



*Call-A-Service Inc.*

# **Harmony Hall**

*Centre for Seniors*

## **Annual Report 2008-2009**

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# **Call-A-Service Inc./Harmony Hall Centre for Seniors**

## **Mission Statement**

Call-A-Service Inc./ Harmony Hall Centre for Seniors is a multicultural community centre specializing in transportation, recreational and support services for seniors and disabled adults who mainly reside in East York.

The objectives of our organization are as follows:

1. To enhance the physical, psychological, social and cultural well being of seniors and disabled adults.
2. To help seniors and disabled adults gain access to appropriate health and social services.
3. To encourage the meaningful participation of seniors and disabled adults in the community.

## **2008-2009 Board of Directors**

### **Executive**

Owen Kurin – President  
Penelope Sisk – Past President  
George Shields – Vice President  
Christine Dingemans – Secretary  
John Rider – Treasurer

### **Members**

Ron Brown  
Paul Christie  
Jeyasingh David  
Sriram Gopalan  
Margaret Knight  
Michael Melton  
Keith Morley  
Carmine Stumpo  
William Tajer  
Sunny Wong

## 2008-2009 Staff

Executive Director	David Lieberman
Administrative/Transportation Supervisor	Milady Kuba (until October 2008)
Finance and Transportation	Kai Simmons
Executive Assistant	Gayle Anderson
Administrative Assistant	Lisa Zbuda (from March 2009)
Transportation Co-coordinator Transportation Office Assistant	Linda Dempsey Evelyn Sideen (until Dec 2008)
EPC Bangladeshi Program Co-coordinator EPC Bangladeshi Outreach Worker EPC Bangladeshi Outreach Worker	Nazly Sultana Subrato Saha (until Sept 2008) Hosne Begum (until Jan 2009)
EPC Chinese Co-coordinator EPC English Co-coordinator	Anne Wang Sherri Bulmer
Tamil Co-coordinator	Urmila Selvanayagham
EPC Tamil Program Assistant	Pavithrah Tharmaseelan (until Sept 2008) Raji Samuel Lovejoy
Drivers	Appoline Aldea Lou Bevilacqua Frank Hibbs Bob Hurl Beth Ridgway John Ross Paul Stevens  Ginean Jackson (until Dec 2008) Lisa Alleyne (until Sept 2008) Salem Sarwari (until May 2008)
Students:	Angith Mohanarajan Tarik Glancy

## 2008 - 2009 Services

Financial Consulting	Paula Scott
Cleaning	MCS United Inc.
Kitchen Aid	Bao Cam Chu (until July 2008) Mung-Len Chan
Program Instructors	Jean Jasiuk Chen Chun Rong Maija Saikkonen Doris Spencer
Volunteer Instructors	Ferdinand Alfred Steve Chan Cecile Chan Mangay Chinniah Annie Chung Beverley Cleaver Keith Cleaver Chrystanthas Egbert Pat George Lily Gunaratnam Thanikasalam Kathiramu Peter Lynch Kwok Suk Ming Vasantha Nagamuthu Chen Chun Rong Evelyn Sideen Maurice Smith Kwok-Ng Sukming Ranjini Thiagarajah K.K. Wong Vasantha Nagamuthu

**Letter from the President  
Annual General Meeting  
June 9, 2009**

To the Membership and Supporters:

Sincerely Yours,

Owen Kurin  
Board President, 2008-2009

# **REVIEW OF OPERATIONS**

## **Elderly Person's Centre Program**

Our Centre offers a wide variety of social, recreational and educational programs and services for those 55 years and older. Programs are provided in English, Cantonese, Mandarin, Tamil and Bengali, to both active and frail older adults. The diverse activities which comprise this program are designed to promote health and well being across physical, psychological and social dimensions. Our Centre strives to create a friendly, stimulating environment where the social, recreational, educational and cultural needs of members can be met.

The English speaking group participates in activities such as: social luncheons, crafts, jewellery making, snooker, cribbage, euchre, fitness, computers, workshops, seminars, French classes, chess, Wii parties, day trips and special events.

The Chinese speaking group participates in activities such as: social luncheons, choir, computers, Mandarin class, ESL, Qigong exercise, mahjong game, table tennis, day trips, ballroom dancing, karaoke and special events. They are also enjoying the line dancing program introduced this year.

The Tamil speaking group continues to participate in activities such as: social luncheons, cooking, ESL, computers, crafts and needlework, cards, games, day trips and special events. They are also enjoying some new programs such as: classical dance, classical music and yoga.

The Bangladeshi group is a new addition to our agency, which started in November 2007. Membership in this program is growing rapidly. Programs such as social luncheons, computers, ESL, Fitness, Cards, Carom, workshops, day trips and special events are being run in two locations, some at Harmony Hall and some at the Crescent Town Club.

Computer classes are offered in all four programs, and the groups all take part together in multicultural events such as the International Food Day, Mid Autumn Festival, Chinese and Tamil New Year celebrations, Dhiwahli, Christmas, United Way fundraising events, and other culturally specific celebrations.

## **Community Support Services**

Our Community Support Services have been helping East York Seniors and disabled adults since 1973. Services include Transportation (Call-A-Service), Client Intervention and Assistance, Congregate Dining, Podiatry Clinic and an annual free Income Tax Clinic.

During the fiscal year, Call-A-Service provided 15,137 rides to 708 frail, elderly and disabled adults. We offer transportation to medical appointments, adult day programs,

congregate dining, grocery shopping, foot clinics, banking, and to programs offered at Harmony Hall. The transportation program also adopted to a "billing only" payment system and transportation newsletters were created to include in the monthly invoices.

Client Intervention & Assistance is a support service provided for adults 55 years and older. This service was available in English, Cantonese, Mandarin and Tamil. Over the past year 62 individuals approached us for assistance in filling out forms, supportive counseling, information on housing, social assistance, Old Age Security, immigration issues and referral to other agencies (including transportation referrals). We provided 2,159 units of service.

The Congregate Dining Program includes Lunch Bunch, Chinese lunches, Bangladeshi lunches, and Tamil lunches. In September 2007 we launched our "Dessert and Learn" program. This is a series of workshops on various topics of interest to seniors. Snacks and desserts are served. Over the past year we served 536 individuals with 8,485 nutritious meals and provided an opportunity for social interaction to enhance their lives.

The Podiatry Clinic has provided an invaluable service to 24 individuals with 112 units of service, thus assisting in the maintenance of health. The clinic operates every six weeks.

The Income Tax Clinic prepared 57 income tax returns for low-income seniors living in the community. This service relies on community volunteers and it is expected to continue to be in great demand.

## **Fundraising Effort**

Our fundraising efforts for our agency included a Tamil Variety Show, Toronto Challenge, buses to Casino Rama, and donations and raised \$12,602.00 in 2008-2009 for our agency.

We also raised \$3,918.44 for the United Way.

The staff wishes to thank everyone who donated their time, effort and money to make this possible.

## **Volunteer Program**

Our centre is a small one that relies heavily on volunteers to help get the job done. In 2008-2009, we had 126 volunteers who gave an incredible 5,120 hours of their time to ensure the smooth running of the Centre. The staff would like to thank each and every one of the 126 volunteers who selflessly gave their time to Harmony Hall in the past year! We couldn't have done it without your help!

**Call-A-Service Inc./  
Harmony Hall Centre for Seniors**

**Annual General Meeting  
June 9, 2009  
Agenda**

1. Opening Remarks: **George Shields – Vice-President of the Board of Directors**
2. Introduction of 2008-2009 Board of Directors
3. Introduction of Agency Staff: David Lieberman – Executive Director
4. Approval of the Minutes of the Annual General Meeting of June 17, 2008
5. Approval of Audited Statement
6. Appointment of Auditors for 2009-2010
7. Nomination of 2009-2010 Directors
8. Election of 2009-2010 Directors
9. Adjournment

**CALL-A-SERVICE INC./  
HARMONY HALL CENTRE FOR SENIORS**

**ANNUAL GENERAL MEETING  
TUESDAY, JUNE 17, 2008**

**MINUTES**

The meeting was held at Harmony Hall Centre for Seniors. George Shields, Vice-President, served as Chairperson and made the opening remarks. He introduced the 2007-2008 Board of Directors and mentioned Gale Zaritzky's recent passing. David Lieberman, Executive Director, gave a brief overview of the activities of the agency and introduced the staff. George also acknowledged the grant that was received from the New Horizons program that enabled the renovations to take place including the installation of energy efficient lighting, new ceiling tiles, new carpeting and painting.

**Agenda**

**Approval of the Minutes of the Annual General Meeting of June 19, 2007.**

Motion to approve the Minutes of the 2007 Annual General Meeting made Ron Brown and seconded by Sunny Wong.

*Carried*

**Approval of the 2007-2008 Audited Statement**

Motion to approve the Audited Statement made by Joseph Gunaratnam and seconded by Marilyn Murray.

*Carried*

**Appointment of Auditors for 2008 – 2008**

Motion to retain the firm of Jack, Tarry & McCalmont LLP for 2007–2008 made by Stu Wollis and seconded by Ken James.

*Carried*

**Nominations and Election of the Board of Directors for 2007– 2008**

The Board of Directors nominated for 2008 – 2009:

Ron Brown, Paul Christie, Jeyasingh David, Christine Dingemans, Sriram Gopalan, Margaret Knight, Owen Kurin, Keith Morley, John Rider, Penelope Sisk, George Shields, Carmine Stumpo, William Tajer, Bob Wilson, Sunny Wong

Motion to approve the nomination of the above-noted made by Pat Carson and seconded by Ken James.

*Carried*

The meeting adjourned at 1:40 p.m.

# Community Partners

The Board of Directors wishes to thank the following contributors of funding, expertise and joint endeavours in 2007-2008.

Toronto Central LHIN

Province of Ontario -- Ministry of Health and Long Term Care

City of Toronto -- Community Services Grants Program  
-- Minor Recreation Grants Program  
-- Department of Social Services  
-- Department of Public Health  
-- Toronto Public Library

United Way of Greater Toronto

Federal Government -- Service Canada  
-- New Horizons Program

Ontario Trillium Foundation

Kraft Canada – Peek Frean's

Toronto Ride

Toronto Central CCAC

Toronto East General Hospital

Community Care East York

Providence Healthcare

St. Clair O'Connor Community Centre

Sunnybrook Health Sciences Centre

True Davidson Acres

Crescent Town Club

Warden Woods Community Centre

West Scarborough Neighbourhood Community Centre

Chinese Interagency Network

Tamil Service Providers Coalition

Association for Community Living

George Webster Public School

## Volunteer List 2008-2009

Akash Amal  
Alexander Lucretia  
Amarasingam Srojinidevi  
Arunachalam Surendra  
Au Janet  
Bastianpillai Emmanuel  
Begum Chaman  
Begum Monowara  
Biswas Monorama  
Blows Phyllis  
Brown Antoinette  
Brown Carol  
Brown Jennefer  
Carby Olive  
Carson Patricia  
Cecil Darla  
Cecil Dorothy  
Chan Cecile  
Chan Fung Sin  
Chan Judy  
Chan Steve  
Char-Lim Sheneing  
Chau Ngan Lau  
Chelliah Myrtle  
Chen Chun Rong  
Chinniah Mangayatkarsi  
Chow Irene  
Chow Chiu King  
Chowdhury Rangalal  
Chowdhury Panna  
Chrysanthus Egbert  
Chu Wan Sheung  
Chu Ying Shun  
Chung Annie  
Cleaver Bev  
Cleaver Keith  
Coogan Patricia  
de Vouge Donna  
Dhali Minoti  
Esthaki Patrick  
Faruque A.K.Golan  
Feng Yue Qing  
George Pat

George Glynis  
Gerrow Audrey  
Ghani Abdul  
Gunaratnam Parameswary  
Gunaratnam Lily  
Gunaratnam Joseph  
Hossain Mir Mohammed  
Islam Ashique Al  
Islam Nahid  
James Ken  
Kanthasamy Nagamalar  
Kathiramu Thanikasalam  
Kathiramu Thavagnanam  
Kwok-Ng Suk Ming  
La Viem Victor  
Lam Phu  
Lam Bit Wah  
Lau Yau  
Lau Kam Wah  
Lau Kang Bor  
Law Lisa  
Lee Kwan  
Lee Kwai Fong  
Lee Wai Yu  
Leung Pik Yee  
Liu Hui Qin  
Lui Sau Ching  
Lynch Peter  
Mahal Zinat  
Mahendran Jegatheswary  
Mnickavasagar Puvaneswary  
Marianayagam Claramma  
Mekonnen Tsion  
Mui-Ng Cheung Lin  
Munro Diane  
Nadarajah Selvarani  
Nagamuthu Vasantha  
Natkunam Kanagamalar  
Navaratnam Nagulambikai  
Navaratnam Muraleecharan  
Nelson Dorothy  
Nesa Lutfun  
Nithianantham Balajothy

Perinpanathan Thiageswary  
Poon Pun Ching  
Preston Lily  
Ramasay Ranganathan  
Ranganathan Easwary  
Sangaralingam Sathiavathy  
Sarty Collen  
Shaikh Rafiq  
Shamsuddoha Abu Nser  
Shanmugalinga  
Thanalakshmi  
Shum Quin Ying  
Sidden Evelyn  
Sinnathamby Subramaniam  
Sinnathurai Nahuleeswary  
Smith Maurice  
Sothinathan Sornam  
Subtamaniam Thanalakshmi  
Talukdar Hasina  
Tam Pui Lin  
Thanikasalam Kannamma  
Thevathurai Sivapakkiam  
Thiruchelvam Sasidevi  
Thiruvathat Tharmarajah  
Thomas Jeanine  
Thurairajalingam  
Santhirothayam  
To Tien Quynh  
Tremblay Raymond  
Veluppilai Poobalpillai  
Wollis Stuart  
Wong Peter  
Wong Sunny  
Wong Susan  
Wong Ka Yin  
Wong K.K.  
Wong Po Chun  
Woodcock Phyllis  
Wu Guan Fang  
Yee Soo Lau  
Yeung Stephen  
Yim Pui Ying  
Yong Date Chu

