



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

**Annual Report  
2007-2008**

**2 Gower Street  
Toronto, Ontario  
M4B 1E2**

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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.

## **2007-2008 Board of Directors**

### **Executive**

Penelope Sisk – President  
Ron Brown – Past President  
George Shields – Vice President  
Angela Scott – Secretary  
Owen Kurin – Treasurer

### **Members**

Paul Christie  
Jeyasingh David  
Sriram Gopalan  
Ken James  
Margaret Knight  
Keith Morley  
Carmine Stumpo  
William Tajer  
Bob Wilson  
Sunny Wong

## 2007-2008 Staff

Executive Director	David Lieberman
Administrative/Transportation Supervisor	Milady Kuba
Executive Assistant	Kai Simmons
Transportation Co-ordinator	Linda Dempsey
EPC Supervisor/Tamil Co-ordinator	Jeevitha Mahendrarajah (until November 2007)
EPC English Co-ordinator	Sherri Bulmer
EPC Chinese Co-ordinator	Anne Wang
EPC Tamil Program Assistant	Pavithrah Tharmaseelan Urmila Selvanayagham Raji Samuel Lovejoy Kumuthini Prabhakaran (until September 2007 )
EPC Bangladeshi Program Co-ordinator	Nazly Sultana
Administrative Assistant	Gayle Anderson
Part-time Office Assistant	Joanna Shivrattan (September 2006-August 2007) Piriyasi Sivapalakrisna (May 2007 – August 2007)
Drivers	Appoline Aldea Lou Bevilacqua Guillermo Gutierrez (until May 2007) Frank Hibbs Bob Hurl Ryan Ingold (until July 2007) Beth Ridgway John Ross Salem Sarwari Paul Stevens Dianne Young (until December 2007)

## 2007 - 2008 Services

Financial Consulting

Paula Scott

Cleaning

MCS United Inc.

Kitchen Help

Bao Cam Chu

Lau Laiyin (until August 2007)

Chan Mung-Len (until November 2007)

Program Instructors

Jean Jasiuk

Chen Chun Rong

Maija Saikkonen

Doris Spencer

Volunteer Instructors

Chen Chun Rong

K.K. Wong

Kwok Suk Ming

Annie Chung

Evelyn Bradley

Beverley Cleaver

Keith Cleaver

Kwok-Ng Sukming

Lilly Gunaratname

Mangay Chinniah

Pat George

Ranjini Thiagarajah

Thanikasalam Kathiramu

**Letter from the President  
Annual General Meeting  
June 17th, 2008**

To the Membership and Supporters:

This has been another amazing and successful year for Call-A-Service Inc./Harmony Hall Centre for Seniors. The organization set a second solid year of lofty goals and thanks to the hard work and support from staff, volunteers and partners we have achieved much more than we anticipated.

This year we revisited and revised our strategic plan throughout the year, seemingly with ever-growing goals but in an effort to continue to address the changing needs of our community and to provide more and better services for our seniors. In the process, the strategic planning committee also re-evaluated the current challenges facing our organization and reshaped our goals to mitigate as such.

This year the Local Health Integration Networks (or LHINs) have become more defined and have begun to work with community agencies and hospitals in our area to fund worthy partnerships and programming. This helped to provide us with some direction and align our goals to those of the provincial government and other stakeholders.

While our 1-year plan has morphed several times throughout the year, it still serves as a basis from which David Lieberman and the staff of Harmony Hall can work. Again, many thanks are owed to David, the staff and the volunteers, without whom we could not have come this far.

Our efforts to build partnerships continue and grow and as such, we have become a reliable and 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 seven years.

I could never say this enough, but thank you to our dedicated and talented staff, who work tirelessly to help the seniors in our community; thank you to our many volunteers and members who give freely of their time and energy to support Harmony Hall; and finally, thank you to our stakeholders and supporters, including but not limited to the Toronto Central LHIN, Ministry of Health, United Way of Greater Toronto, the City of Toronto, the Ontario Trillium Foundation and New Horizons.

Each year I am continually amazed at the progress that our tiny (but growing) agency is able to make and the growth that we are able to support. Each year looking back seems more remarkable than the last, but if there one thing that I have learned from working with the wonderful people of this organization, it is never to underestimate its dedicated and capable staff and supporters.

Although this will be my last term as President of the Board of Directors at Harmony Hall, I can say with utmost sincerity that it has been my pleasure to serve its members. I have learned a great deal from my experience and will always follow future activities with interest and support. This is a wonderful organization that truly sets the bar high for excellence in the seniors sector. I wish you all the best in the future as you continue to help enrich the lives of seniors in our community.

Sincerely Yours,

Penelope Sisk  
Board President, 2006-2008

# 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, bingo, fitness, computers, line dancing, day trips and special events. The new beginner's euchre program was well received.

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. 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, knitting, cards, games, day trips, fitness and special events. They are also enjoying some new programs such as: classical dance, stick dance 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, quiltmaking, computer classes, workshops on nutrition 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 16,128 rides to 730 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 111 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 461.5 hours of support services.

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 538 individuals with 6,725 nutritious meals and provided an opportunity for social interaction to enhance their lives.

The **Podiatry Clinic** has provided an invaluable service to 32 individuals with 124 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, a Holiday Bazaar, the sale of greeting cards, Dominion tapes (until December 2007), Toronto Challenge, buses to Casino Rama, and donations and raised \$12,602.00 in 2007-2008 for our agency.

Unfortunately, the paper recycling program had to be cancelled this year.

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 2007-2008, we had 135 volunteers who gave an incredible 7,708 hours of their time to ensure the smooth running of the Centre. The staff would like to thank each and every one of the 135 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 17, 2008  
Agenda**

1. Opening Remarks: George Shields – Vice-President of the Board of Directors
2. Introduction of 2007-2008 Board of Directors
3. Introduction of Agency Staff: David Lieberman – Executive Director
4. Approval of the Minutes of the Annual General Meeting of June 19, 2007
5. Approval of Audited Statement
6. Appointment of Auditors for 2008-2009
7. Nomination of 2008-2009 Directors
8. Election of 2008-2009 Directors
9. Adjournment

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

**ANNUAL GENERAL MEETING  
TUESDAY, JUNE 19, 2007**

**MINUTES**

The meeting was held at Harmony Hall Centre for Seniors. Penelope Sisk, President, served as Chairperson and made the opening remarks. She thanked the volunteers for all their hard work and briefly described the many initiatives undertaken by the Board this past year. Penelope then introduced the 2006-2007 Board of Directors and George Shields presented a gift to Pat Carson thanking her for her years of service to the Board. David Lieberman, Executive Director, gave a brief overview of the activities of the agency and introduced the staff. Ron Brown, introduced the guest speaker, Barry Monaghan, Chief Executive Officer of the Central Area LHIN. Mr. Monaghan spoke about Local Health Integration Networks (LHIN's) and what impact they will have on the healthcare system and answered a number of questions from the members.

**Agenda**

**Approval of the Minutes of the Annual General Meeting of June 13, 2006.**

Motion to approve the Minutes of the 2006 Annual General Meeting made by Pat Carson and seconded by Owen Kurin.

*Carried*

**Approval of the 2006-2007 Audited Statement**

Motion to approve the Audited Statement made by Ken James and seconded by Jeyasingh David.

*Carried*

**Appointment of Auditors for 2007 – 2008**

Motion to retain the firm of Jack, Tarry & McCalmont LLP for 2007–2008 made by George Shields and seconded by Joseph Gunaratnam.

*Carried*

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

The Board of Directors nominated for 2007 – 2008:

Ron Brown, Paul Christie, Jeyasingh David, Sriram Gopalan, Ken James, Margaret Knight, Owen Kurin, Keith Morley, Angela Scott, Penelope Sisk, George Shields, Carmine Stumpo, William Tajer, Bob Wilson, Sunny Wong

Motion to approve the nomination of the above-noted made by Ron Brown, seconded by George Shields.

*Carried*

Penelope Sisk adjourned the meeting at 3:07 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  
2007-2008**

Afroz, Shamima  
Akash, Amal  
Akter, Rahima  
Amarasingham, Sarojini Devi  
Au Janet  
Bastiampillai, Emmanuel  
Begum, Chaman Ara  
Begum, Monowara  
Blows, Phyllis  
Bradley, Erin  
Bradley, Evelyn  
Brown, Antoinette  
Brown, Jenneffer  
Brown, Ron  
Buckley, Peggy  
Carson, Pat  
Cecil, Darla  
Cecil, Dorothy  
Chan Fung Sin  
Chan Judy  
Char Lim Sheneing  
Chau Ngan Lau  
Chelliah, Myrtle  
Chen Chun Rong  
Chinnaiah, Mangayathkarasi  
Chow Chiu King  
Chow Irene  
Chu Wan Sheung  
Chu Ying Shun  
Chung, Annie  
Cleaver, Bev  
Cleaver, Keith  
Clements, Gerry  
Coogan, Patricia  
Feng Yue Qing  
George, GlynisGerow, Audrey  
Ghani, Abdul

Gunaratnam, Joseph  
Gunaratnam, Lilly  
Gunaratnam, Parameswary  
Hovey, Marilyn  
James, Ken  
Jones, Beth-Anne  
Kanagasabai, Ranjithamalar  
Kannammah, Thanikasalam  
Kanthasamy, Nagamalar  
Kathiramu, Thanikasalam  
Kathiramu, Thavaganam  
Khan, Salina  
Kodagoda, Seetha  
Krishnan, Pattamal  
Kwok Ng Suk Ming  
La Viem Victor  
Lam Bit Wah  
Lam Bruce  
Lam Phu  
Lau Kam wah  
Lau Kang Bor  
Lau Yau  
Law Lisa  
Lee Kwai Fong  
Lee Kwan  
Lee Nicolas  
Leung Pik Yee  
Liu Hui Qin  
Lui Sau Ching  
Mekonnen, Tsion  
Miskiw, Liz  
Nadaradja, Selvaranee  
Natkunam, Kanagamalar  
Navaratnam, Nagulambikai  
Navaratnam, Muralieetharan  
Nelson, Dorothy  
Nesa, Luftun

Patrick, Estaki  
Perinpanathan, Thiageswary  
Preston, Lily  
Poon Pun Ching  
Puwaneswary, Manikavasagar  
Pyke, Barb  
Ramasamy, Ranganathan  
Rankanathan, Easwary  
Sankaralingam, Sathiwathy  
Sarty, Colleen  
Shum Quin Ying  
Sinnathambi, Subramaniam  
Sinnathurai, Nagulaswari  
Sivabakiyam, Thevathurai  
Steele, Lorraine  
Subramaniam, Thanalakshmi  
Tam Pui Lin  
Thevathurai, Sivabakiyam  
Thiruvathar, Tharmarajah  
Thurairajalingam,  
Shanthrothayam  
To Tien Quynh  
Viyagarajah, Vanasadchyam  
Wollis, Stuart  
Wong K. K.  
Wong Ka Yin  
Wong Peter  
Wong Po Chun  
Wong Sunny  
Wong Susan  
Wood Vera  
Woodcock, Phyllis  
Wu Guan Fang  
Yee Soo Lau  
Yim Pui Ying  
Yeung Stephen  
Yong Date Chu