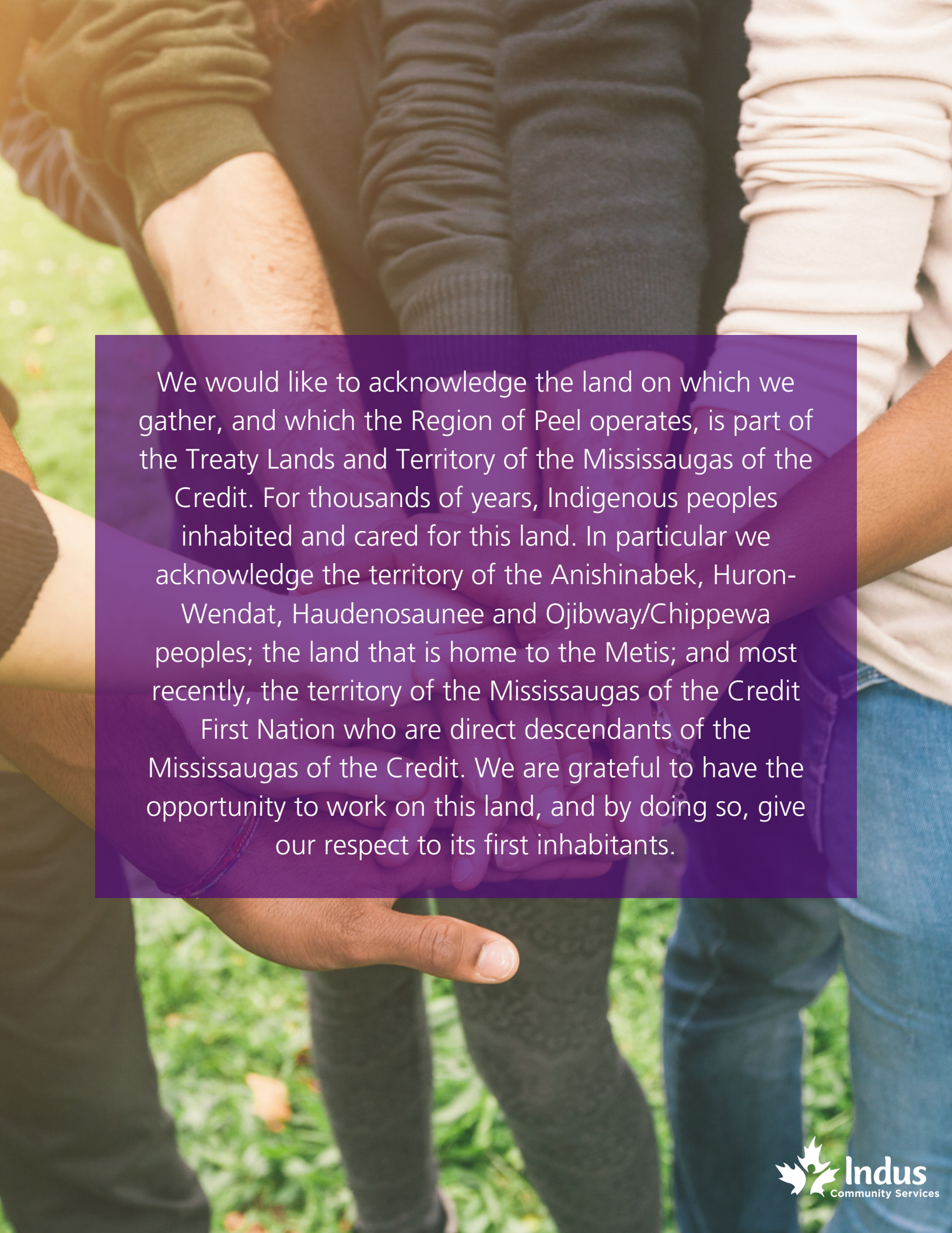


Annual Report

2021 - 2022



Indus Community Services



We would like to acknowledge the land on which we gather, and which the Region of Peel operates, is part of the Treaty Lands and Territory of the Mississaugas of the Credit. For thousands of years, Indigenous peoples inhabited and cared for this land. In particular we acknowledge the territory of the Anishinabek, Huron-Wendat, Haudenosaunee and Ojibway/Chippewa peoples; the land that is home to the Metis; and most recently, the territory of the Mississaugas of the Credit First Nation who are direct descendants of the Mississaugas of the Credit. We are grateful to have the opportunity to work on this land, and by doing so, give our respect to its first inhabitants.

BOARD CHAIR & CEO'S MESSAGE



The year ending March 2022 marked some major positive changes at Indus Community Services. The Covid-19 Pandemic began to lose its grip on our communities and by the end of March our services began to return to normal with most reopening to in-person services.

During the past year, the agency closed its Newcomer Services Program site at 180 Sandalwood Parkway in Brampton and merged those programs into spaces around the agency. At the same time, our 415 Matheson Blvd location, which supported seniors with dementia and other frailties was sold and we moved both, that program and the third floor Cooksville program into a brand new and larger site at 1660 Tech Ave. in Mississauga. With a number of additional internal moves the agency has gone from 7 sites in Brampton, Mississauga and Oakville to 6 sites but now has an additional 1,500 square feet. This consolidation aims to reduce overhead costs and provide better quality services to our many communities.

By the end of March, Indus provided a total of 6,960 units of service to Newcomers. We have reached out to community networks and educational institutions to support International Students, and our efforts have resulted in a Summit that brought policy makers together to hopefully 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 1,245 individuals with Family Court, Mental Health and various other supports. Our growing Saath-Together program with Peel Children's Aid Society helped 322 families and was recognized as a leader around the province. Halton Children's Aid will be beginning a similar program this year.

Health Services staff in our Adult Day Services Program took care of 265 seniors and we hosted 197 seniors in 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 in 5 major South Asian languages. This program continues to receive national media attention and in its first year of operation, successfully delivered 101,007 PPE kits, 9,261 meals and made over 22 million social media impressions on all platforms. There is no doubt that this program saved lives and reduced suffering across all our communities.

Indus really appreciates and values our community partnerships and they have continued to enhance the quality of the programs we deliver.

We have successfully established the MASSI program (Multicultural Access to Social Supports Initiative) with our friends at the Peel Children's Aid Society and Punjabi Community Health Services, to help young families overcome challenges and improve their well-being. This project is supported by the Sonar Foundation and we thank them for their shared vision. 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 clear path to develop a 192 Bed Long Term Care Home in Brampton. The City has been instrumental in helping in accordance with our four-year Strategic Plan. This included the creation of two new non-profit corporations; Indus Properties and Development is designed to hold property and Indus Community Foundation is designed to help Indus raise significant 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.

We will continue to work together to build better communities for us all.

Yours in Service,

Elisabeth Catalano-Bon, Chair of the Board

Gurpreet Malhotra, CEO

BOARD OF DIRECTORS

- Elisabeth Catalano-Bon: Chair
- Amit Goyal: Vice-Chair
- Deepali Kapur: Treasurer
- Sonia Dupte: Secretary
- Anil Mathur
- Maninder Girm
- Munish Garg
- Namita Talwar
- Parul Vora
- Sreya Roy
- Varinder Sembhi: Ex-Officio

FUNDERS & PARTNERS

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

Highlights from this year



287 Individuals provided with crisis intervention



122

Seniors served in the SWAGAT program



8038

Volunteer hours contributed



685

International Students served





**We served 12,053
community members
in Brampton,
Mississauga & Oakville.**

HEALTH SERVICES





799

**INDIVIDUAL CAREGIVER
SUPPORTS PROVIDED**

265

**SENIORS SERVED AT
ADULT DAY SERVICES**

799

**CAREGIVERS & SENIORS
ATTENDED EDUCATIONAL
SESSIONS**

198

**INDIVIDUALS PROVIDED
WITH HEALTH PROMOTION
& EDUCATION**



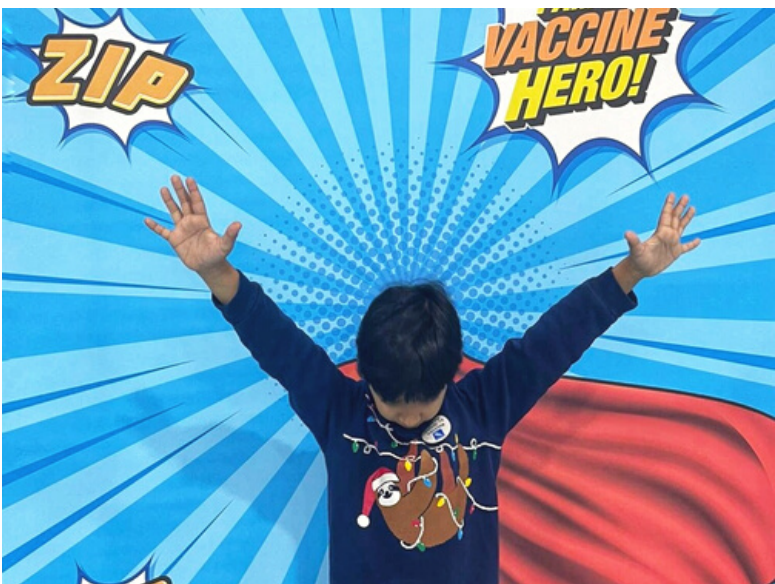
“ I was very happy when I found out about the health services at Indus. The staff and people here are very friendly and know how to treat everyone with respect and care. I enjoy the ability to have conversations with other similar clients and build friendships. I have been able to pursue my hobbies like colouring and painting while also enjoying the different games we play with the staff. After coming here, I feel both physically and mentally relaxed and have seen some improvements in my health.

-Meera Kumar



“ It's been wonderful to come to Indus. The communication with the staff is very good. At every step, they were there when you needed them most. The support they gave was just very personal and loving.

-Merwin Passanha





101,007
PPE KITS
DISTRIBUTED



9,261
MEALS
DELIVERED



4,712
VACCINATIONS
PROVIDED

“ Indus was great. The staff was very pleasant and helpful. Indus helped me during the darkest moments of my life. It was a time in my life when I had no one to call or ask for help. When I called Indus, they helped me right away. I'm grateful for the help I got.

-Anonymous”

FAMILY SERVICES





1450

**HOURS OF
COUNSELLING SUPPORT**

120

**PARTICIPANTS IN THE
INTERSECTIONS**

322

**CLIENTS SERVED IN
SAATH PROGRAM**

603

**CLIENTS SUPPORTED
THROUGH FAMILY
COURT PROGRAM**

“

I was going through a stressful divorce and had very minimal emotional support. Indus encouraged me to attend a women's support group and that changed my life in the most positive way. When nobody understood the complicated effects of being in a toxic marriage, the staff and other women in this group understood everything I was going through. I knew that I was not alone. Life has been an up and down journey and I believe that the ongoing support is crucial for women and families like mine.

-T.A.”



“

The counseling sessions and the support from my counselor helped me a lot because I was feeling alone when I left my home with my child. I was feeling so helpless because I didn't know what to do in my life next. But now I know what I want in my life and where I can go for support. Now I know that my child will also grow in a good environment.

-H.K.”





“ I was scared that I would be separated from my children. However after being connected with Indus my first impressions completely changed. The ability to communicate in my native language has helped me express myself in a better way and also I was able to understand the points that were put forward by the workers with ease. I would like to thank Indus for coming to my aid when I was in the darkest time in my life.

-Anonymous”



NEWCOMER SERVICES





6960

NEWCOMERS SERVED

21

**SETTLEMENT
WORKSHOPS**

1040

**PARTICIPANTS IN
ENGLISH LANGUAGE
TRAINING**

101

**COMMUNITY
CONNECTIONS CLIENTS**



“ One of our LINC students, from the Advanced English class, recently took the Citizenship test. She was regularly attending our LINC classes in Brampton. Sunita scored a 100% in the test and is now looking forward to taking her oath as a brand new Canadian! Sunita is ecstatic and now she feels confident enough to teach others in her family and friends about Canada, and how to prepare for the Citizenship test. Congratulations Sunita!

-Indus Staff”

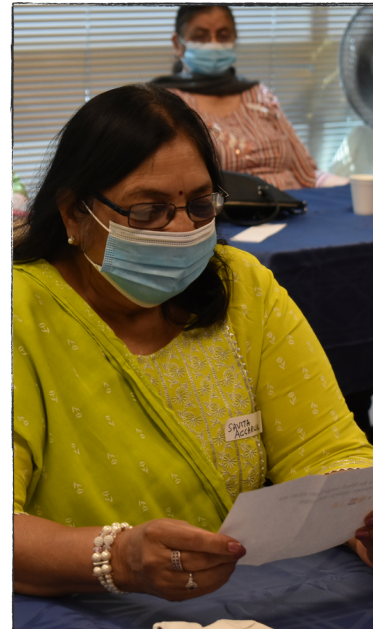
“ I am very impressed with the Mentorship Program. The volunteer speaks to me in my native language which makes it much easier to understand. She has been a great help and also sends me useful resources and links to help me improve my computer skills and English skills.

-Parminder K.”

“

The Conversation Circles have been the best experience. I got an abundance of confidence and courage to speak and share my thoughts with different kinds of people without any hesitation. I also got to participate in sewing classes. I made so many friends with the support of Indus. Even my daughters joined Art and Crafts workshops in August. They really enjoyed it!

-Harpreet G.”



EMPLOYMENT SERVICES





169

**CLIENTS ASSESSED FOR
EMPLOYMENT
SERVICES**

12

**JOB SEARCH TRAININGS
CONDUCTED**

43

GROUP WORKSHOPS

20

**GRADUATES IN SEWING
ENTREPRENEURSHIP
PROGRAM**



SEWING ENTREPRENEURSHIP PROGRAM



SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS



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INDEPENDENT AUDITOR'S REPORT

To the Directors of
Indus Community Services

Opinion

We have audited the financial statements of Indus Community Services ("the Organization"), which comprise the statement of financial position as at March 31, 2022 and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2022, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.



SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

TORONTO, Ontario
August 4, 2022



Licensed Public Accountants

SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

PREPARED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

ASSETS & LIABILITIES

INDUS COMMUNITY SERVICES Statement of Financial Position

As at March 31	2022	2021
Assets		
Current		
Cash (note 3)	\$ 1,055,662	\$ 949,717
Accounts receivable (note 4)	237,365	186,893
Prepaid expenses and deposits	113,201	69,362
	1,406,228	1,205,972
Due from related parties (note 5)	15,214	-
Investments (note 6)	1,960,935	1,945,676
Capital assets (note 7)	642,222	431,228
	\$ 4,024,599	\$ 3,582,876
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities (note 8)	\$ 1,001,427	\$ 1,058,997
Deferred contributions (note 11)	219,705	154,287
	1,221,132	1,213,284
Deferred lease inducement	70,720	-
Deferred capital contributions (note 12)	569,987	423,969
	1,861,839	1,637,253
Net assets		
Unrestricted	590,554	373,417
Internally restricted - operating reserve (note 9(a))	1,037,000	1,037,000
Internally restricted - other reserves (note 9(b))	535,206	535,206
	2,162,760	1,945,623
	\$ 4,024,599	\$ 3,582,876

On behalf of the Board:

Elisabeth Catalano-Bon

Elisabeth Catalano-Bon, Chair

Deepali Kapur

Deepali Kapur, Treasurer

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

SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

PREPARED BY:

REVENUE & EXPENSES

INDUS COMMUNITY SERVICES Statement of Operations

Year ended March 31	2022	2021
Revenue		
Grants		
Immigration, Refugees and Citizenship Canada	\$ 3,694,481	\$ 3,589,932
Province of Ontario		
Ministry of Health		
Ontario Health - Mississauga-Halton	3,040,246	2,084,654
Ontario Health - Central West	1,077,934	1,066,187
Ministry of Children, Community and Social Services		
Violence Against Women Prevention Program (note 10)	123,187	123,187
Ministry of Labour		
Newcomers Settlement Program (note 10)	75,102	75,102
Service and Housing in the Province (note 10)	166,404	166,403
Ministry of the Attorney General (note 10)	101,250	97,500
United Way Greater Toronto (note 10)	282,444	276,018
Wage and Gender Equality Canada (note 10)	93,818	-
Canada Summer Jobs	22,284	10,727
Other grants	659,013	504,979
Donations	175,216	29,208
Amortization of deferred capital contributions (note 12)	127,791	125,858
Client fees	107,283	-
Other	74,845	74,984
Investment income	27,206	31,451
Fundraising	11,477	23,489
	9,859,981	8,279,679
Expenses		
Personnel	6,877,101	5,832,276
Occupancy	1,260,419	1,171,371
Program	381,349	261,252
Office	319,414	334,966
Advertising and promotion	285,422	263,229
Client and staff travel	192,887	42,026
Professional fees	173,898	109,748
Amortization of capital assets	130,666	129,234
Board and staff development	21,688	30,097
	9,642,844	8,174,199
Excess of revenue over expenses for the year	\$ 217,137	\$ 105,480

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

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OUR LOCATIONS

HEALTH SERVICES

245 Queen Street East, Unit 2
Brampton, ON L6W 2B5

Phone: 905-275-2369

Fax: 905-595-1670

HEALTH SERVICES

1660 Tech Avenue, Unit 4
Mississauga, ON L4W 5S7

Phone: 905-275-2369

Fax: 905-275-6799

NEWCOMER & FAMILY SERVICES

60 Gillingham Drive, Unit 500
Brampton, ON L6X 0Z9

Phone: 905-275-2369

Fax: 905-459-4347

FAMILY SERVICES

60 West Drive, Suite 110
Brampton, ON L6T 3T6

Phone: 905-275-2369

Fax: 905-450-5478

NEWCOMER SERVICES

483 Dundas Street West, Unit 209
Oakville, ON L6M 1L9

Phone: 905-275-2369

Fax: 289-295-0766

Services for Newcomers, Seniors, Women, and Families

Locations to serve you in Mississauga, Brampton, and Oakville