



REXDALE



United Way
Toronto & York Region

WOMEN'S CENTRE

Rexdale Women's Centre

Annual Report 2020 – 2021



2020 was a year where we faced incredible and unimaginable challenges across the world and in our community. With the challenges, Rexdale Women's Centre stood strong and refused to bend. We were and continue to be resolute in our convictions to address the financial, physical, and emotional well-being and sense of belonging of our clients.

As the pandemic unfolded, we watched as women and their families: our client community of newcomers, immigrants, migrants, children, youth, and seniors experience greater degrees of unemployment, financial precariousness, lack of digital and internet access, food insecurity, lack of basic necessities, illness, isolation, loneliness and even death.

We all learned together to access programs and services online or over the telephone. We established drop off and pick up protocols and routines. We did not give up and we continued to push forward.

In order to ensure our client's economic and financial security, we obtained and distributed gift cards, partnered with sector supporters to provide financial support for those most affected and at risk. We expanded our employment services and assisted our clients to access government financial supports. We delivered school supplies and provided gifts for children during Christmas.

We assisted our clients to address safety by increasing supports for women experiencing gender-based violence and providing non-medical masks, protective equipment and supplies, face shields, hygiene kits and hand sanitizers. We assisted our clients to access testing and vaccination centres so critical for their health and well-being.

We worked tirelessly with community partners to address food insecurity for vulnerable seniors and mothers with young children. We worked with partners to identify, deliver, and distribute prepared hot meals, and grocery hampers.

We have supported our clients to access and obtain technical devices and internet support to access online services and programs and reducing the digital divide.

We increased and created new services to support our clients during COVID-19. We assisted our clients to be able to cope better with the many challenges they experienced and continue to build their self-confidence and self-sufficiency skills and continue to foster their sense of belonging in the community.

Through the strong support of staff, volunteers and board members, Rexdale Women's Centre remained strong and resilient. We rose to the challenge and our call to action was immediate and impactful.

Our staff worked miracles and found ways to address the needs of our clients. Our board of directors continued to steward staff and provided timely and strategic guidance when called upon.

We have learned a great deal during the last fiscal year: new skills, new way of living, interacting with one another, and reaching out for support. But most of all, we have learned to care and support one another as a community, as we would for our own family. We learned that we are in this together and every action taken, no matter how small, makes a difference.

We are proud of our work and support of our clients and the community.

We thank you for allowing us to work with and support you.

Thank you

Sabina Filipescu and Fatima Filippi
Chairperson and *Executive Director*



Chairperson:
Sabina Filipescu

Vice-Chairperson:
Valentina Vaguengueim

Treasurer:
Gentiana Shyti

Secretary:
Florentina G. Stancu-Soare

Directors:
Aida Bejte
Ankita Bhardwaj
Hamdi Jimale
Elena Kaminsky
Asvini Keerawella
Lara Roccatani

Our Mission

At Rexdale Women's Centre, we support immigrant, refugee and newcomer women and their families to become fully participating members in Canadian society. As a leader in our sector, we enhance our clients' self-sufficiency and competence by providing essential services and facilitating access to community resources.

Our Vision

Our vision is for immigrant, refugee and newcomer women and their families to effectively settle and integrate into Canadian society. We are committed to working with our clients to be self-sufficient and financially secure. They will live happy, safe, healthy and socially engaged lives in which they are honoured and respected for who they are regardless of their background.



35,609

Total Number of Services
Delivered in 2020-2021

8,137

Total Number of Individual
Clients Served in 2020-2021

“I am always grateful for this organization because they help people who need it, people who are new to Canada and are able to get information from RWC and the counsellors speak different languages which is very good.”
- Wahida

“I have been a client since last 5 years. I want to thank you for your ongoing support even in this period of pandemic you support me a lot. You answer my every query on the phone whenever I need you. Thank you for everything.”
- Rupinder



“Thank you Rexdale Women's Centre for being there during these hard times.” - Aasia W

Financial Security

Helping our clients to **achieve** employment and financial security

Employment and Labour Market Integration Services

- Short-term supportive counselling
- Employment support groups for women
- Employment and career counselling
- Labour market integration support on labour market, starting own business, funding to support entry or re-entry into the labour market, resume preparation, cover letter and job search preparation

Number of Clients Served:

Economic Independence: **344**
Women's Economic Self-Sufficiency: **165**
Labour Market Integration: **290**

“I went to RWC in March 2021. I received help in job searching and resume writing. I am thankful for the help and support. I would recommend RWC. I am pleased for their help and will be forever grateful.” - Sandy C

Women's Employment Resource Centre (W.E.R.C.)

Supporting visible minority newcomer women to succeed in the Canadian labour market.

- Pre-employment counseling
- Employment opportunities, occupational essentials skills training, networking, internships, mentorships, work placement and preparation for the credential assessment process
- Skills, interests, and values through self-assessment
- Research and explore possible careers
- Understand and explore labour market
- Develop an employment action and/or career decision, finding training and education options

Special Events and Activities:

Income Tax Clinic –
198 individuals assisted to file their income tax

- Information on funding that may be available to train, and re-train in a new occupation
- Start own business
- Support to prepare resume - cover letter
- Job search support, interview support, resume writing, preparing for job interviews

Number of W.E.R.C. Clients Served: **187**

Sense of Community

Helping our clients to **build** a sense of community and belonging

Special Events & Activities:

Black History Month Celebration

International Women's Day

South Asian Heritage Month Celebration

Canada Day Celebration

Community Engagement, Civic Participation, Leadership and Volunteering

- Support groups: cooking club, movie night
- English conversation circles
- Family March break and summer camps
- Befriending and matching newcomers with established residents
- Ethno-cultural seniors support
- Newcomer youth support
- Health and wellness program: light physical activities, nutrition and mental well-being
- Yoga programs for seniors, youth and new moms
- Volunteer recruitment, training and placement: **105** volunteers contributed **6,232** hours

367

Clients Served

Community Reduce-Reuse Program: Sharing-Reuse and Learning Centre

- Love Food Hate Waste workshops for **30** community members
- UFixIt: **61** electronics and small household appliances repaired
- UFixIt Training: **29** youth learned to repair electronics and small household appliances
- Community Garden and Composting: **12** families participated
- Bike Repair and Donation: **39** bikes repaired, and **54** donated bikes distributed
- **414** prepared food and food hampers delivered



KIPLING TOWERS
COMMUNITY GARDEN



Rexdale Women's Centre

COVID-19 Response and Call to Action

Economic Security:

We assisted our clients to maintain financial and personal safety during the pandemic.

- Assisted clients who lost jobs to apply for government benefits
- Assisted clients to address housing and rental challenges and potential evictions due to COVID
- 456 gift cards distributed
- 61 migrant and non-status families with a total of 218 individuals with onetime financial support
- 900 packages of school supplies
- 696 Christmas Gifts distributed

Safety: We assisted our clients to address gender-based violence and providing non-medical protective equipment and supplies.

- 1,200 boxes of children's and 2,400 boxes of adult non-medical masks and 100 face shields
- 950 hygiene kits and 400 bottles of hand sanitizer

Food Security:

We worked with community partners to address food insecurity for vulnerable seniors and mothers with young children.

- 6,990 prepared hot meals were delivered
- 1,363 grocery hampers delivered

Digital Divide: We have assisted our clients to access and obtain technical devices and internet support to access online services and programs.

- 76 refurbished laptops distributed
- 8 cell phones distributed
- 75 available on loan Chromebooks
- 40 available on loan refurbished laptops
- Working with City of Toronto and partners for internet Hotspots and memory cards

Expanding Services:

We increased and/or created new services to support our clients during COVID-19.

- Increased services for women experiencing gender-based violence
- Increased our employment supports and services
- Increased workshops on COVID testing and vaccinations
- Increase health and mental wellness supports
- Training for ethno-cultural seniors on staying safe online and cyber security
- Development of resources for seniors' safety online
- Conducting vaccination outreach to clients

- Assisting in food preparation and distribution
- Assisting in vaccination clinics
- Delivering citizenship preparation classes and providing online testing centre
- Conducting daily check-ins of vulnerable clients

“Rexdale Women's Centre is the best, during this Covid 19 they care a lot, about my well being, my academic. They give me computer for my online course, they give me snacks, diapers and fruit for my children. Even if I cannot pick it up, they will find a way to give it to me.” - Juliet O

Building Self-Confidence

Helping our clients to **build** necessary skills and self confidence

“I am very thankful to your organization also for providing such kind of services and help to the needy people especially to the women. Thank you is a small word for what you have done for me in that hard time. Thank you.”

- Arashdeep K

Newcomer Settlement Services

- Information and orientation
- Referral and access to services
- Translation and interpretation
- Crisis support
- Newcomer workshops and information sessions
- Settlement Services in Language (SSIL)
- Library Settlement Program (LSP)

English Language Instruction for Newcomers to Canada (LINC)

- Classes ranging from literacy to level 4

Seniors' Services

- Seniors' yoga
- Outreach to seniors over the phone
- Organizing Workshops for Seniors
- Singing and Dancing Activities:
- Making phone calls
- Training of placement students

“Despite COVID-19, I am really happy to be part of the programs that are held virtually. The fact that we are able to have one-on-ones with the counsellors at Rexdale Women's Centre is amazing.”

- Jahvon H

Support for Women and Families

- Parenting and family supportive counselling
- Nobody's Perfect parenting groups
- Eating for Two nutrition program and Feeding with Love information support

Children's Services

- Care for newcomer children – English language instruction – homework support
- Preschool and school readiness programs
- Online family drop-in summer camp

Youth Settlement and Support Services

- Settlement and orientation support
- Settlement and orientation support
- Skills building
- Leadership and conflict resolution
- Career connections/career planning support
- Recreational and health and wellness activities
- Mentorship
- March break and summer camps
- Arts & craft activities
- Community service hours and volunteering
- Distribution of food hampers donations
- Distribution of technology devices/equipment
- Youth clubs
- Youth council

6,386
Clients Served

Safety from Violence and Abuse

Helping our clients to **live** a life free of violence

Special Events and Activities:

National Day of Remembrance and Action on Violence Against Women

Take Back the Night

Violence Against Women and Crisis Intervention

- Domestic violence support and crisis counselling
- Medical and legal referrals and client accompaniment
- Support and healing groups for women on domestic violence
- Anti-human trafficking of vulnerable women

Violence Prevention

- Partner Assault Response Program Groups
- Partner Assault Response Program – Spousal Contact

726

Clients Served

Equitable Access

Working with institutions and service providers to affect social and systems change so that our clients achieve **equitable access** and become **empowered**

- Toronto West Local Immigration Partnership
- Ontario Council of Agencies Serving Immigrants: Mental Health Promotion for Newcomers
- North Etobicoke Community Cluster
- City of Toronto Community Cluster
- North Etobicoke Food Security Committee
- North Etobicoke COVID Equity Wrap Around Support Services
- North Etobicoke Vaccine Engagement
- Donation of gift cards, food, and laptops

12-Month Period Ending March 31, 2021

REVENUES	2020-2021	2019-2020
Government	\$ 3,765,004	\$ 3,736,207
Private Sector	565,193	543,086
Other	125,002	248,347
Capital Contributions from funders (net)	(78,805)	60,415
Total Revenues	\$ 4,376,394	\$ 4,588,055
EXPENSES		
Salaries & Benefits	\$ 3,502,712	\$ 3,547,400
Operating and Programme Expenses	354,094	515,282
Building Occupancy	493,594	524,578
Total Expenses	\$ 4,350,400	\$ 4,587,260
Excess Of Revenues Over Expenses	\$ 25,994	\$ 795

These statements are condensed from the full version prepared by Berman, Lofchick & Lum, LLP Chartered Accountants.

A full copy of the audited financial statement is available upon request.



Rexdale Women's Centre gratefully acknowledges our financial supporters and donors.

Funders

Government of Canada

Department of Women and Gender Equality
Employment Social Development Canada
– Canada Summer Jobs
Immigration, Refugee and Citizenship
Canada

Government of Ontario

Ministry of the Attorney General
Ministry of Children, Community and Social
Services – Citizenship and Immigration &
Office of Women's Issues

Municipal

City of Toronto

Public Sector

United Way Greater Toronto

Foundation

Families Canada
Ontario Trillium Foundation – Rexdale Youth
Mentorship Project
The Sam Sorbara Charitable Foundation
Toronto Foundation – Cornelius Van de
Graaf and Terence Clarkson Foundation

Other

Brighter Futures Coalition
OCASI – Atkinson and World Education
Services Emergency Support Funds

Private Donors

All Nations International Development Agency
Aida Bejte
Ankita Bhardwaj
Bayer Inc.
Correctional Service – Rexdale Probation
Office
CP24 Chum Christmas Wish
Dell Canada
Elevation Church
Gentiana Shyti
Hamdi Jimale
Holiday Helpers
Kingsway Kiwanis Club
Martin Grove United Church
Peter Smith
Royal Bank of Canada
Rebecca Rabinovitch
Sabina Filipescu
Shoe Box Project

TD Canada Trust
Toronto Star Santa Claus Fund
United Way Greater Toronto – Gifts In Kind
Valentina Vaguengueim

Relief for Rexdale GoFundMe Supporters:

- Aleksandra Stypulkowska
- Alina-Oriana Valachi
- Fatima Filippi
- Florentina Stancu-Soare
- Genrys Goodchild
- Guadalupe Herrera
- Helen Willing
- Jason Ovsenny
- Jessica Upton
- Julie Fader
- Laura Arambalis
- Madison Knott
- Manesha Parmar
- Owen Barrigar
- Snita Bansal
- Trista Mittermayer

Service Partners

Albion Neighbourhood Services
CMAS- Childminding Monitoring Advisory
and Support
CultureLink
Delta Family Resource Centre
Ernestine's Women's Shelter
Families Canada
The Etobicoke Brighter Futures Coalition
FoodShare
The George Hull Centre for Children and
Families
iMpaact Center Foundation
Inspire Eats
JobStart-Toronto West Local Immigration
Partnership
North York Harvest Food Bank
Ontario Council of Agencies Serving
Immigrants
Rexdale Community Health Centre
Rexdale Community Hub
Rexdale Community Legal Clinic
Rexdale Employment and Resource Centre
Taric Islamic Centre
Toronto Employment and Social Services
Toronto Public Library: Albion, Rexdale and
Richview
Toronto Public Health Department
YMCA – Language Training Assessments
YWCA – Bergamot Apartments

Service Collaborators

Albion Neighborhood Services
Al-Qazza Foundation for Education and
Development
Arab Community Centre
Barbra Schliker Commemorative Clinic
Braeburn Neighborhood Centre
B.W. Fleming Public School
Canadian Mental Health Association
Canada Revenue Agency – Income Tax
Program
Catholic Cross Cultural Services
Central Library-Mississauga
Children's Aid Society – Etobicoke Branch
Children's Aid Society – Peel Region
COSTI- Employment Services
Delta Family Resource Centre
Dixie Bloor Neighborhood Centre
EarlyON and Family Centre
Emery Collegiate Institute
Epilepsy Toronto
Etobicoke North Probation and Parole Office
Evergreen College
Halton Multicultural Council
Humber College
International Muslim Organization-Rexdale
MIAG – Centre for Diverse Women and
Families
Mississauga Central Library

North Kipling Community Centre
Ontario Council of Agencies Serving
Immigrants
Peel District School Board: B.W. Fleming
Public School
Polycultural Immigrant and Community
Services
Punjabi Community and Health Services
SAV – Canada Syrian Community Centre
Service Canada
Syrian Canadian Foundation
Toronto Catholic District School Board: St.
Maurice Catholic School
Toronto District School Board: Daystrom
Public School, Highfield Junior Middle
School, Kingsview Village Junior School
Toronto District School Board LINC
Toronto Employment and Social Services
Toronto Fire Department
Toronto Parks and Recreation: Elmbank,
Gord and Irene Risk, Humberwood, and
Thistleton Community Centres
Toronto Public Health
Toronto Public Library: Humberwood
Victim Services Toronto
YWCA



Where to find us:

925 Albion Road
Suites 207 and 309
Etobicoke, ON M9V 1A6

21 Panorama Court
Suites 1300 and 2300
Etobicoke, ON M9V 4E3

RWC-Youth Hub
222 Dixon Road,
Suites 302-303
Etobicoke, ON M9P 3S5

RWC Sharing-Reuse and
Learning Centre (CRRP)
2667 Kipling Avenue,
Unit B107
Etobicoke, ON M9V 4N4

Email: admin@rexdalewomen.org

Website: www.rexdalewomen.org

Facebook: [rexdalewomenscentre](https://www.facebook.com/rexdalewomenscentre)

Instagram: [@rexdalewomenscentre](https://www.instagram.com/rexdalewomenscentre), [@crrp__rwc](https://www.instagram.com/crrp__rwc), [@rexdaleyouthhub](https://www.instagram.com/rexdaleyouthhub)

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Rexdale Women's Centre is a
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Charity Number 119118297 RR0001

