



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

Annual Report 2006-2007

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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.

2006-2007 Board of Directors

Executive

Penelope Sisk – President
Ron Brown – Past President
George Shields – Vice President
Erin Pugh - Secretary

Members

Pat Carson
Paul Christie
Jeyasingh David
Kelly Gorman
Ken James
Owen Kurin
Keith Morley
Angela Scott
Emilija Stupar – June 2006 to April 2007
Bob Wilson
Sunny Wong

2006-2007 Staff

Executive Director	David Lieberman
Administrative/Transportation Supervisor	Milady Kuba
Transportation Co-ordinator	Christine Kopczyk (until June 2006) Barbara Shaw (August and September 2006) Linda Dempsey (since October 2006)
Executive Assistant	Kai Simmons
EPC Supervisor/Tamil Co-ordinator	Jeevitha Mahendrarajah
EPC English Co-ordinator	Sherri Bulmer
EPC Chinese Co-ordinator	Anne Wang
EPC Tamil Program Assistant	Kumuthini Prabhakaran (since September 2006)
Part-time Office Assistant	Joanna Shivrattan (since September 2006)
Drivers	Lou Bevilacqua (until March 2007) Frank Hibbs Bob Hurl Ryan Ingold (since August 2006) Diane Landry (until February 2007) Beth Ridgway John Ross (since October 2006) Uthayaratham Selvaratnam (until May 2006) Paul Stevens (since May 2006) Dianne Young

2006 - 2007 Services

Financial Consulting	Paula Scott
Cleaning	MCS United Inc.
Kitchen Help	Bao Cam Chu
Program Instructors	Jean Jasiuk Chen Chun Rong Doris Spencer Maija Saikkonen Evelyn Bradley (volunteer) Henry Campbell (volunteer) Annie Chung (volunteer) Lucy Lee (volunteer) Sonia Mulligan (volunteer) Chen Chun Rong (volunteer) Kwok-Ng Sukming (volunteer)

**Letter from the President
Annual General Meeting
June 19th, 2007**

To the Membership and Supporters:

This has been an exciting and productive year for Harmony Hall Centre for Seniors. The Board for 2006-07 set out last year with an ambitious agenda and thanks to the hard work and support from staff, volunteers and partners we have had many successes.

We mentioned at the last Annual General Meeting that the Board had engaged in a strategic planning exercise to try and address upcoming challenges and meet the demand for increased services for our seniors.

In addition, with the new plans laid out by Local Health Integration Networks (or LHINs), it was time to review our goals and ensure that we were strategically positioned to adapt to any upcoming changes.

Our strategic planning committee, consisting of volunteers (Board members) and staff, and led by an external consultant, recorded all of the challenges that we faced. We then categorized and prioritized these challenges according to the short, mid and longer-term goals of the organization over all.

From these planning sessions, we were able to develop a one-year action plan (with many thanks to David Lieberman who was instrumental in this part of the process). This plan has guided our efforts, as well as the efforts of our dedicated and hard-working staff. With their help and the help of our numerous volunteers, Harmony Hall Centre for Seniors has continued to grow and prosper, enabling us to help an even greater number of seniors in several communities and on multiple levels.

Through our partnerships and alliances, we have become a recognized leader among our peers. This is true both on the transportation side, as well as on the programmatic side. Our Elderly Person's Centre (EPC) programming has grown and thrived and we have become a "Centre of Excellence" in many regards. To illustrate the positive impacts, both our revenue and our service levels have more than doubled over the last six years.

To this and our continued success, we owe many thanks. Thank you to our invaluable and talented staff-without all of whom this would not have been possible. Thank you to our many volunteers who give freely and tirelessly to aid our cause. Thank you to our stakeholders and supporters, including but not limited to the Ministry of Health, United Way of Greater Toronto, City of Toronto and the Trillium Foundation. And last, but certainly not least, thank you to all of our members for their support and feedback at every turn throughout this process.

This has been a tremendous year for our organization. From a personal perspective, I have thoroughly enjoyed my time with Harmony Hall Centre for Seniors and am honoured to continue to serve you, our members, and help enrich the lives of seniors in our community.

Sincerely Yours,

Penelope Sisk
Board President, 2006-2007

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 and Tamil 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, bingo, fitness, computers, line dancing, day trips and special events.

The Chinese speaking group participates in activities such as: social luncheons, choir, computers, Mandarin class, Qigong exercise, mahjong game, table tennis, day trips, ballroom dancing, karaoke and special events.

The Tamil speaking group participates in activities such as: social luncheons, cooking, ESL, computers, crafts and needlework, knitting, cards, games, day trips, fitness and special events.

Computer classes are offered in all three programs, and the three groups 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 16,305 rides to 875 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.

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 70 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 470 hours of support services.

The **Congregate Dining Program** includes Lunch Bunch, What's Cooking, Chinese lunches, and Tamil lunches. Over the past year we served 362 individuals with 6,852 nutritious meals and provided an opportunity for social interaction to enhance their lives.

The **Podiatry Clinic** has provided an invaluable service to 38 individuals with 149 units of service, thus assisting in the maintenance of health. The clinic operates every six weeks.

The **Income Tax Clinic** prepared 61 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 50/50 draws, craft and garage sale, sale of greeting cards, Dominion tapes, Toronto Challenge, buses to Casino Rama, Abitibi paper recycling and donations and raised \$11,270.00 in 2006-2007 for our agency.

We also raised \$5,434.00 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 2006-2007, we had 128 volunteers who gave an incredible 6,434 hours of their time to ensure the smooth running of the Centre. The staff would like to thank each and every one of the 128 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 19, 2007
Agenda**

1. Opening Remarks: Penelope Sisk – President of the Board of Directors
2. Introduction of 2006/2007 Board of Directors
3. Introduction of Agency Staff: David Lieberman – Executive Director
4. Approval of the Minutes of the Annual General Meeting of June 13, 2006
5. Approval of Audited Statement
6. Appointment of Auditors for 2007-2008
7. Nomination of 2007-2008 Directors
8. Election of 2007-2008 Directors
9. Adjournment and Reception

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

**ANNUAL GENERAL MEETING
TUESDAY JUNE 13, 2006**

MINUTES

The Meeting was held at Harmony Hall Centre for Seniors. Ron Brown, President, served as Chairperson and made the opening remarks. He briefly described the many initiatives undertaken by the Board this past year. Penny Thomsen, Chairperson of the Central Area LHIN, was the guest speaker and spoke about Local Health Integration Networks (LHIN's) and what impact they will have on the healthcare system. Ron introduced and thanked the 2005-2006 Board of Directors. David Lieberman, Executive Director, commented on the increased memberships, the success of our congregate dining program and the 26% increase in the number of rides provided by our transportation program. David introduced the staff and expressed a heartfelt thank you to the staff, volunteers, funders, members and community partners.

Agenda

Approval of the Minutes of the Annual General Meeting of June 15, 2005.

Motion to approve the minutes of the 2005 Annual Meeting made by Stuart Wollis.
Seconded by Pat Carson.

Carried

Approval of the 2005-2006 Audited Statement

Motion to approve the Audited Statement made by Penelope Sisk.
Seconded by Sunny Wong.

Carried

Appointment of Auditors for 2006 – 2007

Motion to retain the firm of Jack, Tarry & McCalmont LLP for 2006 – 2007 made by George Shields.
Seconded by Stuart Wollis

Carried

Nominations and Election of the Board of Directors for 2006 – 2007

The Board of Directors nominated for 2006 – 2007:

Ron Brown, Pat Carson, Paul Christie, Jeyasingh David, Kelly Gorman, Ken James, Owen Kurin, Keith Morley, Erin Pugh, Angela Scott, Penelope Sisk, George Shields, Emilija Stupar, Bob Wilson, Sunny Wong

Motion to approve the nomination of the above-noted made by Linda Cachia.
Seconded by Victor La.

Carried

Ron Brown adjourned the meeting at 2:35 PM.

Community Partners

The Board of Directors wishes to thank the following contributors of funding, expertise and joint endeavours in 2006-2007.

Province of Ontario – Ministry of Health and Long Term Care

Federal Government – Service Canada – Canada Summer Jobs

United Way of Greater Toronto

City of Toronto -- Community Services Grants Program

City of Toronto – Minor Recreation Grants Program

City of Toronto Department of Public Health

Toronto Central CCAC

Toronto East General Hospital

Community Care East York

Providence Healthcare

St. Clair O'Connor Community Inc.

Sunnybrook Health Sciences Centre

Chinese Interagency Network

Tamil Service Providers Council

Association for Community Living

Crescent Town Club

George Webster Public School

VOLUNTEER LIST

Amerasingham, Sarojini	Gunaratnam, Parameswary	Poon Pun Ching
Asgarali, Leah	Handyside, Bernice	Ramasamy, Ranganthan
Au, Janet	Hovey, Marilyn	Ranganathan, Easwary
Bastianpillai, Emmanuel	Ing Kwan	Ratnam, Rajeswary
Blows, Phyllis	James, Ken	Robertson, Geoff
Bowie, Gen	Kathiramu, Thanikasalam	Rong Chen Chun
Bradley, Evelyn	Kay, Pat	Ross, Jack
Brown, Jenneffer	Kwook Ng Suk Ming	Sangaralingam, Sathiwathy
Brown, Melissa	La Viem Victor	Sarty, Colleen
Brown, Ron	Lam Bit Wah	Sheung Chu Wan
Buckley, Peggy	Lam Chanh	Shum Quin Ying
Cachia, Linda	Lau Chau Ngan	Sinnathamby, Subramaniam
Cameron, Evelyn	Lau Kam Wah	Sinnathurai, Nahulaswary
Campbell, Henry	Lau Kang Bor	Steele, Lorriane
Carson, Pat	Lau Yee Soo	Subramaniam, Thanaluxmy
Cecil, Darla	Lau Yuet Ho	Tam, Jean
Cecil, Dorothy	Law Lisa	Tam, Norman
Chan Fung Sin	Lee Kwai Fong	Tam Pui Lin
Chan Judy	Lee Kwan	Teskey, June
Char-Lim Sheneing	Lee Nicolas Lee	Thanikasalam, Kannammah
Cheung Yink Chiu	Lee Soo Fong	Thiruvanthakadd, Rasammah
Chinnaiah, Mangay	Lee, Lucy	Thiruvathar, Tharmarajah
Chow Chiu King	LeMaitre, Kay	Thiyagarajah, Thangamalar
Chow, Irene	Leung Pik Yee	To Tien Quynh
Chu Ying Shun	Lewis, Alexander	Velauthapillai, Sivasothy
Chung, Annie	Lockhart, Etta	Wollis, Stuart
Clark, Marilyn	Lui Sau Ching	Wong Ka Yin
Clements, Gerry	Manickavasagar, Puwaneswary	Wong Peter
Coogan, Patricia	McIlwaine, Audrey	Wong Po Chun
Cooper, Lil	Miskiw, Liz	Wong, Sunny
Dore, Margaret	Mulligan, Sonia	Wong, Susan
Feng Yue Qing	Nadarajah, Selvaranee	Wong, K.K.
Fung, Kitty	Navaratnam, Nahulambikai	Wood, Vera
Gerow, Audrey	Nelson, Dorothy	Wu Guan Fang
Gerow, Sandra	Perinpanathan, Thiageswary	Yim, Pui Lin
Greaves, Diana	Phu Lam	Yeung Stephen
Gunaratnam, Joseph	Picco, Judy	Yuan Meng Qing
Gunaratnam, Lilly	Poobalapillai, Chivapackiam	

