

ANNUAL COMMUNITY IMPACT REPORT

INDUS
COMMUNITY
SERVICES

2022 - 2023



We acknowledge that the land on which we gather, and on which Indus Community Services operates, is part of the following Treaty Lands; Treaty 3 $\frac{3}{4}$ (Oakville), Treaty 14 (Mississauga and Oakville) and Treaty 19 (Brampton). Our head office is on the Territory of the Mississauga's of the Credit. For thousands of years, Indigenous peoples have 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 truly indebted to all First Nation, Metis and Inuit peoples with whom we share this land and we pledge that we will seek ways to support and help Indigenous peoples achieve the 94 Calls to Action that were issued by the Truth and Reconciliation Commission and do so in a timely manner. In a spirit of reconciliation, may we always seek to respect the history, spirituality, and culture and lands of Indigenous Peoples, and uphold our continuing responsibility as treaty people.

We call on the various levels of government to not just pay lip service with land acknowledgements but continue to address the inequities that the Indigenous peoples face on a daily basis and allow them to take their rightful place on these lands.

We also acknowledge the systemic discrimination that many groups face who call this land their home.

Many of us or our ancestors came to Canada to seek a better life or to broaden our horizons but because of the colour of our skin, our religion or some other characteristic, we are subjected to discrimination.

We particularly recognize people of African ancestry who were stolen from their homes and brought here as slaves. We also recognize more recent immigrants such as Syrians, Afghanis and Ukrainians who are seeking refuge here due to wars and violence in their birth countries.

While slavery has ended, its legacy lingers. The dreadful tentacles of this dark period in our history still wrap themselves around our bodies and our minds.

As we deliberate and reflect on this past year, let us commit to respect and uplift each other. Let our actions be an example to others about how to tear down the barriers of prejudice, discrimination and hatred that seem to be getting stronger in the world. Let us resolve to love ourselves and each other and to build a just society for all.

BOARD CHAIR & CEO'S MESSAGE



Indus Community Services has been very busy in the past year with new opportunities and meeting the challenges that come from recovering from the global pandemic. In accordance with our Strategic Plan the agency has laid

the groundwork for progress by creating mutually beneficial partnerships and expanding the reach of the programs we are funded for.

The recent announcement that Indus Community Services, will provide South Asian Youth with culturally appropriate mental health programming was very well received by the communities we serve and the Boost Wellness project has successfully launched both virtual and in person programs.

Our lifesaving High Priority Community Strategy project once again pivoted. This time the pivot was away from direct Covid vaccination supports to new culturally specific cancer screening efforts that targeted Breast, Colon and Cervical cancers and the need for our communities to get screened. We have also continued work on Diabetes awareness and prevention by engaging with local physicians and with research institutes.

Our 2022 Client Satisfaction Survey was administered across the whole agency and was completed by almost 400 clients last Fall. An impressive 96.5% of our clients felt they were treated with dignity and respect while receiving our services. In addition, 89% said that they found our services to be Good to Excellent. These results speak to the focus on program quality that both Board and Staff constantly strive to maintain.

For the first time ever our agency has surpassed the \$10,000,000 mark and is on track for continued growth. We couldn't have reached this level without the appreciated support of our funders like Ontario Health and our Donors like Amazon which gave the agency a gift of \$34,150. Our recently concluded external audit was completely clear and represents a solid financial management framework.

With your support we all look forward to building on these successes and bringing our agency's vision to life.

Yours in Service,

Elisabeth Catalano-Bon, Chair of the Board & Gurpreet S. Malhotra, CEO

BOARD OF DIRECTORS

- Elisabeth Catalano-Bon: Chair
- Anil Mathur: Vice-Chair
- Maninder Girm: Treasurer
- Sreya Roy: Secretary
- Amit Goyal
- Deepali Kapur
- Munish Garg
- Namita Talwar
- Parul Vora
- Palash Thakur
- Liezle Trinidad
- Sandeep Gupta

FUNDERS & PARTNERS

- Amazon Canada
- Catholic Family Services
- CP Planning
- City of Brampton
- City of Mississauga
- Community Foundation of Mississauga
- Employment and Social Development Canada
- Halton Children's Aid Society
- Immigration, Refugees and Citizenship Canada (IRCC)
- Ministry of Children, Community & Social Services
- Ministry of Education
- Ministry of Labour, Immigration, Training and Skills Development
- Ministry of Long-Term Care
- Ministry for Seniors & Accessibility
- Ministry of the Attorney General
- Ontario Health Central Region
- Ontario Trillium Foundation
- Peel Children's Aid Society
- Public Health Agency of Canada
- Region of Peel
- Services and Housing in the Province (SHIP)
- The Sonor Foundation
- Seva Food Bank
- United Way Greater Toronto
- Women and Gender Equality
- Community Donors

YEAR IN REVIEW

30

ACES group interactions

22

Peel SAATH workshops

21

MASSI workshops

64

Intersections sessions

22

Settlement information sessions

6

Networking sessions





15,867

**Community members
served**



HEALTH SERVICES

172

**SENIOR WELLNESS
PROGRAM CLIENTS
ENROLLED**

97

**SWAGAT CLIENTS
SERVED**

828

**VIRTUAL PROGRAMMING
SESSIONS**

294

**HEALTH PROMOTION
EDUCATION CLIENTS**

286

**CLIENTS SERVED IN OUR
DAY PROGRAM SERVICES**

699

**CLIENTS RECEIVED VISITING
& SOCIAL SAFETY &
SECURITY RECHECKS**

674

**CAREGIVERS RECEIVED
SUPPORT & EDUCATION
AND TRAINING**

330

**CRISIS INTERVENTION &
SUPPORTS PROVIDED**

43

**CLIENTS RECEIVED
FOOT CARE SERVICES**

828

**VIRTUAL PROGRAMMING
SESSIONS**



84,588

INDIVIDUALS
CONTACTED THROUGH
COMMUNITY
ENGAGEMENT AND
OUTREACH ACTIVITIES

12,184

PPE KITS
DISTRIBUTED

109,576

CLIENTS PROVIDED
WITH INFORMATION
DIRECTLY AND
VIRTUALLY

3,430

INDIVIDUALS
RECEIVED CASE
MANAGEMENT
SUPPORT



3,222

**MENTAL HEALTH ACTIVITY
KITS DELIVERED**

3,882

VACCINATIONS PROVIDED

37,136

**RAPID ANTIGEN TESTS
DISTRIBUTED**

6,810

**REFERRALS FOR PAP
TESTS**

3,916

**REFERRALS FOR
MAMMOGRAMS**

6,451

REFERRALS FOR FIT TESTS





FAMILY SERVICES

213

CHILD, YOUTH & PARENTING CLIENTS SERVED

296

ADVOCACY, COUNSELLING, EMPOWERMENT & SAFETY CLIENTS SERVED

1,376

NEW AND RETURNING CLIENTS FOR FAMILY COURT SUPPORT

392

SAATH FAMILIES AND CLIENTS SERVED

21

**CLIENTS HOUSED THROUGH
COMMUNITY MENTAL HEALTH
HOUSING & SUPPORT PEEL**

145

**PARTICIPANTS IN
INTERSECTIONS (2SLBGTQ+
NEWCOMER SUPPORT)**

352

**BOOST WELLNESS OF
TRANSITIONAL AGE YOUTH
PARTICIPANTS**

159

**FAMILIES SERVED THROUGH
THE MASSI PROJECT**

2

**CHILDREN RECEIVED KIN
CARE**

2

**CHILDREN RECEIVED
FOSTERING SERVICES**





SETTLEMENT & EMPLOYMENT SERVICES

536

PARTICIPANTS IN JOB FAIRS

32

STUDENTS ENROLLED IN STRATEGIC ENTREPRENEURS - SEWING PROGRAM

10

SEVA CULINARY & EMPLOYMENT PROGRAM PARTICIPANTS

37

AMAZON ESL PARTNERSHIP ATTENDEES

327

**CLIENTS ASSESSED FOR
EMPLOYMENT SERVICES**

243

**PARTICIPANTS IN SKILLS
DEVELOPMENT
WORKSHOPS**

1,129

**NEW SETTLEMENT
(INFORMATION AND
REFERRAL) CLIENTS**

133

**NEW COMMUNITY
CONNECTIONS PROGRAM
CLIENTS**

1,022

**NEWCOMER SERVICES
PROGRAM INTERNATIONAL
STUDENTS**

94

TOY LENDING CLIENTS





**LINC (LANGUAGE
INSTRUCTION FOR
NEWCOMERS TO
CANADA)**

970

ENROLLED CLIENTS

98

CHILDREN ENROLLED



**VOLUNTEER
SERVICES**

8,109

VOLUNTEER HOURS

388

**FRIENDLY VISITING
CLIENTS SERVED**

SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS



D C Tinkham FCPA FCA CMC LPA
P J Brocklesby CPA CA LPA
M Y Tkachenko CPA CA
M W G Rooke CPA CA LPA
A C Callas CPA CA LPA
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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, 2023 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, 2023, 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

AUDITED 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
June 8, 2023



Licensed Public Accountants

SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

ASSETS & LIABILITIES

INDUS COMMUNITY SERVICES

Statement of Financial Position

As at March 31	2023	2022
Assets		
Current		
Cash (note 3)	\$ 219,871	\$ 1,055,662
Accounts receivable (note 4)	1,023,267	237,365
Prepaid expenses and deposits	95,974	113,201
	1,339,112	1,406,228
Due from related parties (note 5)	23,301	15,214
Investments (note 6)	2,310,256	1,960,935
Capital assets (note 7)	975,524	642,222
	\$ 4,648,193	\$ 4,024,599
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities (note 8)	\$ 879,350	\$ 1,001,427
Deferred contributions (note 11)	358,614	219,705
	1,237,964	1,221,132
Deferred lease inducement	250,070	70,720
Deferred capital contributions (note 12)	830,655	569,987
	2,318,689	1,861,839
Net assets		
Unrestricted	757,298	590,554
Internally restricted - operating reserve (note 9(a))	1,037,000	1,037,000
Internally restricted - other reserves (note 9(b))	535,206	535,206
	2,329,504	2,162,760
	\$ 4,648,193	\$ 4,024,599

On behalf of the Board:

Elisabeth Catalano-Bon

Elisabeth Catalano-Bon, Chair

Maninder Girm

Maninder Girm, Treasurer

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



SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

REVENUE & EXPENSES

INDUS COMMUNITY SERVICES

Statement of Operations

Year ended March 31	2023	2022
Revenue		
Grants		
Government of Canada		
Immigration, Refugees and Citizenship Canada	\$ 3,824,965	\$ 3,694,481
Public Health Agency of Canada (note 10)	447,392	-
Women and Gender Equality Canada (note 10)	144,734	93,818
Canada Summer Jobs	27,247	22,284
Province of Ontario		
Ministry of Health		
Ontario Health - Mississauga-Halton	2,897,936	3,040,246
Ontario Health - Central West	1,103,319	1,077,934
Service and Housing in the Province (note 10)	166,404	166,404
Ministry of Children, Community and Social Services		
Violence Against Women Prevention Program (note 10)	123,187	123,187
Ministry of the Attorney General (note 10)	112,500	101,250
Ministry of Labour		
Newcomers Settlement Program (note 10)	78,644	75,102
United Way Greater Toronto (note 10)	284,617	282,444
Other grants	589,614	659,013
Client fees	281,190	107,283
Amortization of deferred capital contributions (note 12)	180,537	127,791
Other	122,512	74,845
Investment income	65,446	27,206
Fundraising	54,076	11,477
Donations	48,263	175,216
	10,552,583	9,859,981
Expenses		
Personnel	7,142,259	6,877,101
Occupancy	1,297,215	1,260,419
Program	649,975	381,349
Office	392,506	319,414
Advertising and promotion	326,235	285,422
Amortization of capital assets	208,398	130,666
Professional fees	195,360	173,898
Board and staff development	109,861	21,688
Client and staff travel	64,030	192,887
	10,385,839	9,642,844
Excess of revenue over expenses for the year	\$ 166,744	\$ 217,137

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





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OUR LOCATIONS

HEALTH SERVICES
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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

FAMILY SERVICES
3024 Hurontario Street, Suite 304
Mississauga, ON L5B 4M4
Phone: 905-275-2369
Fax: 905-275-6799

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