

PARKDALE ACTIVITY-RECREATION CENTRE



2020



71 UNITS OPERATED BY PARC
AS OF MARCH 31, 2020 —
THREE QUARTERS OF THE WAY
TO GOAL OF OPERATING 100
UNITS BY 2020

27% GROWTH OF OWNED AND
LEASED UNITS AS A RESULT OF
A STRONG PARTNERSHIP WITH
PARKDALE NEIGHBOURHOOD
LAND TRUST

7 OF 17 MEMBERS HOUSED
THROUGH HOME FOR GOOD
PROGRAM SHOWING STRONG
ACHIEVEMENT IN THE CONTEXT
OF A SEVERE AFFORDABLE
HOUSING CRISIS



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CO-CHAIRS' MESSAGE

Despite the challenges presented by the COVID-19 Virus we have experienced tremendous success at PARC. Members, staff and management came together at a time of crisis and managed to continue to provide tremendous supports and services to our community through diligent cooperation, professionalism, and dedication to the goals and values of PARC. We do want to acknowledge that the pandemic has changed the social connection that is at the heart of the drop-in. We know that the staff and members will do everything they can to find safe solutions.

The board of directors would like to thank everyone at PARC and tell them how proud we are of the magnificent work that kept PARC operating through this difficult time.

We would also like to acknowledge the leadership of Victor Willis in keeping us all educated, informed and aware of the ongoing changes through regular updates and clear communication that allowed the board to assist and keep moving forward.

Reflecting on the past year PARC acquired four new properties in support of our goal to provide supportive and affordable housing into our community. With 26 Maynard, 28/30 Beaty, and being awarded the grant to acquire 1501 Queen Street means that we will exceed our goal of having 100 supportive housing

units by 2020. We also want to acknowledge generous gifts from the Sheila Koffman fund, our previous Community Co-Chair who passed away prematurely in 2018, as well as from Cathy Gross and Allan Jones that helped to make the acquisitions possible. Although housing has become a major focus of our mission, we want to celebrate the Shelter Peer project award from the Shelter Support & Housing Administration. We note that the drop-in had over 50,000 visits and provided 107,000 meals last year. There are many other accomplishments and levels of service that will be highlighted in our Executive Director's message.

The board would like to thank board members who have moved on from their active work as board and committee members. Their commitment and efforts are appreciated as we stand on their shoulders to move forward. Thank you Alison Folosea, Ann Lapenna, Cal Caesar, Deborah Cohen, James Partanen, John Hovhannisyan, John Norkus, Lisa Visconti, Paul Sullivan and Peter Hoag for your contributions to making PARC something we can all be proud of.

PETER HOAG & LYNNE SKY

112,636 MEALS PROVIDED.

**9,038 MEALS SERVED IN MARCH 2020 VERSUS 7640 MEALS SERVED FEBRUARY 2020 -
NEED FOR FOOD SKYROCKETS WITH GLOBAL PANDEMIC.**



BOARD OF DIRECTORS

AARTI RANA, COMMUNITY DIRECTOR	ALISON FOLOSEA, COMMUNITY DIRECTOR, SECRETARY
BRUCE VOOGD, COMMUNITY DIRECTOR	DEBORAH COHEN, COMMUNITY DIRECTOR
HEINZ KLEIN, CAUCUS DIRECTOR	JOHN HOVHANNISYAN, CAUCUS DIRECTOR
KELYANG TENZIN, COMMUNITY DIRECTOR	LAURA LESSER, CAUCUS DIRECTOR
LISA VISCONTI, CO-CHAIR / VICE-PRESIDENT, CAUCUS DIRECTOR	LYNNE SKY, CAUCUS DIRECTOR
PETER HOAG, CO-CHAIR / PRESIDENT COMMUNITY DIRECTOR	
PETER MARTIN, TREASURER, CAUCUS DIRECTOR	RICHARD EDWARDS, COMMUNITY DIRECTOR

EXECUTIVE DIRECTOR'S MESSAGE

The beginning of the 2019-2020 year seems so long ago... perhaps because so much has happened since. Although there are many themes that could be the headline for the past year, laying the foundation for the future is probably the most apt. This is a story about community ownership for long term affordability. It is also a return to the simple idea of PARC: **a home, a job and a friend.**

PARC's acquisition history begins slowly enough: buying 1499 Queen in 1991. Sixteen years later PARC is awarded the development of 194 Dowling and Edmond Place opens January 2011. Eight years after that the Parkdale Neighbourhood Land Trust acquires 26 Maynard and leases to PARC for 49 years. Then things speed up. In October of 2019 we submit a proposal to acquire 1501 Queen West—in November we are awarded five million to make it possible. At the same time we work with the owners of 28-30 Beaty to acquire two semi-detached buildings with 17 dwelling rooms. **A home.**

In August 2019 PARC and Working For Change are awarded the Peer Support Pilot to hire and train eight full-time workers. PARC now has well over one hundred staff, many of whom bring lived experience to their work. Six properties means that our Employment Social Enterprise, Silver Brush, hires more staff and begins to rethink being a "painting business" when the biggest industry in South Parkdale is housing. There is opportunity for more business and more employment. **A job.**

2019 saw many gatherings: day trips, weekly music jams, walks in High Park, a BBQ on the lake, camp in Muskoka. The Parkdale People's Economy held monthly community meetings,

demanded justice for the Queen's Hotel tenants, organized calls for affordable housing, articulated a Parkdale Community Benefits Framework that is the basis for the negotiations with The University Health Network's Lakeside II development. This is the heart of PARC. A place to come, to be, to express, to challenge and to share stories. And yet, as we prepared to celebrate PARC's 40th anniversary with party and song, a pandemic loomed on the horizon. On March 17, forty years to the day when PARC first opened its doors, the province of Ontario declared a State of Emergency. The third and most important part of PARC—**friends,** are all ordered to stay home.

Everything shut down... except PARC. We reduced the number of members accessing the drop-in safely to twenty at any one time. The staff and members stepped up. Can't safely run a large meal program indoors? That's okay, our amazing kitchen makes hundreds of meals to go. Then that number doubles due to the demand. Case managers stay in contact with members. Housing workers check in on tenants. Much of PARC continues. The highlight of the beginning of 2019-2020 was the support, diligence and determination of our board of directors to understand opportunities presented and leverage equity to double our housing stock. The highlight at the end of 2019-2020 has been our members and staff who show up for work every single day. It is hard to know what the short term future will bring but it is easy to see the foundations laid for the long term. I can, with certainty, say that it is an honour and privilege to work for and with you all.

VICTOR WILLIS

THANK YOU, STAFF AND VOLUNTEERS

THANK YOU TO OUR STAFF AND VOLUNTEERS WHO COME TO WORK WITH GREAT PASSION, INNOVATION AND A SOLIDIFIED COMMITMENT TO SOCIAL JUSTICE. TOGETHER WE STRIVE TO BUILD A BETTER PARKDALE THAT IS THRIVING, INCLUSIVE AND ABUNDANT.

THANK YOU TO OUR MANY PARTNERS WHO ENRICH OUR WORK AND SUPPORT US IN SERVING THE PARC COMMUNITY. THANK YOU FOR YOUR COLLABORATION, COMMITMENT AND ONGOING SUPPORT.

THIS YEAR WE BID FAREWELL AS TWO STAFF RETIRED, KATHY ALLEN, OUR DIRECTOR OF RESOURCE DEVELOPMENT- 6 YEARS AND LOUIS DIONNE, DROP-IN PROGRAM WORKER- 29 YEARS. THANK YOU BOTH FOR YOUR WISDOM AND EFFORTS.



1,860 MEMBERS SERVED WITH HARM REDUCTION SUPPORTS.

161 MEMBERS GOT SUPPORT TO ACHIEVE THEIR EMPLOYMENT GOALS.

19 PEOPLE EMPLOYED BY THE SILVER BRUSH (TSB).

5,353 MEMBERS ATTENDED EVENTS OR GROUP OUTINGS.



MEMBER QUOTES

“PARC MEANS A LOT; IT’S THE PLACE I EAT, I MEET MY FRIENDS... I’VE LIVED IN PARKDALE FOR 15 YEARS NOW, I’VE GOT NO KITCHEN OR FRIDGE, IT’S THE PLACE WHERE I EAT WHICH MAKES ME ALIVE”

WAHID “JAN” BAYAN

“IF IT WASN’T FOR THE PROGRAMS I WOULD NOT BE ABLE TO DO ANYTHING BECAUSE I’M ON A FIXED INCOME”

JAMES MACPHERSON

“PARC IS A DROP IN CENTER THAT I COME TO MOST DAYS, I COME AND HAVE BREAKFAST AND DINNER. I ENJOY COMING TO PARC BECAUSE I PLAY DOMINOES AND ENJOY MYSELF”

HAMILTON LESLIE

7,138 SUPPORT INTERACTIONS FOR MEMBERS THROUGH CASE MANAGEMENT.

1,910 ACCOMPANIMENTS TO SUPPORT MEMBERS TO IMPROVE THEIR LIVES.

80 MEMBERS ACTIVELY SUPPORTED MANAGING THEIR MONEY THROUGH OUR TRUSTEE SERVICES.



1521 QUEEN STREET WEST COALITION

ADVOCACY



HIGHLIGHTS OF THE YEAR: ACHIEVING OUR STRATEGIC PLAN

PLACE SAFETY AND INCLUSION AT THE CENTRE OF ALL OUR PROGRAMS AND SERVICES



IN EFFORTS TO CULTIVATE A COMMUNITY THAT PRIORITIZES INCLUSION, DIVERSITY AND PEOPLE, PARC HAS ENGAGED IN THE FOLLOWING:

Purchased a 17-unit building on Beaty Ave, securing and preserving affordable housing in Parkdale. We upgraded the kitchens, improvised building security, and developed a renovation plan for the coming year that will improve the tenant experience.



Explored property sites to expand our housing portfolio to 100 units, including 1501 Queen Street West, a location the membership has always desired for supportive housing.



Partnered with Parkdale Neighbourhood Land Trust (PNLT) in their purchase of 26 Maynard Ave signing a lease for the next 49 years, adding 15 beds to PARC's housing profile. We improved the building by completing a big renovation including new air conditioners, fire system upgrades, and kitchen upgrades. The community gathered to celebrate with a potluck with PNLT and PARC.



Launched a new Peer Shelter Support Project in partnership with Working For Change, funded by the City of Toronto, enabling us to hire 8 full-time peer staff to support homeless individuals in shelters and work in our housing and drop-in programs.

ENRICH HEALTH AND WELLNESS PROGRAMMING



PARC OFFERS PATHWAYS TO RECOVERY AND OPPORTUNITIES WHICH BUILD COMMUNITY, ARE ACCESSIBLE AND WELCOMES PEOPLE TO BE INVOLVED IN A WAY THAT WORKS FOR THEM.



Camp Pine Crest, annual nature getaway for PARC members.

Launched Edmond Place Patio, improving tenant health, well-being, and shared culture. Opening presided by Katherine Yu in memory of her brother, Edmond Yu.

Initiated a Smoking Cessation Project with Ottawa Hospital and Community Health Centres for members to quit or reduce smoking habits, supported by a peer worker and access to a nurse.

OP (OPSEU Pension) Trust - after a year of detailed exploration the bargaining unit and management welcomed OP Trust to administer a pension plan: the first for PARC employees.

Federal government's Anti-Racist Action Plan announced at PARC.



CLARIFY AND STREAMLINE OUR COMMUNICATIONS

PARC STRIVES TO IDENTIFY AND REDUCE BARRIERS OF COMMUNICATIONS TO BEST SERVE OUR MEMBERS.

HOSTED ROOMING HOUSE EDUCATION SESSIONS FOR TENANTS AND LANDLORDS.

Purchased Property Vista, a property management tool to support clear communication between tenants and staff.



Implemented Ontario Perception of Care Assessments (OPOC) in Drop In, an opportunity for members to provide feedback.

Implemented SmartSheets for efficiency of tracking programming and goals.

Implemented New All Staff Meeting format.

Prepared for COVID-19 emergency and fully implemented response for member services, staff support, operational, building maintenance, and infection control.

Developed Access/Vacancy Management Policy for internal housing sites.



REACH A NEW LEVEL OF COMMUNITY COLLABORATION

COMMUNITY COLLABORATION INCREASES OUR REACH AND ENABLES US TO BETTER ADVOCATE AND RESPOND TO THE PRESSING ISSUES OUR MEMBERS FACE. COLLABORATION WITH THE COMMUNITY CREATES A SHARED VOICE AND PRIORITIES THAT AMPLIFY ISSUES AND ACTIONABLE SOLUTIONS.

The Parkdale People's Economy, housed and supported at PARC, continues to convene regular community meetings supporting the Parkdale Community Plan.



Collaboration with Access Point and West-End Planning Table to develop Caredove, a new referral pathway for services with a focus on case management now used at PARC and in the broader system.

Local Poverty Reduction Fund Steering Committee is a partnership with PNLT, Wood Green Community Services, Parkdale Community Legal Service and PARC to preserve rooming house stock and prevent eviction by working with tenants in the 58 identified rooming houses and by providing education to tenants and landlords about rights. This work resulted in dwelling rooms being added to the City's Rental Housing Protection Policy.

Hosting of international and Canadian delegates for Ontario Non-Profit Housing Association (ONPHA) Conference - Affordable Housing Walk along with PNLT.

Partnership with University of Toronto Medical Students to complete community placements in PARC housing and hosting town halls on loss of dignity associated with lack of public washrooms for homeless members.

Formalization of partnerships with Mid-West and West Toronto Ontario Health Team - both teams have special focus on individuals experiencing homelessness as well as on the 1% and 5% of population that health systems need to serve better.

**80 COMMUNITY
ENGAGEMENT
MEETINGS, TRAINING
SESSIONS, AND
KNOWLEDGE
SHARING TABLES =
800+ COMMUNITY
MEMBERS ENGAGED**



INVEST IN ORGANIZATIONAL STRENGTHENING



A STRONG PARC RESULTS IN WELL-SUPPORTED MEMBERS AS WE CAN COLLECTIVELY AND MORE EFFECTIVELY ADVOCATE, PROVIDE PROGRAMMING AND BUILD COMMUNITY. STRENGTHENING OUR ORGANIZATION WAS A FOCUS AS IT IS THE FOUNDATION OF SUCCESS TO SUSTAIN FOR THE NEXT 40 YEARS.

Indigenous Cultural safety certificate- staff completed training from San'yas: Indigenous Cultural Safety Certificate training.

Naloxone Certification Training through Harm Reduction Program and Crystal Meth Knowledge-Sharing Forum.

Developed an internal system for pandemic pay before it was legislated, including 3 day work week.

Bhayana Family Foundations Leadership Award recognizes PARC Staff and Systems Change Team.

Exploring Differences training co-hosted by Insight for Community Impact and PARC.

United Way Diversity & Inclusion: Inspiring Implementation Focused Learning program Management Training.

Increased staff capacity by hiring new PARC kitchen staff to support with cooking and preparations, new manager for The Silver Brush social enterprise, new manager for drop-in services.

RentSmart Education Training for Landlords and Tenants.

Knowledge Is Power Summer Anti-Oppression Training.

New security company that reflects PARC's values: Gemstar.

Partnership with Building Up for building and maintenance repairs.





PARKDALE PEOPLE'S ECONOMY

THE PARKDALE PEOPLE'S ECONOMY, ALSO KNOWN AS PARKDALE COMMUNITY ECONOMIC DEVELOPMENT (PCED) PROJECT, IS A NETWORK OF OVER 30 COMMUNITY-BASED ORGANIZATIONS AND HUNDREDS OF COMMUNITY MEMBERS COLLABORATING TO BUILD DECENT WORK, SHARED WEALTH, AND EQUITABLE DEVELOPMENT IN PARKDALE.

THE PARKDALE PEOPLE'S ECONOMY IS BUILDING JUST LOCAL ECONOMIES THROUGH A PARTICIPATORY COMMUNITY PLANNING PROCESS; A COMMUNITY LAND TRUST MODEL; A LOCAL CURRENCY PROGRAM CO-OP CRED PROGRAM; A MOVEMENT FOR COMMUNITY BENEFITS; AND A COMMUNITY-BASED FOOD DISTRIBUTION AND PROCUREMENT INITIATIVE THROUGH COMMUNITY FOOD FLOW PROJECT.

THE PARKDALE
NEIGHBOURHOOD
LAND TRUST IS A
PARC KEY HOUSING
PARTNER.

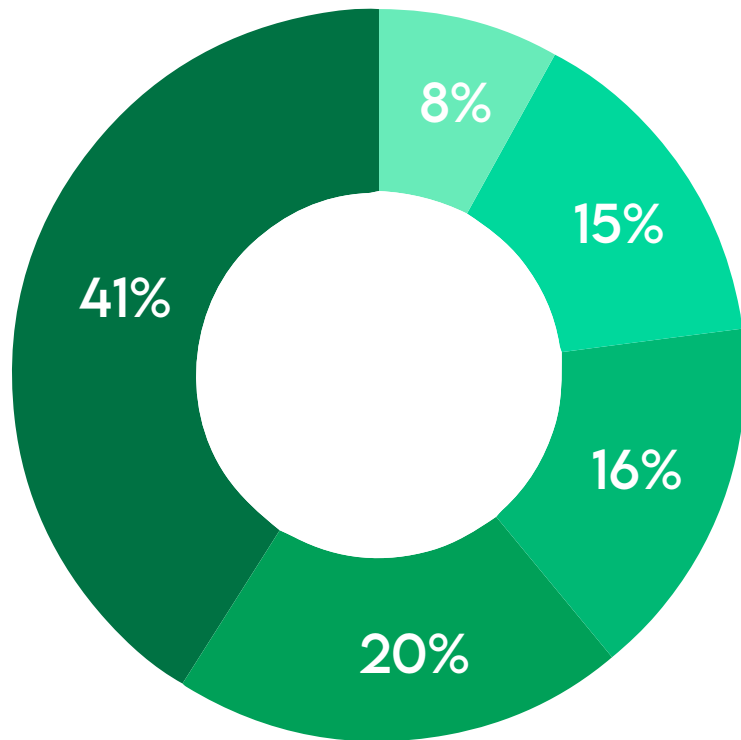


Parkdale Neighbourhood Land Trust

PARKDALE NEIGHBOURHOOD LAND TRUST (PNLT) IS A COMMUNITY LAND TRUST IN PARKDALE LED BY A GROUP OF RESIDENTS AND ORGANIZATIONS TRYING TO PROTECT THE SOCIAL, CULTURAL AND ECONOMIC DIVERSITY OF PARKDALE BY REDEFINING HOW LAND IS USED AND DEVELOPED.

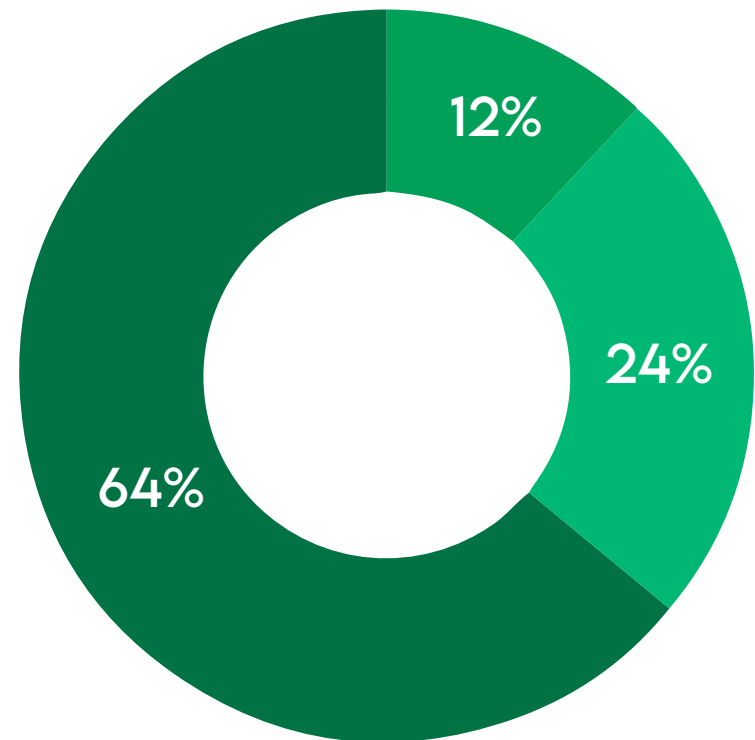
PARKDALE NEIGHBOURHOOD LAND TRUST (PNLT) WAS FORMED TO BUILD A COMMUNITY LAND TRUST TO ADDRESS THAT QUESTION. THROUGH THE COMMUNITY LAND TRUST MODEL, PNLT WILL ACQUIRE LAND AND USE IT TO MEET THE NEEDS OF PARKDALE BY LEASING IT TO NON-PROFIT PARTNERS WHO CAN PROVIDE AFFORDABLE HOUSING, FURNISH SPACES FOR SOCIAL ENTERPRISES AND NON-PROFIT ORGANIZATIONS, AND OFFER URBAN AGRICULTURE AND OPEN SPACE. PNLT ALSO PROMOTES COMMUNITY PARTICIPATION IN GUIDING HOW LAND IS USED TO BENEFIT THE COMMUNITY AND KEEP PARKDALE AFFORDABLE AND DIVERSE.

OPERATING REVENUE
\$5,383,730



- TORONTO CENTRAL LOCAL HEALTH INTEGRATION NETWORK (LHIN) & MINISTRY OF HEALTH (MOHLTC)
- RENTS & SUBSIDIES
- FOUNDATIONS, GRANTS & DONATIONS
- CITY OF TORONTO
- PROJECTS & THE SILVER BRUSH

OPERATING EXPENSES
\$5,360,112



- DIRECT PROGRAMMING
- RESIDENTIAL, PROGRAM & COMMERCIAL FACILITIES
- PROGRAM SUPPORT, RESOURCE DEVELOPMENT & ADMIN

THE GRAPHS REPRESENT THE COMBINED STATEMENTS OF OPERATIONS FOR ALL PARC PROGRAMS AND SERVICES EXCLUDING CAPITAL ACTIVITY AND DEPRECIATION.

PARC GRATEFULLY ACKNOWLEDGES



SHEILA KOFFMAN
MEMORIAL FUND



INDIVIDUAL DONORS

THANK YOU FOR YOUR GENEROUS GIFTS THAT ALLOW US TO BUILD A STRONG FOUNDATION FOR PARC'S FUTURE, YEAR AFTER YEAR. THROUGH YOUR DONATIONS, WE REACHED A SIGNIFICANT MILESTONE OF 40 YEARS SERVING. EVERY DOLLAR HAS MEANT NUTRITIOUS MEALS, COMMUNITY BUILDING, AND THE PROVISION OF SAFE AND DIGNIFIED HOMES FOR OUR COMMUNITY. YOU TRULY MAKE A DIFFERENCE FOR US, AS OUR EFFORTS ONLY GO AS FAR AS YOUR SUPPORT — AND WE ARE VERY GRATEFUL.



MEMBER MEMORIAL

NATASHA MCNEIL

MARK KALISZ (TSB EMPLOYEE)

ALLEN KERNOHAN

JAMES MONEY

TONY GISSONI

MARY PATTERSON

LESLIE HATHERLY

JULIE BERMAN

LEONARD CRONKITE

STEPHEN DAVID (DAD)

BOGOMIR MAJDAK



BUILDING FOR THE NEXT 40



SINCE WE SERVED OUR FIRST CUPS OF COFFEE IN 1980, PARC HAS EVOLVED OVER THE LAST 40 YEARS WHILE OUR VISION FOR RE:BUILDING LIVES REMAINS CONSTANT.

OUR PASSION FOR ADVOCACY, MEMBER-DRIVEN PROGRAMMING, PROVIDING EMPLOYMENT, FOOD SECURITY, SOCIAL SPACE AND SAFE AFFORDABLE HOUSING WILL EVOLVE AND GROW TO CONTINUE TO MEET OUR MEMBERS' NEEDS OVER THE NEXT 40.

AS THE WORLD LOCKED DOWN, PARKDALE WENT QUIET, BUT WE KEPT OUR DOORS OPEN. DURING A TIME OF COMPLETE UNCERTAINTY, WE CONTINUED TO SERVE OUR COMMUNITY AND MEET THE EMERGING NEEDS WITH INNOVATION.

AS WE ENTER INTO THE NEXT 40 YEARS OF PARC AS AN INTEGRAL FIXTURE IN PARKDALE WE WILL CONTINUE TO UPLIFT OUR MEMBERS' VOICES AND BUILD THE FOUNDATION FOR A STRONG INCLUSIVE COMMUNITY.

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