

# INDUS COMMUNITY SERVICES



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## ANNUAL REPORT



# 2020-2021

# BOARD CHAIR & CEO'S MESSAGE



During our agency's 35th year, Indus Community Services faced many challenges in how to serve our many communities. The COVID-19 pandemic resulted in the prolonged closure of our sites, and all our staff are to be congratulated for their efforts in providing compassionate services to our clients while working from home and coping with the many impacts of a global pandemic.

In addition, the revealed pandemic of Anti-Black Racism and Systemic Discrimination that impacts all of us became an important focus of our advocacy work. Indus has been standing up to racism and all forms of prejudice that help form systemic discrimination and that causes our governments and institutions to harm the very people who are supposed to be served by them and who in fact, provide the tax dollars to sustain them.

During this past year, we are very proud to say, the staff and volunteers at Indus have successfully achieved their goals in providing the best possible levels of services to all of our clients.

By the end of March, Indus provided a total of 7,899 units of service to Newcomers. We have reached out to community networks and educational institutions to support International Students, and our efforts have begun to make a real difference in the lives of these bright young people.

Across our Family Services programs, we have provided 281 safety plans to women facing domestic violence, and supported 1,149 individuals with Family Court, Mental Health and various other supports. Our new Saath-Together program with Peel Children's Aid Society helped 233 families and 490 children and youth and is being recognized as a leader around the province.

Health Services staff in our Adult Day Services Program took care of 219 seniors and we hosted 367 sessions of our popular Senior Wellness programs all done through virtual formats. Indus advocated for and received government support to hire Community Health Ambassadors and publicize correct health information through [apnahealth.org](http://apnahealth.org) in 5 major South Asian languages. This program continues to receive national media attention and in its first few weeks of operation successfully delivered 12,415 PPE kits, 254 meals and reached over a 1 million people through social media.

Some of our valued partnerships have continued to enhance the quality of the programs we deliver. We have been working with our friends at Peel Children's Aid Society and Punjabi Community Health Services to develop the MASSI program to help young families overcome challenges and improve their well-being. We are continuing our collaboration with the Safe Centre of Peel to explore expanding the model to further support families facing violence in the home.

Through the hard work of our Board of Directors, the agency now has a plan to develop new a 192 Bed Long Term Care Home in accordance with our four-year Strategic Plan. This includes the creation of a new non-profit designed to hold property and a Foundation to help Indus raise funds for this first ever South Asian focused home for our Seniors.

A huge vote of thanks to all our Funders and Donors, as well as our members and community partnerships for their unwavering support.

As Indus Community Services continues to adapt to a new post-covid normal, we are supporting our staff in safely returning to work and re-opening our 7 locations across Mississauga, Brampton, and Oakville.

Unity has brought us strength, our resolve has brought us results, and compassion is seeing us through to happier days.

Yours in Service,

Varinder Sembhi, Chair of the Board

Gurpreet Malhotra, CEO

## BOARD OF DIRECTORS

- Varinder Sembhi - Board Chair
- Elisabeth Catalano-Bon - Vice Chair
- Amit Goyal - Treasurer
- Parul Vora - Secretary
- Sonia Dupte
- Sreya Roy
- Deepali Kapur
- Kant Trivedi
- Namita Talwar

## FUNDERS & PARTNERS

- Immigration, Refugees and Citizenship Canada (IRCC)
- Mississauga Halton Local Health Integration Network
- Central West Local Health Integration Network
- Employment & Skills Development Canada
- Service Canada
- Services and Housing in the Province (SHIP)
- Ministry of the Attorney General
- Ministry of Children, Community & Social Services
- Ministry of Health
- Ministry of Long-Term Care
- Ministry of the Attorney General
- Ministry of Children, Community & Social Services
- United Way Greater Toronto
- Region of Peel
- Community Foundation Mississauga
- Peel Children's Aid Society
- Canadian Women's Foundation
- Oakville Community Foundation
- City of Mississauga
- Community Donors

# HIGHLIGHTS FROM THIS YEAR



MPP Anand's Statement in the Provincial Legislature at Queen's Park

**1,093**  
Caregivers and  
Seniors attended  
Educational Sessions

164 participants attended  
our 2SLGBTQ+  
(Intersections) capacity  
building workshops

**6,686**  
Total Volunteer  
Hours Contributed

Thank you to our friends at  
Telus & Rogers for donating  
much needed technology to our  
clients.

**242 clients assessed for  
Employment Services**

**665 unique newcomer  
international students served**



# YEAR IN REVIEW 2020-2021

**We served 15,389 Community Members in Brampton, Mississauga & Oakville**

## HEALTH SERVICES

- 829 Individual & Caregiver supports provided
- 367 Senior Wellness Sessions
- 228 Clients attended the Senior Wellness Program
- 264 Individuals provided with Health Promotion & Education
- 219 Seniors served in the Adult Day Services Program

"Thanks for all the activity sessions and exercise programs that you've put in place for my dad. I have seen such a tremendous change in his mood. He actually dressed up very nicely for Friday prayer and actually comes down and sits around for a bit with family. He looks forward to your sessions! He doesn't feel like people are judging him... when we do the activity similar to you he hates it... but with you, he waits for it!

PLEASE CONTINUE WITH THESE! Thanks for all your effort."

- Senior Caregiver



Virtual ADS Zoom session



**Community Health Ambassadors at Dixie Gurdwara and COVID-19 vaccine clinic**



- 27,524 Total PPE distributed
- 63,881 Total postcards distributed
- 1,892 Access to testing center
- 780 Hot meals delivered
- 219 Seniors served in the Adult Day Services Program
- Provided \$55,430 through financial assistance and gift cards to support families affected by COVID-19 and supported 55 families with groceries and essential needs.

"I'm very satisfied! My COVID-19 vaccine appointment was set up and I was provided transportation to go and come back. Thank you!"  
- Client

[Click here to watch Apna Health on TikTok](#)

"My greatest reward as a CHA is the positive impact we can make in the lives of people affected by COVID through our support services."  
- Community Health Ambassador



**Youth Vaccine Campaign**



**Creative for billboard/bus shelters/social media**

## HERE WITH YOU EVERY STEP OF THE WAY

### FAMILY SERVICES

- 1,562 Hours of counselling support provided
- 550 Clients supported through the Family Court Program
- 281 Women provided with Crisis Intervention
- 207 Clients supported in the Child, Youth & Parenting Program
- 250 New clients supported through the Saath Program
- 21 Clients assisted by the Community Mental Health Housing Program

"It took me a long time, but finally, I decided to leave the abusive relationship. I could not have done it without getting support from Indus. I would look forward to my weekly counselling sessions because that was the only time I could speak without fear or judgment. I felt heard, and I am grateful for the services that I received from Indus Community Services."

"Words cannot express how grateful I am for the various community services available, especially Indus Community Services. You are all "unsung" heroes who aren't appreciated for the work and help you provide. Indus has become a tremendous part of my journey to recovery, healing, and hope."

"During the beginning of the pandemic, I was the primary parent of my daughter, and her father had access. We had no written agreement but mutual understanding. In March 2020, when Covid-19 became the world's biggest problem, my life also shattered. My ex-spouse took my child and refused to let me see her. I connected with a support worker from Indus Community Services. Speaking to her gave me significant relief. Thanks a million for your help."



**Director - Newcomer Services**

## NEWCOMER SERVICES

- 7,899 Newcomers provided with Settlement related services
- 1,109 Newcomer students enrolled in LINC (English) classes
- 106 Children in the Care for Newcomer Children's Program
- 665 International students supported
- 48 Clients participated in citizenship test preparation classes



**LINC students celebrated Mother's Day and learned about protecting the environment**

# TOGETHER WE MADE A DIFFERENCE



**Employment Services Counsellor**

## EMPLOYMENT SERVICES

- 242 Clients assessed for Employment Services
- 12 Job Search Training sessions conducted
- 41 Group workshops conducted
- 84 New clients served via the Community Connections Program
- 16 Graduates in the Sewing Entrepreneurship Program

Starting over in a new country can be challenging! Add to that the COVID-19 pandemic with its multiple stay-at-home orders, ensuing social isolation and limited availability of services, many newcomers were left feeling helpless and desperate.

Using virtual interactive platforms, Indus' Settlement and Employment Services team was able to expertly guide new immigrants on matters relating to day care, landlords and tenants' rights, school registration processes, skills training, employment and bridging programs, Ontario benefits for families, and more!

All this enabled clients to successfully settle and integrate into the community and move their lives forward in a positive direction.

# NEW PROGRAMS & SERVICES



[Click here to learn about the Saath program](#)  
 Served 250 new clients and 909 hours of counselling



**159 youth participated in the Indus Cyber Youth Zone Winner of Spark Your Spirit Contest**

"I have enjoyed Swagat program very much for very many reasons. I have met new friends and I love to hear their thoughts and experiences on different topics. I have enjoyed your technology, art, music, dance and exercise classes very much. I look forward to attending more sessions with you" - SWAGAT Client



# SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

## PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

**TINKHAM** LLP | CHARTERED  
PROFESSIONAL  
ACCOUNTANTS

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### REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Directors of  
**Indus Community Services**

#### Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2021 and the summary statement of operations for the year then ended are derived from the audited financial statements of Indus Community Services ("the Organization") for the year ended March 31, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements on the basis described in the note to the summary financial statements.

#### Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

#### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 10, 2021.

#### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in the note to the summary financial statements.

#### Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard 810, Engagements to Report on Summary Financial Statements.

TORONTO, Ontario  
June 10, 2021



**Licensed Public Accountants**

# SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

## PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

### ASSETS & LIABILITIES

#### INDUS COMMUNITY SERVICES

##### Summary Statement of Financial Position

As at March 31	2021	2020
<b>Assets</b>		
Current		
Cash	\$ 949,717	\$ 49,692
Accounts receivable	186,893	746,617
Prepaid expenses and deposits	69,362	70,193
	<b>1,205,972</b>	866,502
Investments	<b>1,945,676</b>	1,580,639
Capital assets	<b>431,228</b>	353,820
	<b>\$ 3,582,876</b>	\$ 2,800,961
<b>Liabilities and Net Assets</b>		
Current		
Line of credit	\$ -	\$ 60,000
Accounts payable and accrued liabilities	1,058,997	369,038
Deferred contributions	154,287	188,595
	<b>1,213,284</b>	617,633
Deferred capital contributions	<b>423,969</b>	343,185
	<b>1,637,253</b>	960,818
Net assets		
Unrestricted	373,417	347,937
Internally restricted - other reserves	535,206	455,206
Internally restricted - operating reserve	1,037,000	1,037,000
	<b>1,945,623</b>	1,840,143
	<b>\$ 3,582,876</b>	\$ 2,800,961

On behalf of the Board:

Varinder Sembhi

Varinder Sembhi, Chair

Amit Goyal

Amit Goyal, Treasurer

A full set of audited financial statements is available from the Organization.

# SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

## PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

### REVENUE & EXPENSES

#### INDUS COMMUNITY SERVICES

##### Summary Statement of Operations

Year ended March 31	2021	2020
<b>Revenue</b>		
Grants		
Immigration, Refugees and Citizenship Canada	\$ 3,589,932	\$ 3,647,043
Province of Ontario		
Ministry of Health		
Mississauga-Halton Local Health Integration Network	2,084,654	1,668,173
Central West Local Health Integration Network	1,066,187	1,049,106
Ministry of Children, Community and Social Services		
Violence Against Women Prevention Program	123,187	123,187
Newcomers Settlement Program	75,102	75,102
Service and Housing in the Province	166,403	166,404
Ministry of the Attorney General	97,500	97,500
United Way Greater Toronto	276,018	150,898
Canada Summer Jobs	10,727	41,011
Other grants	504,979	213,868
Amortization of deferred capital contributions	125,858	111,740
Other	74,984	82,201
Investment income	31,451	44,366
Donations	29,208	23,892
Fundraising	23,489	60,490
Client fees	-	378,509
	<b>8,279,679</b>	<b>7,933,490</b>
<b>Expenses</b>		
Personnel	5,832,276	5,769,438
Occupancy	1,171,371	1,073,223
Office	334,966	273,177
Advertising and promotion	263,229	28,327
Program	261,252	334,220
Amortization of capital assets	129,234	114,176
Professional fees	109,748	141,011
Client and staff travel	42,026	86,457
Board and staff development	30,097	32,187
	<b>8,174,199</b>	<b>7,852,216</b>
Excess of revenue over expenses for the year	\$ 105,480	\$ 81,274

A full set of audited financial statements is available from the Organization.

# SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

## PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

### INDUS COMMUNITY SERVICES

Note to the Summary Financial Statements

March 31, 2021

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The summary financial statements are derived from the audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at March 31, 2021 and March 31, 2020 and for the years then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be included to ensure they are consistent in all material respects with, or represent a fair summary of, the audited financial statements.

Management prepared these summary financial statements using the following criteria:

- (a) The summary financial statements include a statement for each statement in the audited financial statements, except the statement of changes in net assets and statement of cash flows, which can be obtained from the complete set of audited financial statements;
- (b) Information in the summary financial statements agrees with the related information in the audited financial statements;
- (c) Major subtotals, totals and comparative information from the audited financial statements are included; and
- (d) The summary financial statements contain the information from the audited financial statement dealing with matters having pervasive or otherwise significant effect on the summary financial statements.

A full set of audited financial statements is available from the Organization.

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## HEAD OFFICE

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## OUR LOCATIONS

### HEALTH SERVICES

245 Queen Street East, Unit 2  
Brampton, ON L6W 2B5  
Phone: 905-569-1669  
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 0Z9  
Phone: 905-459-4776  
Fax: 905-459-4347

### NEWCOMER & FAMILY SERVICES

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

### WOMEN & FAMILY SERVICES

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

### NEWCOMER SERVICES

483 Dundas Street West, Unit 209  
Oakville, ON L6M 1L9  
Phone: 289-295-0765  
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**Services for Newcomers, Seniors, Women, and Families**

**Locations to serve you in Mississauga, Brampton, and Oakville**