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# COMMUNITY IMPACT REPORT



2023-2024

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 Mississaugas 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, Afghans 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



The fiscal year ending March 2024 marked some significant milestones at Indus Community Services. Our programs shifted from COVID-19 Response to Recovery and from there evolved into other forms of Health Promotion for the many communities we serve.

By the end of March, the hard working staff at Indus provided a total of 19,895 people with services and support. The High Priority Community Strategy that supports health promotion in our communities reached an amazing 246,795 people.

In fact, our High Priority Community Strategy was able to transform its health promotion mandate into Diabetes Education and Cancer Screening targeting underserved communities through our [apnahealth.org](http://apnahealth.org) website and a good deal of community engagement.

As some projects came to an end such as the Dementia Strategy Fund, Anti-Human Trafficking and the Youth mental health Boost project others began; including the Building Safer Communities Fund Youth project and the Community Agency Subsidy Program.

At the core of all our work is our dedicated complement of 140 staff. We are proud of the team that works at Indus and are privileged to honour a few every year through our Annual Indus Awards.

This past year's Leadership Award was given to a person who is dedicated to enhancing the dignity, independence, and safety of his clients: Sundeep Shere. The Inspirational Award was given to two recipients who provided amazing support to our Adult Day Service clients: Mukesh Puri & Komal Komal. The final award for the evening was to a group of staff that has shown Exceptional Teamwork in creating and expanding the Saath project with Peel Children's Aid Society (CAS). The Saath Team is Zenobia John, Krithika Mohan, Pooja Sharma, Shalini Kapil and Raman Hansra.

Saath is a solid partnership with Peel CAS and we have many others such as the Safe Centre of Peel supporting families facing violence in the home and our culinary program with Seva Food Bank helping to build new careers. Indus really appreciates and values our community partnerships and they have continued to enhance the quality of the programs we deliver.

Regarding our large infrastructure goals of the agency: The 192 Bed Long Term Care Home in East Brampton continues to evolve slowly. Engineering and some preliminary geo-technical reviews have been completed earlier this year.

The City of Brampton's Draft 50 year Lease has been received and responded to by our lawyers. When the lease negotiation has been completed the agency will then be able to move on to arranging potential financing and renew our related partnerships arrangements.

Our second large infrastructure project that was also part of our current strategic plan, is the creation of a new affordable housing building. We are currently working with a well-regarded developer on a 150 unit apartment building that we hope will also have services co-located. We look forward to keeping everyone up to date on our work.

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

With the endorsement of all our stakeholders we will continue to work together to help build better communities for us all.

Yours in Service,

Anil Mathur, Chair of the Board

Gurpreet Malhotra, CEO

## BOARD OF DIRECTORS

- Anil Mathur: Board Chair
- Liezle Trinidad: Vice-Chair
- Maninder Girm: Treasurer
- Sandeep Gupta: Secretary
- Sreya Roy
- Amit Goyal
- Deepali Kapur
- Munish Garg
- Namita Talwar
- Palash Thakur
- Arshpreet Bedi
- Denise Hutton

## 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 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
- Ontario Trillium Foundation
- City of Brampton
- Catholic Family Services
- Sonor Foundation
- Nova Nordisk Canada Inc.
- Halton Children's Aid Society
- City of Mississauga
- Peel Children's Aid Society
- Community Donors

# 19,895

Community members  
served in Brampton,  
Mississauga & Oakville





## HEALTH SERVICES

**390**

**ADULT DAY SERVICES  
CLIENTS**

**132**

**FOOT CARE SERVICES**

**2162**

**CLIENTS SUPPORTED BY  
THE DEMENTIA  
PROGRAM**

**82**

**VIRTUAL DEMENTIA  
SESSIONS**

"Sending my mom to Indus Community Centre has been a great help to me. I had a hard time to keep my mom busy at home and engage her in different activities. Due to dementia and living alone for years she was almost non-verbal and was having a lot of behavioural issues. She used to be in tears almost everyday. She had lost the purpose of her life.

At first, I was reluctant to send mom to Indus Community Centre as I was not sure if she will get the same quality of care as she receives at home. To my surprise, attending the day care program gave her a new life."

Caregiver Mandeep Uppal - Mother is an Adult Day Services Client

**710**

**CAREGIVERS RECEIVED  
SUPPORT & EDUCATION  
AND TRAINING**

**779**

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

**132**

**CLIENTS FOR FOOT CARE  
SERVICES**

**248**

**CRISIS INTERVENTION &  
SUPPORTS PROVIDED**

**283**

**CLIENTS RECEIVED  
HEALTH PROMOTION  
EDUCATION**



**32,348**

INDIVIDUALS  
CONTACTED THROUGH  
COMMUNITY  
ENGAGEMENT AND  
OUTREACH ACTIVITIES

**3,357**

PPE KITS  
DISTRIBUTED

**140,332**

CLIENTS PROVIDED  
WITH INFORMATION  
DIRECTLY AND  
VIRTUALLY

**502**

MENTAL HEALTH  
ACTIVITY KITS  
DELIVERED



**8,047**

REFERRALS FOR  
MAMMOGRAMS

**11,411**

REFERRALS FOR PAP  
TESTS

**2,294**

REFERRALS TO PRIMARY  
CARE

**9,584**

REFERRALS FOR FIT TESTS





# FAMILY SERVICES

**205**

**CHILD, YOUTH & PARENTING CLIENTS SERVED**

**301**

**ADVOCACY, COUNSELLING, EMPOWERMENT & SAFETY CLIENTS SERVED**

**1,383**

**NEW AND RETURNING CLIENTS FOR FAMILY COURT SUPPORT**

**390**

**SAATH FAMILIES AND CLIENTS SERVED**

# 21

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

# 463

**BOOST WELLNESS OF  
TRANSITIONAL AGE YOUTH  
PARTICIPANTS**

# 241

**FAMILIES SERVED THROUGH  
THE MASSI PROJECT**

"I reached out and started using the counseling services provided by Indus back at the end of November. I have never done any sort of counseling or therapy at all before this and it was very helpful for me because I was starting exam season for my first semester at university. Not only did I learn better coping strategies and ways to help myself, I also had a place where I could vent and talk about my problems without fear of judgment. I plan to continue to use Indus for the future and I definitely recommend it to others who are in need of counseling!" Child, Youth & Parenting Client - Anonymous





# SETTLEMENT & EMPLOYMENT SERVICES

**510**

**PARTICIPANTS IN JOB FAIRS**

**38**

**STUDENTS ENROLLED IN  
ENTREPRENEURSHIP -  
SEWING PROGRAM**

**37**

**AMAZON ESL PARTNERSHIP  
ATTENDEES**

**1051**

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

# 344

**CLIENTS ASSESSED FOR  
EMPLOYMENT SERVICES**

# 297

**PARTICIPANTS IN SKILLS  
DEVELOPMENT  
WORKSHOPS**

"Ever since I visited Indus Community Service, I really wanted to give my feedback about the pleasant experience I had there.

You were very empathetic and patiently listened to my queries, understood my state of mind and motivated me. The soothing words that you said and the options for job that you explained had positive effect and it was a lot of emotional support. You also sent me the link for the job fair in Brampton where I did get to know about the training process.

The staff made an appropriate resume which I could send to job opportunities related to the field of education. It was also explained me how a resume is made and how we should know each point mentioned on our resume to be able to speak about it in an interview.

Overall, the meeting with you both opened new ideas and ways to search a job. It also meant to have a long time friendly relation in a foreign land."

Employment Services Client - Chitra Singh





# LINC (LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA)

**1031**

**ENROLLED CLIENTS**

**100**

**CHILDREN ENROLLED**

"I joined LINC classes in May 2023. When I enrolled, I was initially skeptical about whether it would help me. After attending, I started to see a difference and improvement in my speaking and writing skills. The structured lessons and interactive activities helped me grasp English concepts more effectively. Additionally, the supportive and patient teachers created a positive learning environment where students felt comfortable expressing themselves and asking questions. This boosted my confidence and motivation to participate actively in class discussions. In a nutshell, the experience worked wonders in my language journey and has equipped me with the skills needed to communicate effectively in English."

LINC Client - Hala Kabbani



# VOLUNTEER SERVICES

**12,007**

**VOLUNTEER HOURS**

**422**

**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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C R Braun CPA CA  
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### INDEPENDENT AUDITOR'S REPORT

To the Directors of  
**Indus Community Services**

#### Opinion

We have audited the non-consolidated financial statements of Indus Community Services ("the Organization"), which comprise the non-consolidated statement of financial position as at March 31, 2024 and the non-consolidated statements of operations, changes in net assets and cash flows for the year then ended, and notes to the non-consolidated financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying non-consolidated financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2024, 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 non-consolidated 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 Non-consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the non-consolidated 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 non-consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the non-consolidated 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 Non-consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the non-consolidated 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 non-consolidated 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 non-consolidated 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 non-consolidated 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 non-consolidated financial statements, including the disclosures, and whether the non-consolidated 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 6, 2024



**Licensed Public Accountants**

# SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: TINKHAM LLP CHARTERED PROFESSIONAL ACCOUNTANTS

## ASSETS & LIABILITIES

### INDUS COMMUNITY SERVICES

Non-consolidated Statement of Financial Position

As at March 31	2024	2023
<b>Assets</b>		
Current		
Cash (note 3)	\$ 697,856	\$ 219,871
Accounts receivable (note 4)	1,335,180	1,023,267
Prepaid expenses and deposits	98,918	95,974
	<u>2,131,954</u>	<u>1,339,112</u>
Due from related parties (note 5)	30,095	23,301
Investments (note 6)	2,492,756	2,310,256
Capital assets (note 7)	949,168	975,524
	<u>\$ 5,603,973</u>	<u>\$ 4,648,193</u>
<b>Liabilities and Net Assets</b>		
Current		
Accounts payable and accrued liabilities (note 8)	\$ 1,122,534	\$ 879,350
Deferred contributions (note 11)	924,492	358,614
	<u>2,047,026</u>	<u>1,237,964</u>
Deferred lease inducement	222,539	250,070
Deferred capital contributions (note 12)	785,764	830,655
	<u>3,055,329</u>	<u>2,318,689</u>
Net assets		
Unrestricted	1,033,740	757,298
Internally restricted - operating reserve	1,037,000	1,037,000
Internally restricted - other reserves	477,904	535,206
	<u>2,548,644</u>	<u>2,329,504</u>
	<u>\$ 5,603,973</u>	<u>\$ 4,648,193</u>

Commitments and contingencies (notes 13 and 14, respectively)

On behalf of the Board:

Anil Mathur

\_\_\_\_\_  
Anil Mathur, 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

Non-consolidated Statement of Operations

Year ended March 31	2024	2023 (note 18)
<b>Revenue</b>		
Grants		
Government of Canada		
Immigration, Refugees and Citizenship Canada	\$ 4,075,126	\$ 3,824,965
Public Health Agency of Canada (note 10)	989,065	447,392
Women and Gender Equality Canada (note 10)	128,176	144,734
Canada Summer Jobs	4,937	27,247
Province of Ontario		
Ministry of Health - Ontario Health - Central Region		
Program funding	3,283,095	2,951,702
High priority communities strategy funding	840,002	1,049,553
Service and Housing in the Province (note 10)	174,721	166,404
Ministry of Children, Community and Social Services (note 10)	243,765	235,687
Ministry of Labour		
Newcomers Settlement Program (note 10)	78,644	78,644
United Way Greater Toronto (note 10)	435,468	284,617
Other grants	572,725	589,614
Client fees	359,452	281,190
Investment income	231,379	65,446
Amortization of deferred capital contributions (note 12)	228,518	180,537
Other	100,120	122,512
Fundraising	30,064	54,076
Donations	13,319	48,263
	<b>11,788,576</b>	<b>10,552,583</b>
<b>Expenses</b>		
Personnel	8,285,735	7,142,259
Occupancy	1,390,057	1,297,215
Program	537,584	649,975
Office	409,216	392,506
Advertising and promotion	268,700	326,235
Amortization of capital assets	251,732	208,398
Professional fees	230,884	195,360
Client and staff travel	120,332	64,030
Board and staff development	75,196	109,861
	<b>11,569,436</b>	<b>10,385,839</b>
Excess of revenue over expenses for the year	\$ 219,140	\$ 166,744

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



## HEAD OFFICE

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## OUR LOCATIONS

**HEALTH SERVICES**  
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Phone: 905-275-2369  
Fax: 905-595-1670

**HEALTH SERVICES**  
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Fax: 905-275-6799

**NEWCOMER & FAMILY SERVICES**  
60 Gillingham Drive, Unit 500  
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Phone: 905-275-2369  
Fax: 905-459-4347

**FAMILY SERVICES**  
60 West Drive, Suite 110  
Brampton, ON L6T 3T6  
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Fax: 905-450-5478

**FAMILY SERVICES**  
3024 Hurontario Street, Suite 304  
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Phone: 905-275-2369  
Fax: 905-275-6799

**NEWCOMER SERVICES**  
483 Dundas Street West, Unit 209  
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Phone: 905-275-2369  
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**Services for Newcomers, Seniors, Women, and Families**

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