

Annual Report 2022



**Centre of Learning
& Development**

Strong Communities Together

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Vision

Strong Communities Together

Mission

Building community, one person at a time

Strategic Priorities

- Support income generation through skills development
- Build strong and healthy communities through social networks/support
- Build geographic partnerships and share resources with the GTA
- Address structural inequalities with emphasis on community engagement and development, equity, diversity and human rights



Message from our Executive Director & Board Chair



"Reconnected and Stronger than Ever!"

Our organization has a long-term vision that embraces building **social capital** as a strategy to respond to the vulnerability issues faced by people in our communities. We aim to build capacity of individuals to navigate human services systems, engage with their neighbours, create and join social networks and serve as neighbourhood champions. Our **2018 to 2024 Adaptive Strategy** reiterated our organizational commitment to building social capital. We articulate a transparent program delivery model that promotes skills development to increase employability, independence and soft skills. It is a program delivery model that also raises consciousness and awareness of social conditions and interest in civic engagement.

Our delivery model's critical pedagogical underpinning is to continue inspiring program participants by introducing them to a cycle of learning and doing (praxis). That is why, for example, community-based participatory action research is one of our core program components. It is one of the ways we get program participants to conduct research with their neighbourhoods and communities, where they connect with neighbours, community agencies, businesses and institutions.

However, not unlike every sector of society, locally and globally, COVID-19 upended our efforts. It forced us back to the drawing board. Our collective goals to build dynamic communities where everyone can develop their potential, work productively and creatively and build strong positive relations with others while contributing to their community, are now even more elusive.

But perhaps the pandemic was a wake-up call!

And that is why in the past year, we have been working on a new roadmap of the terrain that lies before our organization. We have developed a new set of navigational tools to guide and help us focus on at least **four interrelated questions**:

- Do we still pursue the vision crafted before COVID?
- How will we continue to make a difference?
- How will we succeed?
- What capabilities do we need to get there?

We will continue to build a path to sustainable success for our program participants by consciously embracing a focus on **workforce development, credentialing and partnerships with employers**.

And while over the years we have experienced the potential of **blended (or hybrid) learning**, our response to the pandemic through using remote instruction and online technologies for a new virtual experience has awakened us to the weaknesses, as well as the possibilities, for creating meaningful connections and learning opportunities across distance.

However, the path toward the sustainable success of our efforts is found in creating a strong culture of community engagement and an organic organizational commitment to diversity and inclusion. So, we will continue to refine our strategies to increase the options, spaces and opportunities for individuals across communities and neighbourhoods to gain the critical skills, tools, knowledge and capacity to confront barriers themselves, take advantage of existing opportunities and create their own solutions.

We believe that gaining the tools for effective and full engagement in Canadian society, communities and the workforce is one of the most effective ways to foster diversity, inclusion and equal access to opportunities and resources. In particular, people from culturally and linguistically diverse backgrounds need activities and resources which assist them in adapting to new social, cultural and economic systems. Adult education and training activities such as the Immigrant Women's Integration Program and our Academic Upgrading courses are integral to this process and social capital development.

Finally, we believe there is strength in numbers, mirrored in our vision of "**strong communities together**." We look forward to growing and fostering new partnerships where we can define new indicators for measuring social capital and create inviting, adapted, safe, in-person and virtual spaces that promote community engagement.

Thank you,

Alfred Jean-Baptiste
Executive Director



Kathleen Jinkerson
Board Chair



Food Processing Essential Skills

The Food Processing Essential Skills Program aims to increase employability for those interested in the food and hospitality industries. Since its beginning in March 2021, the program has expanded to offer multiple stream options.

The **Workplace & Manufacturing Safety Stream** is a 4-week combination of online self-study and live weekly virtual check-ins covering 40-hours of material on topics such as food safety, manufacturing practices, hazard analysis and diversity and inclusion in the workplace.

The **Food Entrepreneurship Stream** is a 4-week combination of online self-study and live instructor-led sessions covering 40-hours of material on food regulations and handling, marketing and promotion, permits and licenses, e-commerce and industry trends. Upon completion of either stream, participants receive a nationally recognized certificate issued jointly by CL&D and Food Processing Skills Canada. All participants can also receive free training to obtain a Food Handlers Certificate.

FPE has also begun offering a limited **Fall Webinar Series** for current or aspiring food entrepreneurs to learn about launching a business, funding options, health guidelines, marketing and promotion for food businesses.

Virtual Learning

Did you know all virtual programming at CL&D takes place on our learning management system called Virtual Social Change Hubs, which hosts modules and live classrooms? To ensure equitable access to our programming we also offer a Laptop Loan Program and an Internet Access Payment Program to ensure all have the resources needed to take part. We additionally provide one-on-one technical support for participants. All components are integral to equitable hybrid programming that supports trainees as they become digital citizens.

143

FPE
participants

30

Food Handlers
Certificates Awarded

114

Volunteer
Hours

"FPE course helped me find jobs I was looking for."

- **Amirthambihai, FPE Graduate**

"This certification will be a great asset for my Resume to become a Nutritionist."

- **Purva, FPE Graduate**



Immigrant Women Integration Program

The **Immigrant Women Integration Program (IWIP)** is a leadership development program for newcomer and immigrant women interested in working with the community sector to increase employability, confidence and independence. From September 2021 to June 2022 the program included live classroom instruction, placement opportunity, workshop design and facilitation, mentorship from professionals, certifications, micro-credentials in several social-sector employment-related skills and Community Based Participatory Action Research (CBPAR).

For the first time IWIP also piloted an IWIP short-term training program from May to June 2022 offering two sets of packages, each with two trainings over 22 hours with topics such as de-escalating situations, first aid & CPR, mental health and mindfulness. Participants were able to receive certifications and gain employment skills upon completion of each package.

Highlights of our 2021 - 22 IWIP Cohort

- **4** women graduated from the year-long program
- **15** women fully finished the short-term packages
- Trainees completed over **200** placement hours
- Trainees presented CBPAR projects on barriers faced by immigrant families with autism and the impacts of food banks on people throughout the pandemic.
- Trainees reported being satisfied or highly satisfied with all course content, facilitation and logistical components

The Future of IWIP

CL&D is increasing IWIP's focus on workforce development and employability to ensure trainees get the most out of the program. We are doing so by increasing opportunities for certifications and micro-credentials to build trainees' skills and resumes, making the program length shorter and new cohorts more frequent to accommodate busy schedules and train more interested participants each academic year. As we begin the 2022-23 year, we are excited to continue evaluating and improving the program to make it the best it can be for trainees.

"At first, I thought this program was based on women's social needs and resources only but then I realized that it covers much more than I assumed. The program covered numerous topics such as Community-Based participatory Action Research (CBPAR) project, Mentorship & Conflict Resolution, Digital Technology, and many more. The most captivating part of this program is that I learned about the importance of community integration, and it gave me the best resources which I incorporated into my projects for my internship.

Through this program and placement, it gave me the tools I needed to critique and perfect my skills. One of which I did a placement at Mother of Peace. There I had the opportunity to lead and present a series of conflicts affecting women in our everyday community which was "story telling." After taking this program and realizing the impact it had on my life, I would truly recommend it to any individual who is interested in improving and perfect their skills."

- Aysha, IWIP 2021-22 Grad



"I am happy to be part of IWIP, for it is in this program I got back my confidence and grit to move ahead and achieve my ambitions. My group was very small and as it was the pandemic season, we could only e-meet and interact. My only disappointment was that we could not meet in person. Still, I enjoyed my time with the participants and the lead coaches. The workshops were educative and informative and meditation sessions were relaxing.

More interestingly, completing the project CBPAR, a totally new concept to me, was also a real challenge, with researches, meetings and interviews, all being conducted online. Thank you, to all my friends and coaches. And I would love to give back what I have learned and earned."

- Geetha, IWIP 2021-22 Grad



Academic Upgrading

Academic Upgrading (AU) is a lifelong learning program designed to provide adults with support to improve their reading, writing, numeracy communications and digital technology skills on their journeys through one of five goal paths: secondary school credit, post-secondary, apprenticeship, employment or independence.

The program is a mix of live instruction, group work, independent study and one-on-one academic mentorship with participants attending live virtual classroom sessions four days each week. Each academic year includes 3 terms, the minimum needed to complete the program. However, the true length of the program is determined by each learner. The program ends with a certificate after completion of the Culminating Task (CT).

64

AU Learners
Served

3

AU Volunteers

350+

Hours of Volunteer
Support

2

AU Graduates

"The teachers have effectively created a conducive environment where students can thrive and gain confidence in the daunting task of learning. My volunteer sessions are filled with joy and laughter and I hope to one day create the same atmosphere as an educator."

- **Amelia, AU Tutor & Teaching Assistant**

The Future of AU

For the 2022-23 academic year, we are excited to introduce the ability to take the Digital Foundations course within AU as a standalone course for those who are interested in increasing their digital literacy. Topics include web browsers, video conferencing, social media, cyber security and more. The course offers hybrid delivery and one-on-one support and is eligible for our Laptop Loan Program and Internet Access Payment Program.



Youth Summer Camp

Over the summer CL&D hosted our second Youth Summer Camp. Though it was the second year, this was the first time the camp was hosted through hybrid delivery of mixed in-person and online components. This initiative was created for and by local youth. Two youth leaders designed, coordinated, facilitated and reported on the two-week camp aimed to reach youth 15 to 20 years old who reside in Regent Park, St. Jamestown and Moss Park. Over the course of the camp, participants took part in both educational and recreational workshops touching on topics of mental wellbeing, resumes and cover letters, healthy eating, networking, active living, financial literacy and community youth resources.

15

camp
participants

6

groups & organizations
facilitated workshops

75%

satisfaction rate of
workshops

100%

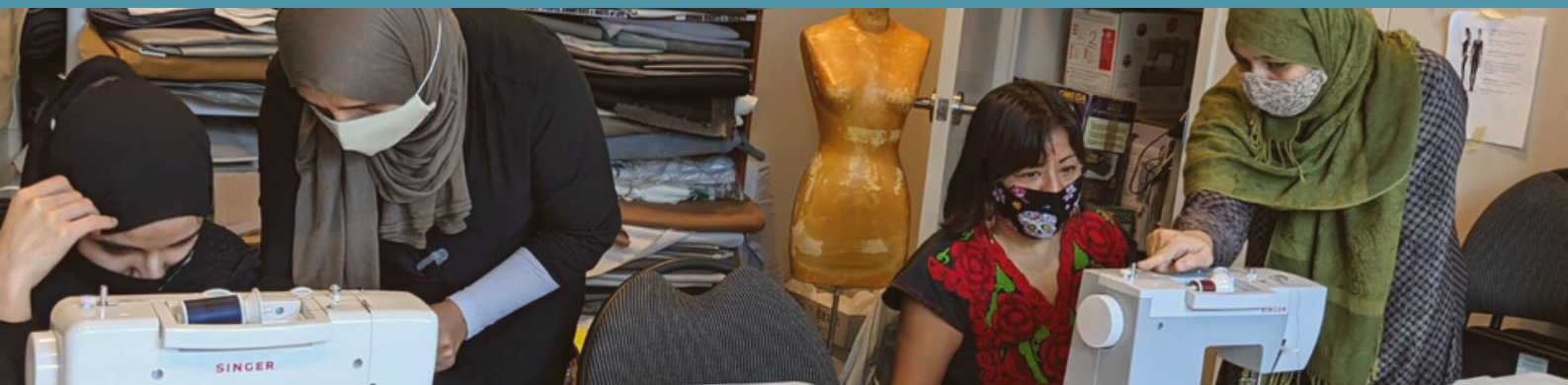
participants reported an
interest in a future camp

Goals of the program included:

- To build self-confidence and emphasize self-growth
- To provide educational and relevant knowledge to youth through workshops
- To foster a healthy and safe environment for youth
- To assist youth in becoming aware of the community resources available to them

"Organizing and running the camp was a highly educational experience. I enjoyed coordinating with multiple local and outside organizations to put the best possible camp together. Organizing the camp helped me to understand the hard work that goes into putting together programs catered toward specific age groups while also providing me the chance to enhance my public speaking skills. I appreciated my supervisors' support throughout the camp as well as their willingness to let me figure things out on my own because it allowed me to take on a leadership role."

- Danyal, Youth Camp 2022 Youth Worker



Our Social Enterprises

Regent Park Sewing Studio

The 10 members of the **Regent Park Sewing Studio (RPSS)** have been hard at work fulfilling orders, attending community markets and sharing sewing knowledge with the community.

Over the year, RPSS has:

- Facilitated 12 sewing workshops for both beginner and advanced learners
- Collaborated and participated in the DESIGNwith project for which two RPSS members were hired
- Collaborated with Contemporary Textile Studio Co-op for training on conducting embroidery with four RPSS members taking part
- Attended the annual summer Cultural Bazaar in Regent Park to sell sewn products
- Collaborated with George Brown College Fashion Exchange on the Hidden Talent project aimed to share high-end embroidery skill sets
- Took part in the local Sewing the Climate Fashion Show by holding over 72 hours of sewing classes to teach participants how to sew and make clothes to be featured in the show

In addition to these workshops and collaborations RPSS also offered sewing services to a range of clients creating products such as tote bags, reusable coffee filters, jacket labels and face masks, totaling over \$10,000 in revenue for our sewists.

Senior Meals Program

The Senior Meals Program ran during the beginning of 2022 and aimed to safely deliver warm and delicious meals to seniors in Regent Park. All meals were made by the **Regent Park Catering Collective** and two community members were hired to conduct deliveries and manage the program. During the month of Ramadan, the program was also extended to provide weekly Iftar meals.

The support of generous CL&D donors of the annual **Cooking for Change** campaign along with Second Harvest made this all possible! In the end, the program served **350 clients** and provided **3,750 meals** - that is over 15,000 pounds of food!



"2022 was quite the year for workshops and collaborations! We worked with OCADU, Contemporary Textile Studio, The Fashion Exchange at George Brown College, and United Way Greater Toronto — to name a few. We also offered sewing services to a range of clients, like The Daniels Corporation, Community Health Workers, and Kara Coffee to make a total of 10,300 tote bags, face masks, coffee filters, and more!"

- Shahrzad Sadeghy, RPSS Sewing Instructor & Coordinator

"Working with CL&D on this program has been so fulfilling and is helping me pay my tuition. I'm studying at George Brown to be a Paralegal and the money I am earning is covering all of my book costs and part of my tuition."

- Tari, delivered meals for the Senior Meals Program



Clear Language & Design

Clear Language and Design (CLAD) is our Centre's editing and training service for people who need to communicate more clearly. International Plain Language Day was October 13, and this year we had a lot to celebrate!

The International Plain Language Federation tells us that clear, or plain language will soon become a standard under the International Standards Organization (ISO). They define plain language this way:

A communication is in plain language if its wording, structure, and design are so clear that the intended readers can easily: **find what they need; understand what they find; and use that information.**

Information that is not written clearly is hard for people who are learning English or upgrading their reading and writing skills. Unclear messaging is hard for all of us when we have health problems or are under a lot of stress — something we all learned during the COVID crisis.

And that's not all. Difficult, distant, convoluted, bureaucratic language is one of the many barriers facing people who are marginalized by racism, poverty, and other forms of systemic discrimination.

This year Clear Language and Design worked with 11 clients on 26 different projects.

Clients included:

- The Immigration Appeals Division of the Immigration and Refugee Board of Canada
- Sioux Lookout First Nations Health Authority
- Keewatin-Patricia District School Board
- Prosper Canada
- Active Aging Canada
- Environics Analytics
- Regulatory colleges that set the standards of care for health professionals, including audiologists, speech-language pathologists, occupational therapists, and physiotherapists

"I just found out it's Plain Language Day and immediately thought of you and the magic you do!!"

- Dr. Liza Stathokostas, Research Director for Active Aging Canada

Community Connections & Partnerships

CL&D is dedicated to supporting our neighbours to build capacity and community. We work together with organizations and grassroots groups through collaborative delivery, trusteeships, administrative support or sharing of facilities. **Here are some of our current Community Connections & Partners:**

Cultural Bazaar

The Cultural Bazaar is an annual outdoor market in Regent Park. In 2022 the market was open from June to October providing space for local artisans, cooks and entrepreneurs to showcase their products. Each week, visitors were able to enjoy live music, get free henna, try multicultural food and connect with their community. This summer about 2,400 people attended the Bazaar!

Thank you to United Way GTA, the Daniels Corporation, Tridel, Toronto Community Housing, Zero Cocktail Bar, and Mothers of Peace

Sewing the Climate Project & Fashion Show

Sewing the Climate Fashion Show was a resident-led project supported by the Regent Park Sewing Studio. The project included reusing materials to teach students through sewing classes. The newly created pieces were then showcased in a community fashion show. A total of 56 Regent Park residents took the classes and the fashion show showcased over 50 pieces with 150 people attending.

Thank you to United Way GTA, Tridel and Toronto Community Housing

Feeding our Futures

Feeding our Futures was a program sponsored by Second Harvest to provide free meal kits to youth and families in Regent Park. We partnered with Healing as One and CSI Community Living Room to coordinate kit distribution. In the end, the program served 69 families and 115 youth participated.

Elevate Talent

Elevate Talent was a free rapid workforce development program, funded by the Government of Canada and powered by Elevate, providing certified courses to underrepresented communities in tech in collaboration with learning, community, coalition, employment and government partners. The program ended in the summer of 2022 and CL&D recruited a total of 159 participants!

Regent Park Safety Network & Community Safety Certificate

The Regent Park Community Safety Certificate, supported by City of Toronto and hosted by the Regent Park Safety Network, hosted workshops and trainings to increase residents' capacities. Topics covered included mental health awareness, emergency planning, leadership and facilitation skills and resident advocacy. The group has hosted 163 hours worth of training.

The **Youth Worker Network** is another project by the Safety Network which CL&D supports alongside Toronto Community Housing and Youth Empowering Youth. The project aims to provide space for local youth workers to connect with each other and share local opportunities and projects.

Mothers of Peace Regent Park



Mothers of Peace (MoP) is a grassroots group founded over 6 years ago that has been continually supported by CL&D. The group's mission is to enhance the safety and well-being of the Regent Park community and its surrounding residents. We supported MoP in providing and collaborating on initiatives such as Healing Circles and Trips, Cultural Bazaar, Regent Park Parent Conference Series, Community March Against Gun Violence and Ramadan Iftar 2022. MoP also collaborates on seasonal standalone events such as laptop giveaways, bookbag and self-care package giveaways in the beginning of the school year and meal and bouquet giveaways in honour of Mother's Day. MoP initiatives have reached over **3,440** people.



"Our biggest shift this year was focusing our Healing Circles to be specifically for mothers who lost their sons to gun violence. This was huge because it provides a space for mothers to have empathy and understand each other in a way others can't. With the increase in gun violence around the city and country, mothers need especially more support to address resurfacing trauma and healing strategies. The circle is a safe and non-judgmental space where mothers can support each other and share what has helped them, no matter how long it has been. There is also a licensed therapist at all sessions to guide the healing process.

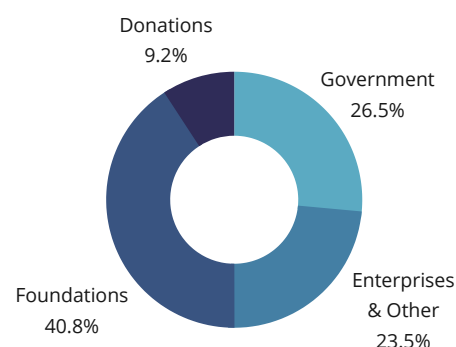
So far 10 mothers have finished the circles. After the first cohort, participants exchanged phone numbers and created a support network beyond the program. For our new cohort, some of the past mothers joined again to support new mothers and share experiences and best practices to address trauma. At the end of each cycle, we take healing trips together to take the mothers out of the city to heal with nature. Most recently, we are also providing fresh fruit and vegetables from Cabbagetown Market to hand out to mothers after each session."

- Sureya Ibrahim, Founder of Mothers of Peace

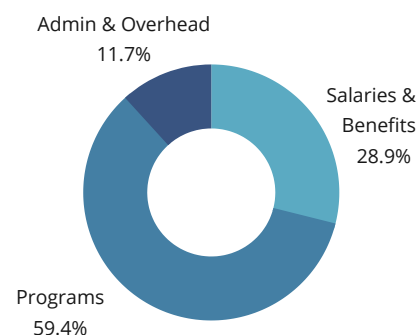
Statement of Operations

Fiscal Year of April 1st to March 31st

Income	2022	2021
Government	\$369,108	\$273,123
Foundations	\$569,493	\$415,857
Donations	\$128,372	\$130,481
Productive Enterprises & Other	\$327,907	\$352,414
TOTAL	\$1,394,880	\$1,171,875



Expenses	2022	2021
Salaries & Benefits	\$346,135	\$279,364
Program Expenses	\$710,895	\$534,778
Admin & Overhead	\$140,755	\$173,738
TOTAL	\$1,197,785	\$987,880
Excess of Revenue over Expenditure	\$197,095	\$183,995



Board of Directors

Kathleen Jinkerson, Chair
 Selwyn Pieters, Vice Chair
 Alfred Jean-Baptiste, Ex - Officio
 Anil Mathur, Treasurer
 Isabelle Lian, Communications Officer
 Zaheed Alli, Director
 Nita Chhinzer, Director
 Bryan Duarte, Director
 Liz Trotter, Director

The Future at CL&D

As we continue to adapt and enhance our programming to focus on workforce development, employability, social capital and partnerships, we need to take some big steps. This is why we are excited to announce we are in the process of creating the **Toronto Centre College for Community & Career Innovation (TCCC&CI)**. This will allow us to provide a larger array of certified courses with recognized certificates to provide and support participants on clear pathways to reach their goals. Stay up to date as the college develops by following CL&D on social media and visiting our website!



@torontoCLD

www.tcclld.org

info@tcclld.org



Get Involved

Want to join CL&D and TCCC&CI as we continue to grow?

Here are some ways to get involved:

Volunteer

CL&D is always looking for volunteers to provide support in our programming and we would love to have you join the team! Volunteer positions include mentoring in our Immigrant Women Integration Program, tutoring in our Academic Upgrading program, assisting during community events, joining our Board of Directors and more.

If you are interested, please contact info@tcclld.org or call 647-493-2462

Our Community Builders Monthly Giving Program

The support of amazing donors and funders is vital to fulfilling CL&D's mission and it never goes unnoticed! As we embark on a new journey and continue adapting our programs through the pandemic, we invite you to support us in any way you can.

If you are interested in supporting, please visit tcclld.org/donate

General Support

Community Builders is a group of individuals who have generously decided to make an ongoing monthly commitment to CL&D and our programs. With this support, we can continue building [#strongcommunitiestogether](#).

If you are interested in joining, please visit tcclld.org/donate

Partners & Friends

Support received in the period of November 1st, 2021 to October 31st, 2022

Sustaining (\$50,000+)

Ontario Trillium Foundation, TD Bank, Employment Ontario, City of Toronto, United Way Greater Toronto, Scotiabank

Catalyst (\$10,000 - \$49,999)

Fidelity Investments, Second Harvest

Changemaker (\$5,000 - \$9,999)

Elizabeth Cooke Endowment Fund, Toronto Foundation, Elizabeth Trotter, Tridel, Toronto Community Housing, WES Mariam Assefa Fund

Connector (\$1,000 - \$4,999)

Mitchell Cohen, The Daniels Corporation, Scarball, Selwyn Pieters

Advocate (Under \$1,000)

Sholom Wargon, Michael Dewson, Rob Norquay, Isabelle Kim, Cheryl Giraudy, Lise Buisson, Mary Campbell, Lynly Bailie, Ann Sutherland, Anna Jasinska, Helen Poizner, Michael Auduong, David Olds, Josh Vandezande, Sally McBeth, Michael Vesselago, Penny Fine, Susan Ellis, Jacqueline Hoffman Fitz, Doug and Stephanie Clark, Fred Silk, Ann Sullivan, Liselotte Jongedijk, Tom and Joan Sullivan, Christine Hughes, Jaymie Sampa, Isabelle Lian, Sean Brathwaite, Jaimie Robins, Sarah Cuddie, Leonard Swartz, Moira Bacon, Rick and Helen McMillan, Robert and Ruth Baldwin, Barbara Turner-Vesselago, Maria Imbriaco, CanadaHelps Toronto Fund, CanadaHelps COVID-19 Charity Adaptation and Innovation Fund, Geetha Menon, Zara Harris, Briar Latam, Kathleen Singh, Hydro One, Christina Penner

Community Builders (Monthly Giving Program)

Karen Diver, Michael Dewson, Ken Corts & Anna-Marie Castrodale, Erika Steffer, Siobhan Harrop-Scott

Sustaining Funders



Corporate Partners



Foundation Partners



Affiliate Partners



Educational & Community Partners



Mothers of Peace
REGENT PARK



UNIVERSITY OF
TORONTO



AlphaPlus



Knowledge
Equity
Lab



The Chang School
of Continuing
Education



TORONTO HOSTELS
TRAINING CENTRE
Training for Change

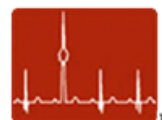
Contemporary
Textile
Studio Co-op



Toronto
Community
Housing



Daniels
love where you live™



TORONTO CPR™
The trusted name for
First Aid & CPR/AED Training



HUMBER



St. John Ambulance



UNITY HEALTH
TORONTO

Caring hearts. Leading minds.

Scarball



North York
Community
House

