



2018-19

ANNUAL REPORT

BOARD CHAIR & CEO'S MESSAGE



Indus Community Services has been busy over the past year; we have opened our seventh site in Oakville and moved our central Brampton site to a new and better location. In a strong partnership, Indus with Trillium Health Partners and the Yee Hong Centre for Geriatric Care continues to develop a culturally responsive **320** bed Long Term Care Home. Indus worked with PCHS and others to launch the South Asian Health and

Wellness Strategy for Ontario's 1.2M South Asians. In another valuable partnership, Indus joined with PCHS and the Wise Elephant Family Health Team to propose the APNA Ontario Health Team that would focus attention on the unique health and social service needs of the local South Asian diaspora.

Our 2018-19 Client Satisfaction Survey was administered across the whole agency for the first time this year and was completed by over **400** clients. An impressive **97.5%** of our clients felt they were treated with dignity and respect while receiving our services. In addition, **94.5%** said that they would recommend Indus Community Services to a friend or relative in need. These results speak to the focus on program quality that both Board and Staff constantly strive to maintain.

Staff was also very pleased to be recognized for their outstanding work through three awards that were presented this year. For 2018 the Outstanding Leadership Award was given to Deepika Jeyakumaran, who is described as a natural leader who is very supportive and encourages others through empowerment.

This year's Exceptional Teamwork Award went to a team that has raised roughly **\$200,000** in the past six years. The funds help with providing meals to clients in our Senior's program and also provide other much needed support to the agency. The Bingo team has to work fast in collecting and verifying money during their shift. This year's recipients of the Exceptional Teamwork award are: Judy Kirubaharan, Angela Monteiro, Cheryl Rodrigues, Keith Roze, Manjot Sekhon, Maria Irudayaraj, Meenakshi Krishnan, Parviz Walli, Reneta D'souza, Shirley Pasha, Tajan George, Tasneem Ujjainwala, Venant Ferreira, Entisar Hamour and Hiral Modha.

The Inspirational Individual Award was given to two staff members both from Health Services that in their own ways found efficiencies and energized the staff and clients around them. The winners were Navneet Dhillon & Casey Robichaud.

Congratulations to them all! Our amazing staff and dedicated volunteers are the key ingredients in why Indus is such a successful service provider.

Over the next few months the Board, Staff, Clients and the many stakeholders of Indus will be asked to provide input and help Indus to reformulate our Strategic Plan for 2020-2024. With your support and advice we look forward to building on our successes and bringing our communities' vision to life.

Yours in Service,

Mandeep Grewal, Chair of the Board & Gurpreet Malhotra, CEO

Board of Directors

- Mandeep Grewal – Board Chair
- Varinder Sembhi – Vice Chair
- Amit Goyal – Treasurer
- Parul Vora – Secretary
- Elisabeth Catalano-Bon
- Balbir Sohi
- Richa Arora
- Sonia Dupte
- Sreya Roy

Funders and Supporters

- Immigration, Refugees & Citizenship Canada
- Mississauga-Halton Local Health Integration Network
- Central West Local Health Integration Network
- Services and Housing In the Province (SHIP)
- Ministry of Attorney General
- Ministry of Children, Community and Social Services
- Ministry of Citizenship and Immigration
- Region of Peel
- Ontario Trillium Foundation
- United Way Greater Toronto
- Service Canada, Canada Summer Jobs
- Community Foundation of Mississauga
- Catholic Family Services PHD
- City of Mississauga

Vision

Leaders in building strong and supportive communities

Mission

Supporting our growing communities to manage change

JOINT MESSAGE



For the first time ever Seva Food Bank, Punjabi Community Health Services and Indus Community Services are hosting a joint Annual General Meeting. Our Boards of Directors and Staff Teams wanted to be able to clearly demonstrate to all our stakeholders including our service communities and supporters that we are jointly committed to further improving and expanding services in a cooperative and deliberate manner.

In related news Wise Elephant Family Health Team, Punjabi Community Health Services and Indus Community Services have embarked on an ongoing project to create more synergy and improve health services that we provide to our communities. With over 973,000 South Asians living across the GTA our three leading organizations feel that by cooperating that we can extend our already impressive supports to seniors, those with medical needs and those facing addictions or mental health concerns.

In the past year, Indus Community Services and Punjabi Community Health Services along with other culturally focused social service agencies compiled a South Asian Health & Wellness Strategy for Ontario. The report highlights among other concerns that diabetes, cardio-vascular disease, low cancer screening rates, low organ donation rates etc. are worrisome for the community (See full report available on our websites).

Using a health equity, diversity and inclusion lens, the three organizations have embarked upon conceptualizing a vision where integrated, holistic, multi-disciplinary teams will provide accessible primary care, services for seniors, addictions and mental health services. The vision is to set up the APNA Ontario Health Team which will provide services throughout the lifespan to the South Asian communities across the Greater Toronto Area.

Together with the support of our communities, all four organizations mentioned and others that are allied with us, aim to create a better social service and health care system to offer even better help to the many people we proudly serve.

Over the coming year we anticipate that each organization will further learn from the others and we can improve efficiencies and demonstrate to all that together we are better!

Sincerely,

Rasheeda Qureshi, ED
Seva Food Bank

Baldev Mutta, CEO
Punjabi Community Health Services

Gurpreet Malhotra, CEO
Indus Community Services



YEAR IN REVIEW 2018-2019



Indus & MonstrARTity jointly provided an innovative Seniors Arts Program.

Our Programs Served 12,094 Community Members in Brampton, Mississauga & Oakville

HEALTH SERVICES

Adult Day Services
Senior Wellness Groups
Caregiver Support Groups
Assisted Bathing
Foot Care
Friendly Visiting Program

17,354 Units of Service provided to Seniors
766 Individual & Caregiver supports provided
336 Senior Wellness Sessions
221 Clients served through the Senior Wellness Program
266 Individuals provided with Health Promotion & Education
409 Seniors served in the Adult Day Services Programs

FAMILY SERVICES

Child, Youth, and Parenting
Family Court Support Services
Advocacy, Counselling, Empowerment & Safety
Supportive Mental Health Services

1,671 Hours of Counselling Support provided
528 Clients assisted through the Family Court Support Program
302 Women provided with Crisis Intervention
211 Clients supported in the Child, Youth & Parenting Program

TOGETHER WE MADE A DIFFERENCE



Graduates from our new Sewing Entrepreneurship Program.

NEWCOMER SERVICES

Employment Services

Job Search Workshop

English Language Training (LINC)

Information & Referral

Entrepreneurship Program

Bridging Program for Human Resources Professionals

Services for International Students

Intersections (2SLGTBQ+ Newcomer Support)

Community Connections

7,292 Newcomers provided with Settlement Services

1,653 LINC* students served

498 Children cared for in the CNC** Program

262 Clients assessed by Employment Services

23 Job Search sessions conducted

606 Job seekers attended our Job Fairs

86 Community Connections clients served

33 Graduates in the HR Bridging Program

26 Graduates in the Sewing Entrepreneurship Program

*Language Instruction for Newcomers to Canada

**Care for Newcomer Children

VOLUNTEER SERVICES

10,192 Hours of Service contributed by our volunteers


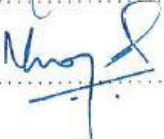
FINANCIAL REPORTS

Assets & Liabilities

INDUS COMMUNITY SERVICES
(Incorporated under the laws of Ontario)
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2019

	<u>2019</u>	<u>2018</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash and restricted cash	\$ 61,314	\$ 522,357
Investments (note 3)	1,513,454	1,497,153
Accounts receivable	652,484	329,690
Prepaid expenses and deposits	<u>110,277</u>	<u>53,697</u>
	2,337,529	2,402,897
TANGIBLE CAPITAL ASSETS (note 4)	<u>325,630</u>	<u>265,983</u>
	<u>\$ 2,663,159</u>	<u>\$ 2,668,880</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (note 5)	\$ 511,626	\$ 602,761
Deferred contributions (note 13)	<u>75,500</u>	<u>72,737</u>
	587,126	675,498
DEFERRED CAPITAL CONTRIBUTIONS (note 14)	<u>317,164</u>	<u>256,452</u>
	<u>904,290</u>	<u>931,950</u>
NET ASSETS		
Unrestricted - cumulative excess of revenue over expenses	270,812	213,632
Internally restricted - other reserves (note 6)	451,057	486,298
Internally restricted - operating reserve (note 7)	<u>1,037,000</u>	<u>1,037,000</u>
	<u>1,758,869</u>	<u>1,736,930</u>
	<u>\$ 2,663,159</u>	<u>\$ 2,668,880</u>

Approved by the Board:


Chair

Treasurer

Welch LLP

An Independent Member of BKR International

The above financial report has been extracted from Indus Community Services' audited financial statements.

FINANCIAL REPORTS

Revenue & Expenses

INDUS COMMUNITY SERVICES
STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2019

	<u>2019</u>	<u>2018</u>
Revenue		
Grants		
Immigration, Refugees and Citizenship Canada (note 14)	\$ 3,748,013	\$ 3,181,464
Canada Summer Jobs	48,837	50,334
Province of Ontario:		
Mississauga-Halton Local Health Integration Network (note 14)	1,676,203	1,685,169
Central West Local Health Integration Network (note 14)	994,920	914,475
Services and Housing in the Province (note 12)	164,817	161,793
Ministry of the Attorney General (note 10 and 14)	97,500	97,500
Ministry of Children, Community and Social Services		
Violence Against Women Prevention Program (note 9 and 14)	124,777	113,687
Newcomer Settlement Program (note 8)	75,102	75,102
United Way Greater Toronto (note 11)	58,580	57,437
Other grants	181,637	199,691
Fees for non-funded services	443,630	406,216
Amortization of deferred capital contributions (note 14)	73,940	53,684
Fundraising activities	54,024	42,607
Interest	35,634	24,686
Donations	23,887	22,994
Other	24,285	19,133
Membership fees	<u>306</u>	<u>426</u>
	<u>7,826,092</u>	<u>7,106,398</u>
Expenses		
Personnel costs	5,803,274	5,171,390
Occupancy cost	1,034,953	1,096,643
Program costs	296,286	245,874
Office	274,357	230,311
Client and staff travel	157,017	123,346
Professional fees	126,951	97,343
Board and staff development	35,168	27,159
Amortization of capital assets	<u>76,147</u>	<u>54,726</u>
	<u>7,804,153</u>	<u>7,046,792</u>
Excess of revenue over expenses	<u>\$ 21,939</u>	<u>\$ 59,606</u>

Locations

HEAD OFFICE - ALL SERVICES

3038 Hurontario Street, Suite 206 Mississauga, ON L5B 3B9
Phone: 905-275-2369 **Fax:** 905-275-6799

HEALTH SERVICES

245 Queen Street East, Unit 2
Brampton, ON L6W 2B5
Phone: 905-595-1669
Fax: 905-595-1670

HEALTH SERVICES

415 Matheson Boulevard East
Mississauga, ON L4Z 2H2
Phone: 905-507-6099
Fax: 905-507-1787

NEWCOMER & FAMILY SERVICES

60 Gillingham Drive, Unit 500
Brampton, ON L6X 0G9
Phone: 905-459-4776
Fax: 905-459-4347

WOMEN & FAMILY SERVICES

60 West Drive, Suite 110
Brampton, ON L6T 3T6
Phone: 905-450-4650
Fax: 905-450-5478

NEWCOMER & FAMILY SERVICES

180-B Sandalwood Parkway East
Suite 3000, Brampton, ON L6Z 4N2
Phone: 905-840-6666
Fax: 905-840-6636

NEWCOMER SERVICES

483 Dundas Street West, Unit 209
Oakville, ON L6M 1L9
Phone: 289-295-0765
Fax: 289-295-0766

Services for Newcomers, Seniors, Women and Families

Locations to serve you in Mississauga, Brampton & Oakville



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www.induscs.ca

