and members donated their money to continue our gardening and harvest event last year. Many members told me they were the first time joining the Harvest festival in the community.

To support our working families, we have opened a summer camp during the Covid-19 and recruited youth volunteers to help the children learn math and French. I am very grateful to the parents for their trust; they handed over their youth volunteers and children to us and made our community stronger.

Since we still have no operation office, we continue to deliver the settlement services using the public parks, members' homes, and my home garage. We hope we can rent the office for the following year.

In the end, thank our members, volunteers, and board members; your continued support will enhance our services and develop our strong community.

Susan Li  
President of CEFS Centre



## History

Community Engagement and Family Support Centre (CEFS Centre) is a volunteer-based, not-for-profit, and multi-service organization founded in 2018 by four dedicated, passionate, and professional volunteers, including two social workers. Due to the shortage in funding, CEFS Centre currently does not have an office base to provide services but uses the home of one of our directors in the Berczy neighborhood in Markham as a mailing address. In this situation, we collaborate with other local organizations or rent different premises to provide services.

## Mission

To improve equity, social justice, and quality of life through community engagement and family support services.

## Vision

To facilitate families in multicultural communities, regardless of their immigration status in Canada, to access social services and community resources.

## Funding Sources (2021-2022)

CEFS Centre, thanks to the great support and contributions of individuals, corporations, and the community since it was founded in 2018. In the past year, we earned the trust of Service Canada, the Canadian Red Cross, and the Ministry for Seniors and Accessibility, who funded and supported the CEFS Centre to organize meaningful programs and services for the community's well-being.

## Objectives of Programs and Services

By organizing diversified nature programs such as ESL programs for seniors, children's handcraft programs, educational workshops, one-on-one settlement services, family support services, and many others, we are hoping to:

1. build a harmonious community and encourage community engagement;
2. support newcomers to integrate into Canadian society;
3. enhance residents' access to community information and resources;
4. provide services geared to the needs of all ages; and
5. promote volunteerism.



## Board Members:

CEFS Centre is managed by a community board comprised of professionals in social work and other disciplines. The first Board of Directors was elected in 2018 by votes of good standing members of the Centre. Their four-year tenure will be ended at the 2022 AGM. The current Board of Directors are:

Susan Li  
President

Susan Li is a social worker and has been working in the community since 2013, mainly helping new immigrants to fill out various application forms and organizing activities for seniors, women, and children in need. She is also an enthusiastic volunteer and spends her spare time helping seniors in Markham and Scarborough by filling out application forms and organizing various seminars.

Sarah Liu  
Vice President

Sarah Liu is a registered social worker and has been engaged in new immigrant settlement counseling, new immigrant women training, and new immigrant elderly service since 2014.

Cheri Chen  
Secretary

Cheri is an Early Childhood Education major working at daycares since 2013. She is familiar with children's education work and has a wealth of experience. She is an enthusiastic volunteer and spends her free time helping to organize preschool activities, summer camps for children, and activities for seniors in the CEFS community.

Lily Lin  
Treasurer

Lily is an enthusiastic volunteer who has been helping to organize online events and seminars for the community. Currently bringing to help with the bookkeeping and financial matters of CEFS.

XiuQin Bian  
Board Director

Before retiring, Mr. Bian was a well-known theatre actor. Since settling in Canada in 2011, he has been passionate about community work, helping various communities with volunteer performances, and organizing activities for seniors in the CEFS community.



## Settlement Service

CEFS Centre settlement service is to support the new immigrants to integrate into Canadian society. We have helped our community members fill out various forms, including OAS, GIS, renewing PR card, Housing, Canadian passport, etc. We also supported the translation and interpretation of our members with language barriers. Moreover, we set up settlement information workshops and provided a one-to-one counseling service to meet the members' needs. Since we had no operation office this year, we still offered the service via zoom or used the park, Tim Holton's, community members' homes, and the garage to meet with our clients. During the tax season, we set up the tax workshop and organized two online and onsite tax clinics to support 42 clients filling out their tax returns. We have helped 120 members in the past year.

Program Name	Seasons	Participant numbers	Location
Settlement Service (fill out forms)	Monday to Friday by appointment	121 clients	Online/Tel/Onsite
Information and tax workshops	5 workshops	252 clients	Zoom
Tax clinic	2 seasons	42 clients	Online/Onsite

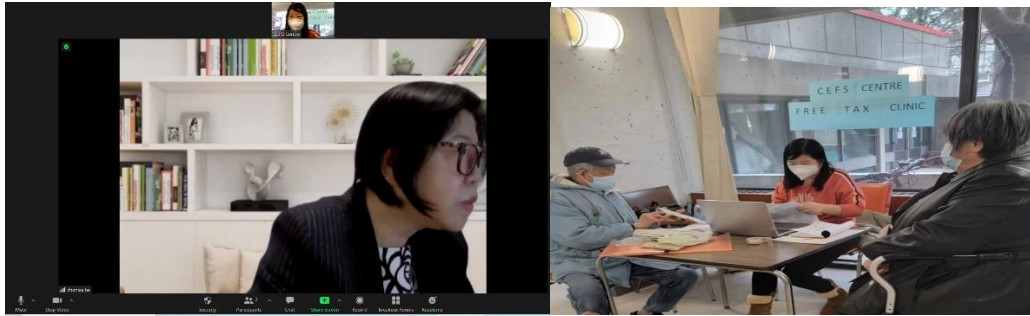
### Quotes for our members:

The staff from CEFS Centre helped me apply for OAS and dental care programs. She patiently and carefully explained the welfare policy, the application requirements, and procedures, the specific documents we needed to prepare, and helped us fill out the application forms. The community guided us to integrate into the country, enrich our lives and pass on our love, and we were happy and warm to live here.

Shelly Tang



## Highlights Settlement Services:



Settlement workshop



## Family Services

Our family service grew fast this year. With the needs of our parents, we run the summer camp during the Covid-19 pandemic to support our working families for the first time. In the past year, we have cooperated with online and in-person methods to operate our unique four-week summer camp to provide children with safe and enjoyable summer activities. A total has 35 children registered for our summer camp. This year, we have added the French program to our after-school program. We recruited over 20 youth to support this program weekly (Tuesday and Thursday) via zoom. This program became a top-rated program in our Centre. It has increased a large number of students and volunteers to participate. This free program has helped over 121 children to learn academic skills and increase their confidence. The volunteers not only had the opportunity to gain community volunteer hours, but they also had the chance to develop their leadership. To support our women and children, we opened the nutrition lunch preparation class for parents and art programs for the children. Those programs have helped our families to learn new skills and promote social inclusion.

Program Name	Seasons	Participant numbers	Location
Summer Camp	20 full days	35 children	Online and Berczy Park
After School Math Program	32 seasons	72 children	Zoom
After School French Program	32 seasons	65 children	Zoom
Lunch Preparation Program	8 seasons	35 families	Zoom
Children Art program	16 seasons	82 children	Zoom

## Quotes from our parents:

Our family has been involved with CEFS since 2020. During the pandemic, CEFS has organized many fun activities to help families connect and deliver tangible support to the seniors and kids. They arranged online cooking classes, in-person and online summer camps, flower and vegetable sprouts delivery & harvest festival, after-school online courses, etc. Many people also got involved as volunteers of CEFS to deliver love to the community as a family. As a first-generation immigrant, I always feel I have no roots in this country. With their diligent work, CEFS makes us feel the connection, the caring, giving, and love and makes us feel at home here.

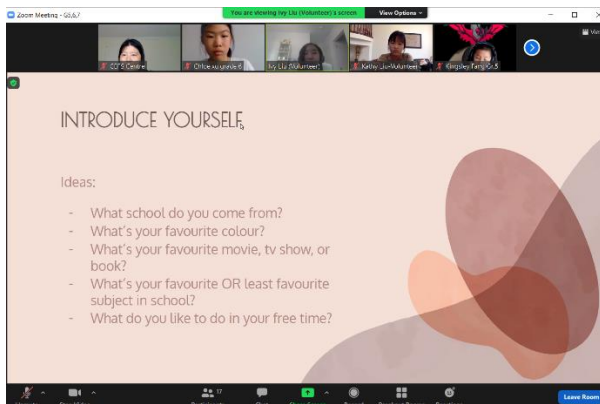
Parents: Stella Zhang

I was fortunate enough to become a member of the CEFS Community when it was first established, and I have participated with my children and family in a variety of activities organized by the community, such as nutritional food classes, flower and plant festivals, and the Chinese New Year online celebration. I also signed up for the after-school class on the management of zoom. Together with my daughter, we are doing volunteer work to pass on the spirit of selflessness and dedication of the volunteers and work together for the development of our Chinese community.

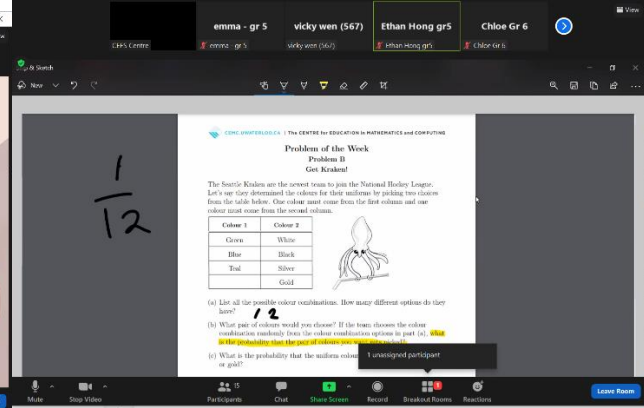
Parent: Anna Zhao



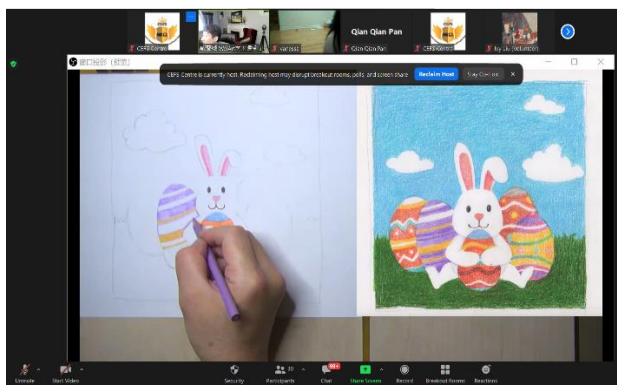
## Highlights of Family Services:



After School French Program Program



After School Math



Children Art Program



Children Art Program



Summer Camp



Summer Camp





handcraft workshop



Traditional Culture Workshop



Lunch Preparation workshop



### Senior Services

To support our seniors to improve their healthy life and social well-being and stay safe, healthy, and connected during covid-19, we have set up many physical, social, and educational programs via zoom and on-site (Senior Fitness Club). We have run a Senior English class to support our newcomer seniors in learning new skills to integrate into Canadian society. We also set up an iPad and Smart Phone training program to help our seniors learn new technology, so they can live independently and connect with their friends and relatives via the internet. We set up Chinese painting and calligraphy to raise great interest for our senior group. They have the opportunity to share their skills and knowledge with others. We also set up the Senior Fitness Club to support seniors in improving their physical health via Zoom and Onsite ( Westphalen Park).

We have set up many workshops related to health, vacancies booking, nutrition, senior abuse, and preventing financial fraud, social benefit workshops, and help our members to learn the knowledge and information; we have invited many professionals from other social agencies, hospitals to support our workshops we have reached over 300 seniors to participate in those workshops.

Program Name	Seasons	Participant numbers	Location
Senior English class	42 seasons	75 seniors	Zoom
iPad and Smartphone Training program	32 seasons	108 seniors	Zoom
Chinese Calligraphy	Ten seasons	52 seniors	Zoom
Senior Nutrition Cooking Class	10 classes	63 seniors	Zoom
Senior Fitness Club	24 seasons	56 seniors	Onsite (Westphalen Park)/Zoom

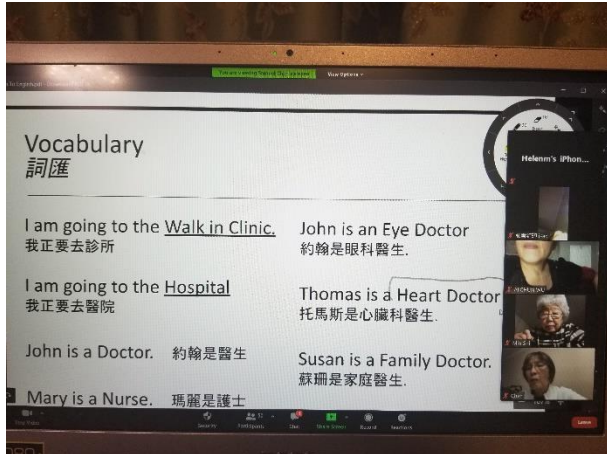
### Quotes from our members:

I am a senior citizen in my 70s who has immigrated to Canada for many years. After being lonely and staying home during the epidemic, I was honored to join the CEFS community. In the CEFS community family, I learned English, computer, smartphone, flower and plant cultivation, participated in fitness and cultural activities, and listened to health and safety lectures. It has enriched my life and improved my quality of life. The community team led by President Susan Li brings us the joy of life in the spring, the comfort of a cool breeze in the summer, the fruit of harvest in the fall, and the warmth of sunshine in the winter. We love the CEFS community and thank the community leaders, teachers, and volunteers! We wish the CEFS community to grow and flourish!

Zhixiang Zhou



## Highlights Senior Services





**脑部神经/细胞**  
Image: Image: Alzheimer's, Parkinson's, Healthy cell

**中风知识普及**  
中风是中医对急性脑血管病的统称。无传染性。  
主症：猝然昏倒，口角歪斜，语言不利，半身不遂  
4高：发病率高，死亡率高，致残率高，复发率高  
1多：并发症多  
现代医学名称：脑卒中 { 缺血症 (混合) 出血症

**長期護理院費用 (July 1, 2019)**

居住類別:	每日:	每月:
長期居住 (標準)	\$62.18	\$1,891.31
長期居住 (半私家)	\$74.96 Basic plus a maximum of \$12.78	\$2,280.04
長期居住 (私家)	\$88.82 Basic plus a maximum of \$26.64	\$2,701.61
短期居住	\$40.24	N/A

預防詐騙網上講座  
Fraud Prevention Online Presentation  
D/Cst Nick Yun (韵宁)  
Financial Crimes Unit  
York Regional Police  
December 14, 2021



## Community Events and Volunteer Engagement

This year, we have successfully organized five community events and celebrations. Please see below:

May 2021: we held on Gardening Distribution Event. Many of our members were interested in growing flowers and vegetables in their gardens. We have organized the gardening festival for the past two years. With no funding support this year, our members and participants donated the money to continue the gardening festival and Harvest Festival in Oct.2021

July 2021: To support our newcomers to integrate into Canadian life and feel included, we have organized a Celebration Canada Day essay competition and children's art competition. Our members write about Canada and what they saw, heard, and thought about. They shared their personal stories with other seniors. The children deepen their love for Canada by painting the Canadian flag.

In October 2021, CEFS successfully held the first harvest festival in Berczy Park. Many of our members brought their harvests to the park and shared them with others. We also had harvest performances in the park. The seniors, youth, and children danced, sang, and played instruments to celebrate harvest time. The 100 children joined in pumpkin painting activities. Many members said they are joining the Harvest Festival in the community for the first time.

At the Harvest Festival, we awarded 88 certificates to the volunteers who helped the community in the past year. The reporter from the Toronto star interviewed our volunteers and posted our news on Toronto star and Yorkregion.ca.

In December 2021, CEFS Centre received SCG funding from the Ontario government. We organized over 30 volunteers to deliver the indoor plants to the seniors' homes and encourage them to participate in our online gardening workshops and health workshops. Those workshops helped the seniors to stay safe, healthy, and connected during Covid-19. The reporter from 51.ca interviewed our volunteers and board members and posted our news on the top of the website on Dec.26, 2021.

In Feb 2022, to support the old and new immigrants to celebrate the traditional Lunar New Year 2022 and let our second and third generations of our immigrants understand and learn Chinese traditional culture, The CEFS Centre has successfully held the second year 's Three Generation Lunar New Celebration via Zoom. Hundreds of performers from different age groups include seniors, adults, youths, and children. They have brought 38 programs for this celebration. All the participants wore red clothes to watch this well-arranged festive celebration. We have reached 181 families to join the performance event. The majority of participants are members of the CEFS Centre.

### Quotes from our members and participants:

At first, I participated in the parent-child baking class held by CEFS Community and had an enjoyable time with the children. I found that the staff of CEFS Community had a lot of work to organize various enrichment activities, which were meticulous and trivial. I was so moved that I joined the volunteer team and my main task was to deliver food, vegetable seedlings, flowers, etc., to the elderly who live alone with limited mobility. Seeing the happy smiles on the faces of the elderly made me happy and satisfied from the bottom of my heart. I hope we can



all contribute to the CEFS community and give some love. Our CEFS community will become more united and better.

Jamies Li

My name is Wendy Wang, and I am a high school student in the IB program. My volunteer experience at CEFS Centre has been phenomenal. I participated in the CEFS Centre Harvest Festival, the Summer Camp, the Three Generation Zoom Celebration, the French Tutor Program, and the Senior English Tutor. My volunteer experience at CEFS Centre has allowed me to learn new skills. It has particularly refined my confidence, leadership, and time management abilities. I am truly grateful for all the skills I have gained and the community I built through CEFS Centre.

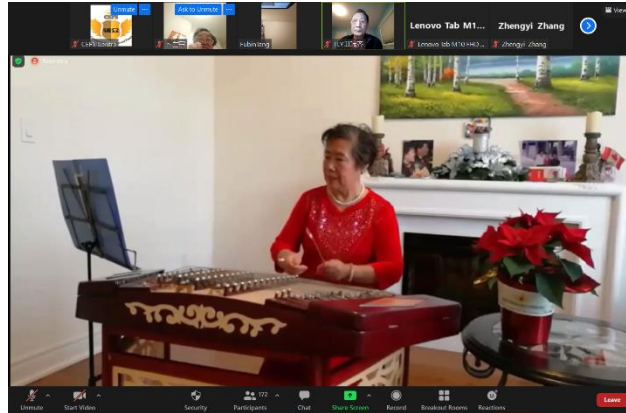
Wendy Liu

Candy has been volunteering with CEFS for over a year and a half. Three generations of my family have volunteered with CEFS, including my mom, husband, and son. My mom was the first to volunteer at CEFS; she taught food classes and delivered food to the elderly. In addition to providing groceries and supplies to the elderly, I have taught pumpkin carving to little ones, taught parent-child nutritional lunch classes, helped edit photos and videos, and have been a long-time instructor of intelligent computer and cell phone classes. My husband and son have also hosted CEFS's Three Generations Together online and Harvest Festival offline events. In the process, not only have I been able to help the Auxiliary community, but I have also gained a lot of experience and fun, such as how to effectively teach and answer questions from the participants within the limited time of the classes; how to distribute the content of the classes and explain it to the elders in an easy-to-understand way; how to demonstrate the skills on different devices, etc. We are delighted and honored to be able to volunteer for the CEFS and bring help to everyone.

Candy Liu



## Highlights of Community Services and Volunteer Engagement









# **Greater Toronto Community Engagement and Family Support Centre**

Financial Statements

(Unaudited — See Compilation Engagement Report)

March 31, 2022

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## COMPILATION ENGAGEMENT REPORT

To Management of  
**Greater Toronto Community Engagement and Family Support Centre**

On the basis of information provided by management, we have compiled the statement of financial position of Greater Toronto Community Engagement and Family Support Centre as at March 31, 2022, the statement of operations and changes in net assets for the year then ended, and Note 1, which describes the basis of accounting applied in the preparation of the compiled financial information ("financial information").

Management is responsible for the accompanying financial information, including the accuracy and completeness of the underlying information used to compile it and the selection of the basis of accounting.

We performed this engagement in accordance with Canadian Standard on Related Services (CSRS) 4200, *Compilation Engagements*, which requires us to comply with relevant ethical requirements. Our responsibility is to assist management in the preparation of the financial information.

We did not perform an audit engagement or a review engagement, nor were we required to perform procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an audit opinion or a review conclusion, or provide any form of assurance on the financial information.

Readers are cautioned that the financial information may not be appropriate for their purposes.

July 7, 2022

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Toronto, Ontario

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**Zhangli**

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Li Zhang, Certified Public Accountant

## Greater Toronto Community Engagement and Family Support Centre

### STATEMENT OF FINANCIAL POSITION

(Unaudited — See Compilation Engagement Report)

As At March 31, 2022

	<u>2022</u>	<u>2021</u>
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and deposits	\$ 30,011	19,932
	<u>30,011</u>	<u>19,932</u>
<b><i>TOTAL ASSETS</i></b>	<b><i>\$ 30,011</i></b>	<b><i>19,932</i></b>
 <b>NET ASSETS</b>		
Reserved Fund	\$ 3,275	18,002
Operating Fund	<u>26,735</u>	<u>1,930</u>
<b><i>TOTAL LIABILITIES AND NET ASSETS</i></b>	<b><i>30,011</i></b>	<b><i>19,932</i></b>

# Greater Toronto Community Engagement and Family Support Centre

## STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

(Unaudited — See Compilation Engagement Report)

For The Year Ended March 31, 2022

		2022	2021
<b>Revenue</b>			
Individual and Business Contributions	\$	4385	200
Membership Due		3,550	645
Canadian Red Cross		25,965	119,539
Service Canada Summer Job		17667	-
City of Markham Grant		-	2,500
Ontario Senior Community Grant		17,776	-
Program fee Collected		3590	-
Miscellaneous		158	-
<b>Total Revenue</b>		<b>73,090</b>	<b>122,884</b>
<b>Expenses</b>			
Administrative	\$	354	2,777
Advertising and Promotion		5,236	1,776
Bank Charges		155	104
Insurance		975	-
Payroll Expenses		26,470	14,861
Program Expenses		25,387	105,080
Accounting Fees		1,307	-
Transportation Fees		3,127	4,882
		63,011	129,480
<b>Excess of Revenues Over Expenditures</b>		<b>10,079</b>	<b>(6,595)</b>
<b>Net Assets, beginning of the Year</b>		<b>19,932</b>	<b>26,527</b>
<b>Net Assets, End of the Year</b>	<b>\$</b>	<b>30,011</b>	<b>19,932</b>

# Greater Toronto Community Engagement and Family Support Centre

## NOTES TO FINANCIAL STATEMENTS

(Unaudited — See Compilation Engagement Report)

31-Mar-22
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**The company is a non-profit and multi-service organization. It is aimed to improve equity, social justice and quality of life through community engagement and family support services:**

To offer settlement information services and referrals to new and old immigrants.

To provide seniors, children, and women services, and then promote family harmony.

To support new immigrants to integrate into Canada society.

### **Basis of accounting**

The basis of accounting applied for the preparation of the financial information is on the historical cost basis, reflecting cash transactions.