

THE PARKDALE ACTIVITY - RECREATION CENTRE

2020 - 2021

ANNUAL REPORT



The UnAnniversary Edition



Cover Page Top Photo credit:
Andrew Williamson



A group of neighbours collect clothing and donations for PARC.



The Bike Brigade delivers Mother's day brunch.



TABLE OF CONTENTS

- 2 Message from our Board of Directors' Co-Chairs
- 3 Message from our Executive Director
- 4 Our Incredible Staff - Thank You
- 5-6 PARC's COVID-19 Pandemic Response
- 7-10 Our Program Report
- 11-13 Housing Acquisition and Property Management
- 14 The Parkdale People's Economy
- 15 Our Funders
- 16 Financial Report

146,000
Meals provided in
2020-2021 was
a **100%** increase
from 2019



Parkdale Activity - Recreation Centre
1499 Queen St. West
Toronto ON M6R 1A3
Charity #: 12967 8231 RR 0001

You can also find us online:
web: parc.on.ca
Facebook, Instagram, Twitter: @parcatoronto
LinkedIn: [linkedin.com/company/parc](https://www.linkedin.com/company/parc)

MESSAGE FROM OUR BOARD OF DIRECTORS' CO-CHAIRS

Over the past year, the challenge of the Covid-19 pandemic remained more often than not, overwhelming. We are incredibly grateful to the members, staff, donors, and volunteers who continue to make PARC a better place to rebuild lives.

Our members remain at the centre of everything we do. They are an inspiration to us, and so our first words of thanks go to them for sticking with us.

The pandemic has changed the social connection that is at the heart of the drop-in, but our members continue to access the services thanks to the herculean effort by our dedicated staff, led by our Executive Director, Victor Willis.

PARC was able to serve meals - from our front doors or by delivery - every day of the year without a break. And, unlike similar organizations in Toronto, we were also able to open our drop-in on a limited basis to meet the basic needs of those who did not have a home or a safe place to sleep at night.

Our biggest challenge was trying to deliver our programs with the same effectiveness, virtually. Our staff found creative ways to work with and support members, ensuring all precautions were in place and done safely. We are proud of the fact that over the past year, despite the stress and uncertainty, overall, our staff was able to remain healthy and get vaccinated. Thank you to our staff.

We want to thank our faithful donors for their ongoing support in these difficult times. Whether it came from governments, foundations, corporations, faith communities or individuals, every donation, large or small, makes a difference. Your financial support allows us to remain an effective and transformative presence in Parkdale, delivering impact despite all the challenges put our way this year.

We would like to acknowledge our Board members who have moved on from volunteering with us. Ruth Calladine and Heinz Klein, your commitment, insights, efforts, and contributions were much appreciated.

And to all who serve on the PARC Board and our numerous Committees, thank you. Your wisdom and dedication not only means our collective decision-making is better, but it also inspires and empowers us, as Co-Chairs.

With gratefulness to all,
Laura Lesser & Bruce Voogd - PARC Co-Chairs



THE PARC BOARD OF DIRECTORS 2020-2021

| | | | |
|-------------------------|--|------------------------|---|
| Aarti Rana | Community Director | Lynne Sky | Member Director |
| Beryl-Ann Mark | Member Director | Peter Martin | Member Director, Treasurer |
| Bruce Voogd | Community Director, Community Co-Chair, RD Committee Chair | Richard Edwards | Community Director, Governance Committee Chair |
| Geetha Rahupathy | Community Director, HR Committee chair | Ruth Calladine | Member Director |
| Heather Payne | Community Director | Silvia Samsa | Community Director |
| Heinz Klein | Member Director | Tyde Cambridge | Member Director, Secretary |
| Kelyang Tenzin | Community Director | | |
| Laura Lesser | Member Director, Caucus Co-Chair | | |

The PARC board of directors is uniquely made up of fourteen seats : seven community directors from the neighbourhood and seven PARC member directors.

MESSAGE FROM OUR EXECUTIVE DIRECTOR

It's been another year of living in/with the Covid-19 pandemic, and another year of our members and staff showing up and working through daily challenges and opportunities as they presented themselves....

We participated in a wide variety of groups and networks formed almost overnight to bring people and agencies together to solve the logistical problems of delivering social services at a social distance.

Large institutions like the City and the United Way helped to convene tables, identify barriers to service, advocate for access to Personal Protective Equipment and get funding to agencies in need without the usual hoops to jump through. Our foundation partners Atkinson, Metcalf and Echo told us to allocate their funding to the areas of greatest need.

Funding for housing became available, seemingly overnight with the Rapid Housing Initiative, hotels being rented, some purchased, and zoning was fast tracked. There was a sense that homelessness was finally being seriously addressed. A Universal Basic Income was rolled out as the Canada Emergency Response Benefit. An idea that six months before was a "non-starter".

The pandemic impacted communities and neighbourhoods differently: wealthy parts of the city were able to live safely, poorer areas not so much. It took very little analysis to understand that the poor neighbourhoods were made up of racialized and newcomer families that were in the front lines: personal support workers in Long Term Care facilities, grocery store workers, cleaners, warehouse workers and people with disabilities. Infection rates were significantly higher. Access to vaccines was significantly lower.

The System's Change team along with the Parkdale People's Economy established the Parkdale Mutual Aid Network as a way for neighbours to help each other. Recognizing the potential, the City asked the team to expand Mutual Aid Networks across the GTA. These networks reported the challenges facing communities: evictions, homelessness, rising rents, no affordable housing, systemic racism. There are vastly different experiences of this pandemic depending on where you live and how much money you have.

The other tension that stretched PARC was the gap between acquiring properties that need repairs and the ability to fix these older buildings. In the first few months, it was impossible to get engineers onto our premises. The cost of materials soared while expertise was hard to find. It has not been an easy year for the tenants, members or staff.

Throughout the following pages you will read about the services provided. There are astounding numbers, like zero outbreaks and one hundred and forty thousand meals.

None of this would have been possible without the dedicated staff, management team and a board that kept asking how we were doing and to please thank the teams. We are not out of this by any stretch. This coming year is when the strategic plan will be refreshed by consulting with our members, partners, funders, and staff.

We look forward to setting a course towards a more just, equitable and resourceful Parkdale. Where A Home is built, A Job exists, A Friend is just around the corner, in our Neighbourhood.

Victor Willis

OUR INCREDIBLE STAFF - THANK YOU



Aboriginal People. And other people!
When you help them, you help everybody.
Indigenous Housing Research - Member Interview 2021



PARC'S COVID-19 PANDEMIC RESPONSE



Donated clothing is available to members



A local carpenter and friend of PARC modified the reception desk by adding plexiglass to limit virus transmission.

152 individual members accessed the Emergency Food Services program, receiving weekly food hampers during the height of the emergency lockdown.

A plan was created to assist all members to get access to the vaccine.

Virtual Programming began during this period; an outstanding achievement with Mindfulness, Writing, Poetry, and Music Groups running every week.

Supportive Housing continued to provide services and enhance service delivery by incorporating strict infection control measures.

Tessa celebrated - with an article in NOW: *"Tessa White, chef and kitchen coordinator at PARC"*.

For the first few months of the pandemic, staff worked 3 days a week to reduce contact during travel, stress and to maximize physical distance at work.

Implemented a robust agency strategy using City of Toronto guidelines for infection controls, radically changing the way we work to prevent the spread of Covid-19.

Sourced the required Personal Protective Equipment (PPE) to provide staff with the essential tools to be safe including masks for our members.

PARC'S COVID-19 PANDEMIC RESPONSE

Trained all Staff and Management on proper PPE use and Covid-19 prevention safety practices.

Feed The Frontlines delivered hot meals to the PARC staff. A welcome thank-you for their service during a challenging time!

Thank you, Shona, the nurse practitioner from Parkdale Queen West Community Health Centre who supported our staff, answering Covid-19 questions and providing infection prevention guidance.

Toronto Public Health Covid-19 Outreach Rapid Response Team (CORRT): CORRT nursing staff came on-site in the drop-in meeting with staff/members about their concerns around Covid-19 and sharing the most up to date information.

"I'm Essential" hoodies distributed to the staff as a small thank you for showing up everyday.



As recognized by many including our neighbours and community, PARC staff are Essential Workers. Your thoughtfulness, compassion and support for our members as well as each other is immeasurable. In light of the challenges that essential workers such as yourselves experience reporting to work each day, please accept this as a token of our appreciation. We hope that you will wear it proudly.

ZERO
Covid-19
outbreaks
at PARC
2020-2021

OUR PROGRAM REPORT

The following pages highlight the key services, programs and activities delivered in 2020/21

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



Drop-In services pivot to offer homeless members a space to gather for essential services such as showers, food and connections to support services. To facilitate safe gathering, the drop-in space is redesigned to provide physical distance for up to 20 members at any given time.

PARC creates the Food Hamper delivery program for our most vulnerable members responding to the emergency lockdown restrictions. Food is delivered to members who are ill, have underlying health issues and are at risk of contracting the virus.

Renting from our partner, The Raging Spoon catering space, allows us to not overcrowd our main kitchen.

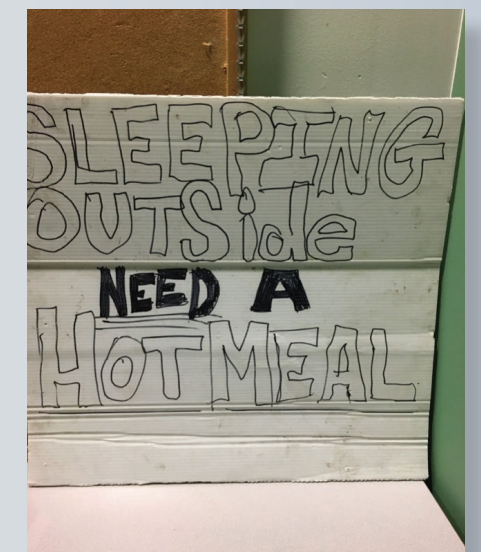
In May of 2020 PARC finally closes on the acquisition of 1501 Queen St. W. bringing 38 privately held units into PARC's supportive housing portfolio.

PARC engages Stonewater Consulting Group - an Indigenous business, The purpose of this study is to assist in enhancing service delivery and housing interventions for Indigenous clients who access either or both PARC Housing Services and the Drop-in centre.

November 2020, we hosted a flu-shot clinic for members in collaboration with Mid-West Toronto Ontario Health Team and Parkdale Queen West Community Health Centre.

266 individuals received support from our four Case Management staff.

Global Medic provided PARC with hundreds of hygiene kits to help our members stay safe and have access to personal hygiene supplies.



OUR PROGRAM REPORT

ENRICH HEALTH AND WELLNESS PROGRAMMING



Peer Project Program Launch: PARC trains and supports people with lived experience so that they can engage individuals in the shelter system. During the first six months of the pandemic the Peer Pilot only worked out of PARC. The City of Toronto worked closely with the shelters and PARC about when it would be safe to deploy the team. Peer workers began to attend Shelters in the fall of 2020.

Homeless Connect Toronto hosted a small-scale pop-up event at PARC. They provided services to the members, including haircuts, employment-training opportunities, clothing and emergency supplies, housing help and eye exams. HCT ran events at four different sites over 10 days and served 85 clients with the PARC event being the most attended.

Harm Reduction Planning: In June 2020, the Toronto Urban Health Fund (TUHF) project funding ended; PARC is deeply committed to harm reduction using the funded project end as an opportunity to rethink the delivery of harm reduction services across all programming to better meet members' needs.

Rent Smart Training- housing staff facilitated 2 rent-smart workshops for new PARC tenants. The training supports new tenants as they transition into our housing by building knowledge of tenants' rights and responsibilities.



Funding for food flowed as a response to the inequities the pandemic exposed; thank you to the United Way of Greater Toronto, Daily Bread Food Bank, Good Food Access Fund, Community Food Centres of Canada, the, City of Toronto, Emergency Community Support Fund.

Daily Bread- Kitchen Infrastructure Grant- New Stove and other essential equipment for PARC!

Toronto Drop-In Network Meal Voucher Program- TDIN provided 528 meal vouchers for T-dot Jerk and Ali's Roti- two local black-owned businesses.

150 Survival Back Packs and sleeping bags given.



OUR PROGRAM REPORT

CLARIFY AND STREAMLINE OUR COMMUNICATIONS



Implemented the Daily Report for communicating operational change, program updates and information about members in each program.

Implemented a new sick call-in procedure that screened for Covid-19 symptoms.

Implemented a new agency-wide scheduling system using Smartsheet.

Managers are scheduled daily as the lead manager on duty (MOD). Program managers and support department managers (HR and Admin) all take a lead role a few days a week. Managers are working out of their departments on weekends.

REACH A NEW LEVEL OF COMMUNITY COLLABORATION



SummerWorks Art Project and PARC collaborated to bring love messages to the community through the **Health and Safety Notes project**; colourful messages written in duct tape adorn the sides of public and private buildings throughout Parkdale and wander down Queen West. Created in collaboration with organizations and residents in the Parkdale community, these temporary public art installations help people remember, be seen, and communicate their

fears, wonderings, anxieties, and hopes in a Covid-19 reality. The notes allow us to speak to each other while maintaining physical distance and are a way of staying connected during a time when connecting can seem strange and fleeting.

Anishnawbe Health Bus Covid-19 testing outside of PARC for anyone in the Parkdale neighbourhood.

PARC invited to sit on the West End Aboriginal Advisory Council (WEAAC). Under the West End Aboriginal Advisory Council guidance, Parkdale Queen West Community Health Centre launched the Niiwin Wendaanimak Four Winds Wellness Program that seeks to enhance health and community services for homeless and at-risk Indigenous populations in Toronto.



OUR PROGRAM REPORT

INVEST IN ORGANIZATIONAL STRENGTHENING



Employment Manager - a new role at PARC to support members with their employment goals.

PARC employment social enterprise The Silver Brush (TSB) is awarded a significant federal grant through the **Investment Readiness Program** to help transition TSB to PARC Property Management.

PARC provides staff who are on-site a pandemic pay increase, not waiting for confirmation by the province. Local MPP Bhutla Karpoche and OPSEU advocate for resolution.

PARC provides a wage top up to our security partner GemStar employees, as well as our staff solution partner Kinnect employees.

Covid-19 contracts are offered to folks who previously worked at PARC as staff and former students to help ensure we can continue to serve the membership as a number of staff went on leave due to personal risk assessment because of Covid-19.

Peer Shelter Research began with funding from the City of Toronto. PARC and Working for Change launched the Pilot Peer Support Program, a training and employment program for peer work within the shelter system.

Senior staff attended Decoding Race for White Leaders- Creating Cultures of Belonging- look at whiteness as a power system and help white leaders investigate their own racial identity with the attendant unspoken assumptions and behaviours brought into the workplace.

Kitchen Wage Comparison Review lead by HR.

Staff Professional Development in partnership with a local business Another Story Bookshop by providing staff with gift cards for books to enhance skills and wellness.



AQUISITIONS AND PROPERTY MANAGEMENT 2019/2020

“For PARC, the acquisition of more housing carries profound meaning, as our goals are set with the purpose of ensuring safe, adequate, well-maintained, dignified homes for the people in our community.”

Victor Willis, PARC Executive Director

Acquisition is the fastest way to get new units into the system now, given the time it takes (two to five years) to build new housing units. PARC continues to see acquisition as a solution to the ongoing housing crisis in our neighbourhood.

In 2019/20, PARC acquired or became the property manager for four new properties in support of our goal to provide supportive and affordable housing into our community. At that time, our strategy was to have 100 supportive housing units by 2020, which has now been exceeded, for a total of 151 units (109 supportive housing and 42 affordable residential).

affordable housing, furnish spaces for social enterprises and non-profit organizations, and offer urban agriculture and open space. PNLT promotes community participation in guiding how land is used to benefit the community and keep it affordable and diverse.

Learn more about PNLT/NLT at: pnlt.ca

Acquisitions and property Management 2019/20

1499 Queen – 10 residential supportive housing units, 6 commercial/charity partner units
1501 Queen – 38 residential supportive housing units
194 Dowling – 29 residential supportive housing units
28-30 Beaty – 17 residential supportive housing units
91 Beaty – 6 residential units

Parkdale Property Management in partnership with the Parkdale Neighbourhood Land Trust, manages:

26 Maynard – 15 residential supportive housing units
22 Maynard – 36 residential units

The Parkdale Neighbourhood Land Trust (PNLT) is a key housing partner that PARC has worked with since it launched in May 2014.

Through a community land trust model, PNLT owns land and assures it is used to meet the needs of the community by leasing it to non-profit partners who can provide



“It really penetrates the mind. When you're hurt. I'm doing okay now, though. I've met a lot of good people in my life now.”
Indigenous Housing Research - Member Interview 2021

BUILDING FOR THE NEXT FORTY

For PARC, the fight to secure affordable housing for everyone is far from over. We are grateful that for over 40 years, we've had the opportunity to acquire and secure affordable, dignified homes in Parkdale for our community.

Housing continues to be a major focus of our mission as we strive for long-term affordability and to be a good 'landlord', providing quality living in safe and affordable units. We continue to review and consider any opportunities to grow existing housing initiatives as they present themselves. A few examples of recent actions and goals are;

- We have confirmed a contract to manage an additional 36 units starting in April 2021, which will bring our total housing portfolio to 151 units.
- We are exploring the possibility of adding more supportive housing to 1499 Queen Street West in the coming years.
- We have a goal to grow our PPM property management portfolio to 500 units over the next five years.



PARC Housing

PARC's supportive housing acquisition history began in 1991 with the purchase of 1499 Queen St. West and addition of 10 units of supportive housing. Sixteen years later, in 2007, PARC acquired 194 Dowling St., and Edmond Place opened in 2011.

In 2019, we were able to further our housing mission with the acquisition of 1501 Queen St. West, 28-30 Beaty and a 49-year lease for 26 Maynard, from the Parkdale Neighbourhood Land Trust.

We continue on our mission to provide a home and the right tools for our tenants to live independently and safely. In the past year, as many tenants could only access programs remotely, we supplied free tenant wi-fi at our housing locations, and through a donation from United Way, provided several tenants with tablets. These efforts help to connect members to our virtual programming.

We have added a Housing Admin Worker to our department- another step toward ensuring we are supporting our tenants and staff, as our housing capacity increases.

Parkdale Property Management

Parkdale Property Management (PPM) provides property management and building maintenance services to affordable housing providers in Parkdale. Services include property management, maintenance, and cleaning services. Our goal is to continue to build a robust and sustainable enterprise focused on housing stewardship and providing employment opportunities for marginalized members in Parkdale. In 2021, 18 members of PPM staff call Parkdale home.

PPM's current five-year plan also includes housing improvements, increased tenant satisfaction, and providing more employment opportunities.

“We want to thank you all for your commitment to the people and values of Parkdale. You catapulted yourselves into Landlord of the Year status during the difficult past year with everything you've done for us and for all of the tenants in our building. Food hampers, check-ins, counselling, information, vaccinations...you really did it right and we consider ourselves very lucky to have benefited from all your generosity.”
26 Maynard - Tenant Message



THE PARKDALE PEOPLE'S ECONOMY



PARC continues to collaborate on initiatives that seek to address the changing needs of our community and have a positive, long-term impact on the health and well-being of the people who live here.

The Parkdale People's Economy (PPE) is a network of over thirty community-based organizations and hundreds of community members organizing for decent work, shared wealth, and equitable development.

As a member and sponsor of PPE, we continue to collaborate on various initiatives including PPE's community planning framework and our strategic plan (2021-2025), both in development.

Here are some of their achievements in 2020/21 related specifically to housing:

- Collaborating with the Parkdale Neighbourhood Land Trust - Community-Based Research: Community-based researchers conducted 212 surveys, 5 focus groups with 29 participants, and a charette with 62 participants to understand the impact of market trends on tenant material and social wellbeing.
- The Parkdale People's Economy supported the launch of Mutual Aid Parkdale to build strong connections with neighbours and support existing care networks during the outbreak of Covid-19.
- Supported several community benefit campaign meetings and initiatives, including a petition for the Justice for Queen's Hotel Coalition that garnered 525 signatures.
- Influenced UHN's Section 37 with the City that preserved tenancy for 10 households and is creating new supportive housing in South Parkdale under the Social Medicine Initiative.

Learn more about how PPE's community actions, advocacy and how they work to build just local economies at: parkdalepeopleseconomy.ca



OUR FUNDERS

Your generosity allowed us to keep our doors open during this pandemic and continue to serve our community. Through your donations, we reached a significant milestone of 41 years of supporting our members. Every dollar has meant nutritious meals, community building, and the provision of safe and dignified homes for our community. Thank you for your generous gifts that allow us to build a strong foundation for PARC's future year after year. You truly make a difference for us, as our efforts only go as far as your support — and we are very grateful.



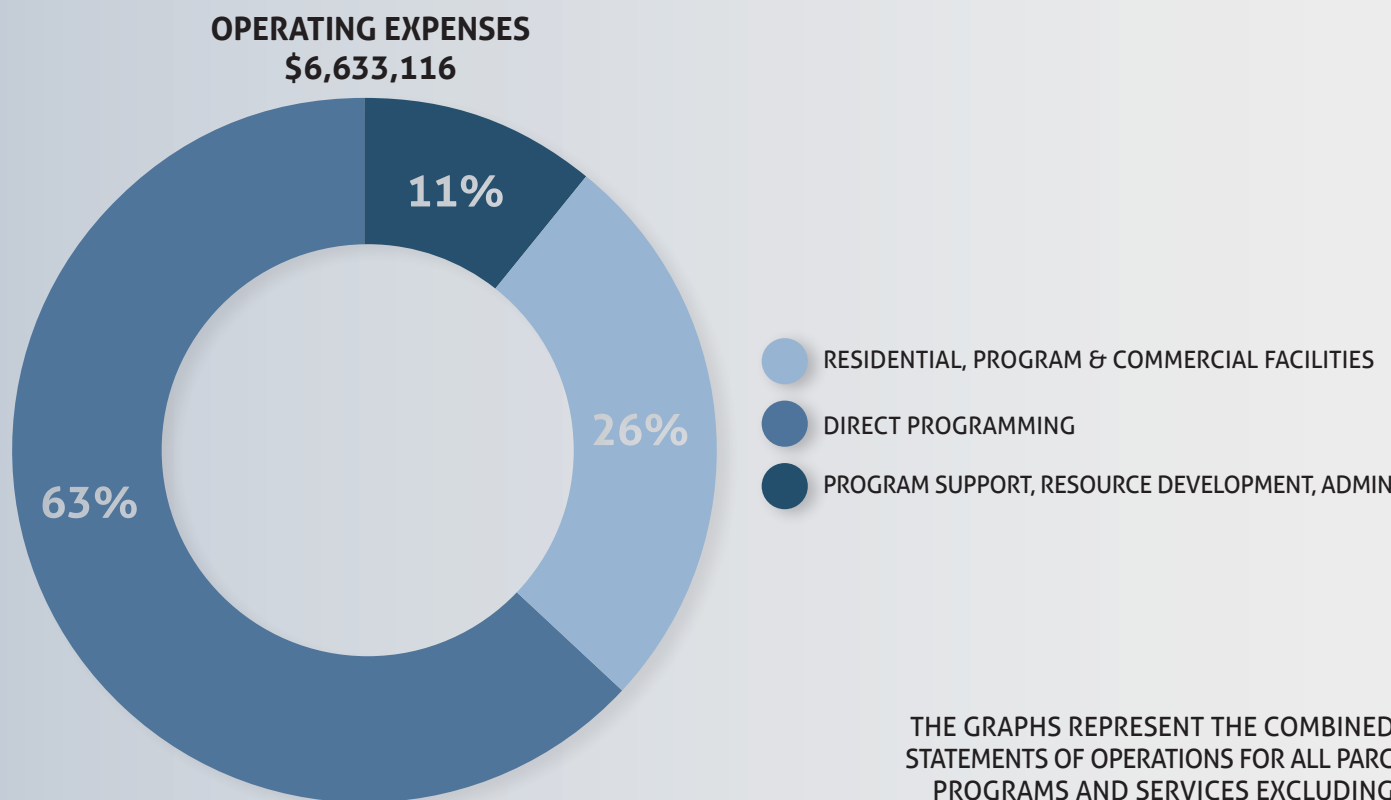
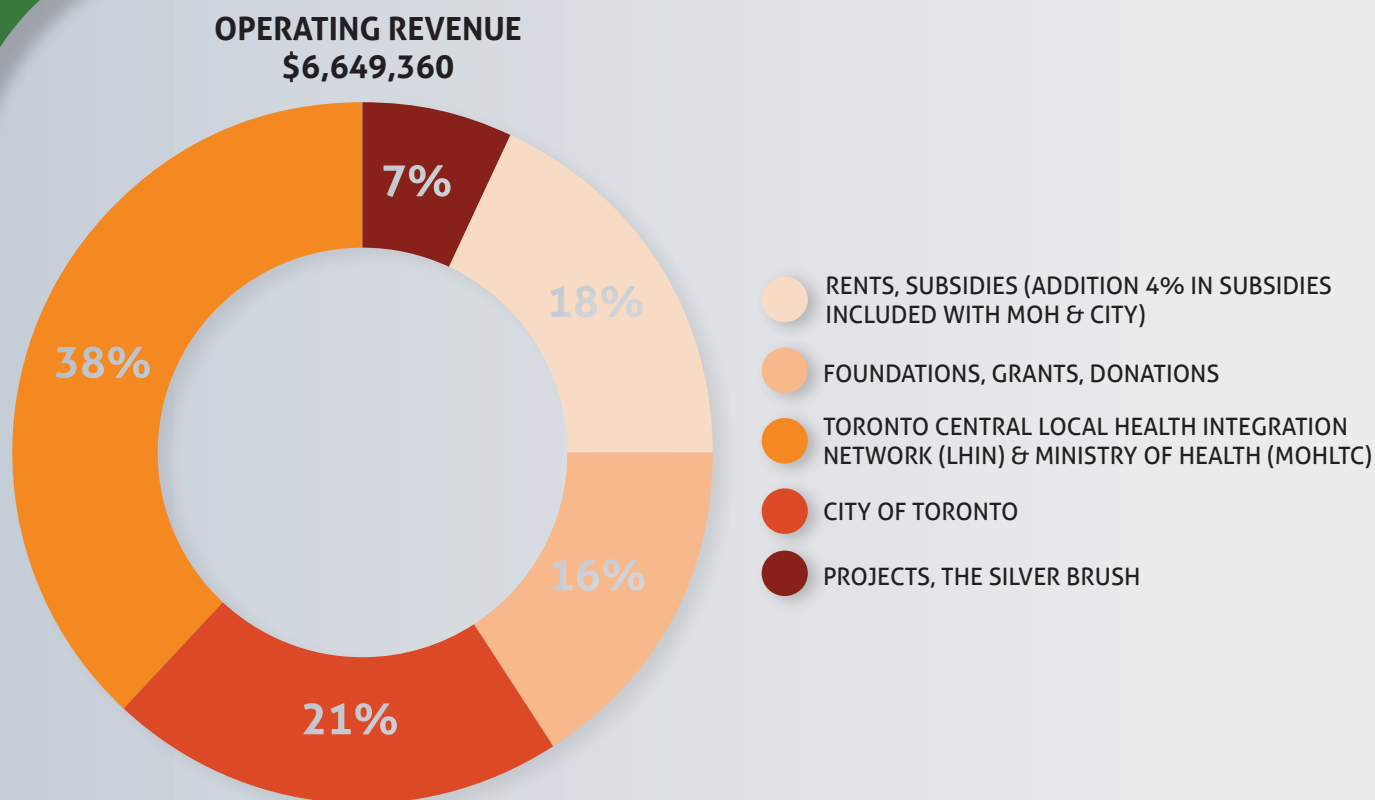
Sheila Koffman
Memorial Fund



“ I was homeless...but the staff like me, and I like them...
I'm proud of PARC helping Indigenous people. PARC are my family.”
Indigenous Housing Research - Member Interview 2021

FINANCIAL REPORT

WE REMEMBER THE FOLLOWING MEMBERS
WHO WE LOST THIS PAST YEAR



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

Ronnie Cane
Duncan Hood
Wahid Bayan (Jahn)
Edward Allison
Cheryl Rumbel
William Yantha
Francesco (Frank) Notarangelo
Mohammed Ally (Moe)
Elizabeth Rogozinski

Kelee Haggarty
Brandon Kelly
Leonardo Pullon
Felicia Baskatawang
Kathy Kelly
Raymond Janson
Kyle Bye
Craig Cronkite (Cricket)
Danny Powell

Photo from Memorial for Bart Posiat – Outreach Worker at Parkdale Community Legal Services, summer 2020



INVESTING IN COMMUNITY

Our passion for providing member-driven programming, employment, food security, social space and safe affordable housing and support, has evolved and grown to meet our members' needs for over 40 years.

PARC has proven that the simple act of opening our doors and welcoming people can be transformative in someone's life.

Our work reflects the character of cities, and of neighbourhoods. Malleable, vibrant, dynamic, imperfect. We are constantly striving to reach more people, to affect change on all levels.

A donation to PARC is an investment in rebuilding individual lives and strengthening communities, year after year.

Join us as we continue to build community for the next 40.

**To donate, visit:
parc.on.ca**

Local artist Bareket paints heart standing spots outside of PARC

