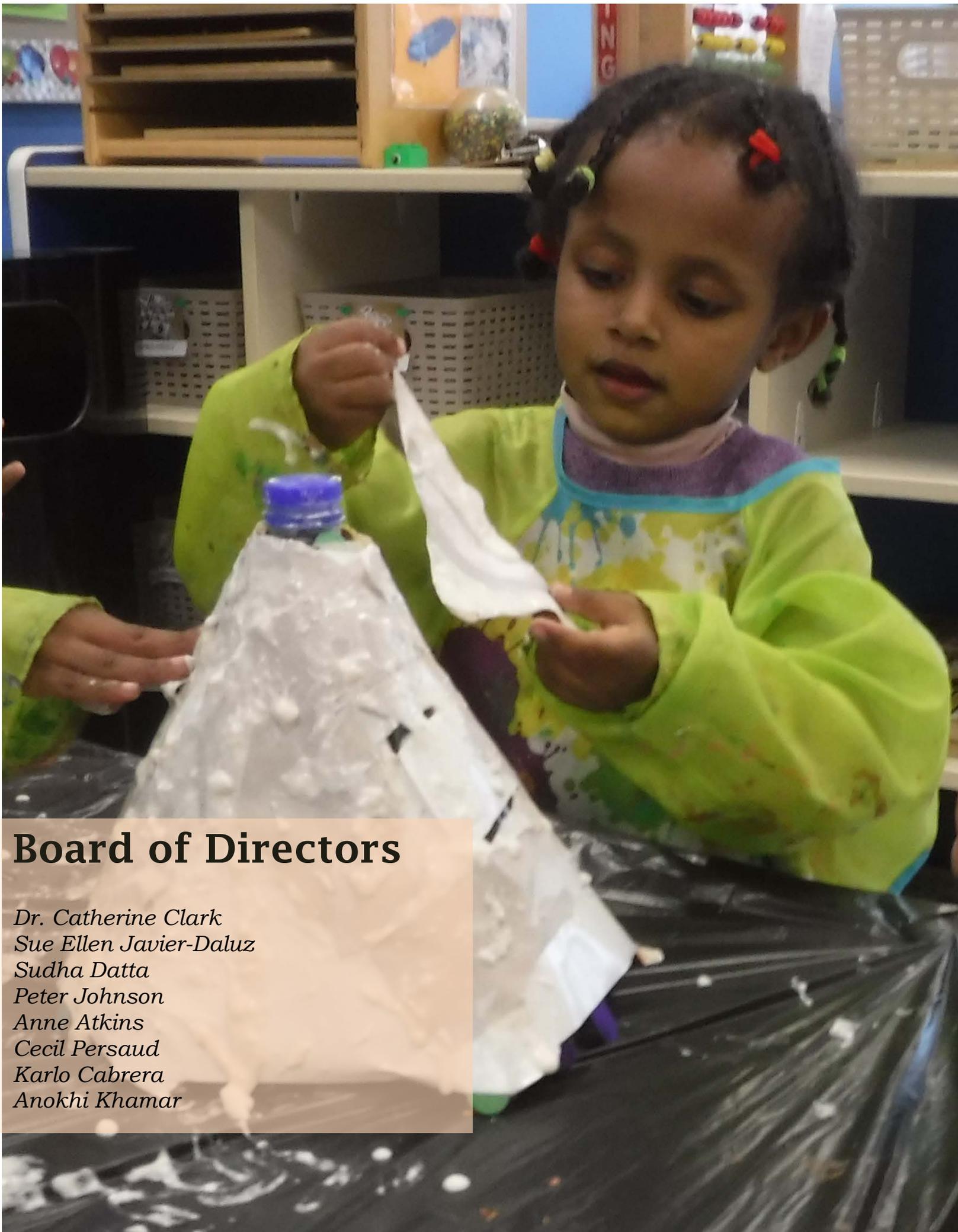




2019 ANNUAL REPORT

“BE THE BEST YOU CAN BE”



Board of Directors

Dr. Catherine Clark
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Sudha Datta
Peter Johnson
Anne Atkins
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Karlo Cabrera
Anokhi Khamar

VISION

To offer quality programmes and services that recognize the community's strengths, diversity, and needs.

MISSION

Responding to the needs of families and youth in our community.

VALUES

Heart Beatz/Cliffcrest Community Centre is committed to:

- The right of all individuals to mutual respect and acceptance of others without biases based on gender, race, ethnic identification, sexual orientation, social status, experience traditions and heritage
- A positive and safe environment based on cooperation, open communications and team-work.
- Supporting and strengthening clients and staff through equitable treatment, education and opportunities for growth and development
- Continuous quality improvement based on feedback, evidence and best practices
- Integrity, social responsibility, accountability, and the highest ethical standards.
- Programmes and services that are benefit to our stakeholders and the community

Youth Services

Our youth division delivers two afterschool programmes and a summer camp for youth, aged 12-15. The objective behind these programmes is to encourage and promote physical activity, healthy eating habits through food and nutrition education. Staff engage daily with the youth in the community, teaching them the importance of learning basic life skills along with health & wellness through workshops and stimulating activities. This year, we were able to provide each youth with a larger portion of food for snack, which was greatly appreciated by the youth. Staff continue to offer homework assistance each day along with academic games and activities. Youth interact in a safe environment where they feel comfortable speaking with staff about the many complex issues they face in their homes, school, friendships and neighbourhoods.

Youth assist in planning the weekly programming schedules through choosing activities that are of interest to them. They engage in socializing with friends as well as making new friends. We encourage youth to express their opinions while respecting others. Youth take responsibility for their programmes by keeping their spaces tidy, organized, helping to prepare snacks and mentoring each other during activities and homework time.

In the summer, we continue with our homeless initiative going downtown and helping the homeless providing them with food, water, sanitary/hygiene products and donated clothing. This is a great learning experience for the youth.

Thoughts and Thanks:

“Hey, I am from Heart Beatz and I just wanted to tell you that I like Heart Beatz summer camp. I had a really fun time and made new friends. We went to so many places and it was great. Staff here were really nice and they made my day. The staff are supportive, fun, kind and they listen.” - Youth

“Thanks for all you are doing.” – John McCrae Parent

“It has been such an honor to work with these kids and get to know them on such a deeper level. Working at Heart Beatz has allowed me to understand and empathize with every walk of life.” – Staff



Youth reported that since joining our after-school program this school year, their physical activity levels improved by **36%**



Youth reported that since joining our after-school program this school year, their self-esteem improved by **36%**



Over 90% of youth reported this school year feeling that programs were safe, fair, inclusive, age and ability appropriate.



Number of Youth Served
93

Childcare Centres

Our three childcare centres provide nurturing and enriched programmes for infants to children 12 years of age. Our focus is to help each child grow to reach their fullest potential socially, emotionally, cognitively, physically and expressively. We are committed to high quality learning and care.

Partnering with parents is critical in ensuring the quality and success of our programmes. Parents are encouraged to be involved in and support our programs. We also strive to enhance the capacity of parents to support healthy child development by providing information on health and safety, child development, parenting, nutrition and literacy.

We work very hard together as a team supporting vulnerable children. Our programmes have helped children experiencing problems with early learning, met the needs of children with emotional, behavioural or developmental differing abilities, and helped children through difficult and stressful events such as divorce, loss of a family member or abandonment. We work closely with outside agencies to ensure the best outcomes for children and their families.

I just wanted to mention once again how happy I am with the staff and everyone who has been taking care of Sial. Even staff from other rooms have been kind enough to ask me in the hallway sometimes how Sial is doing (I'm assuming they know of him from the allergy protocols). Everyone is extremely hard-working and very diligent when it comes to Sial's allergies. I am very grateful to Caroline, Juliet, Malina, Momena, Diane and Abby for the instrumental role they've played in the last few weeks in getting Sial comfortable while making sure he's safe. Based on my own observations, I can confidently tell you that you've got phenomenal staff who are professional, thoughtful and kind. The staff have been very receptive to my suggestions and they've been tirelessly working with me on every detail of Sial's care. They've never given me the feeling that all the extra changes they have to make are "too much" even though I can see the additional task created as a result of Sial being in the room.

And of course, a special thank you to you for taking the risk and accepting us and for going the extra mile just to make sure that all the children get the best care that they deserve, whether allergic or not. It's because of your leadership that the center runs smoothly and your staff do an excellent job, whether you are there or not.

You can appreciate that I've had tours and meetings with most Daycare Centre's in Scarborough and I definitely didn't take the decision where to place Sial lightly, given his multiple life-threatening allergies. I'm so glad I chose you! I can now return to work next week and not be constantly worried about him.

Warm regards,

Arzo



**Childcare Centres
Served**

354

**Children 2 Months
to 12 Years of Age**



EarlyON Child and Family Centre

Heart Beatz EarlyON Child and Family Centre provides a free, inclusive programme delivered by qualified professionals for families, caregivers and young children (0 to six years). We offer a safe and welcoming environment open to all families. It is here that children can learn, play, laugh, be curious, make friends and engage with others. It is here children can build their sense of belonging and capacity for expression, enhance their own well-being and explore and engage with the world around them.

The EarlyON Child and Family Centre supports families and promotes healthy child development by building strong connections and facilitating access to services that enhance wellbeing. The programme reflects the community and responds to local needs by working with other health and social service providers and programme participants.

The EarlyON Child and Centre offers daily drop-in and specific programming activities. Popular are our daily interactive music circle times, the kindergarten readiness programme and parenting workshops engagement.

207
Parents

271
Children



Conversations with Parents:

- *A mother of a three-year-old boy told the staff that she tries to visit the EarlyON programme every day as it benefits both her son and herself. Coming to the programme gives her a break from her tedious house work and helps her spend quality time with her son. Her son used to cry a lot if he saw any stranger and would always cling to her. After attending the programme, the boy now smiles and waves at everyone and even tries to say “hi” and “bye”. He even dares to walk away from his mother to get whatever he wants and explore the toys in the programme room. The mother also said that her son is able to experience different activities like painting and music-circle times, which he would otherwise miss if he were at home. Although her son has speech delay, the mother has noticed great improvement in his social and motor skills, since he started attending the programme.*
- *A young mother recently arrived from Bangladesh. Back home she was always surrounded by people and lived with her extended family. Coming to Toronto was a huge adjustment for her; she was lonely, isolated and no family support. Finding out about our EarlyON centre and attending several times a week, she started meeting and connecting with other parents and slowly adjusting to her new life in Canada.*
- *One mother started attending the programme with her three-year-old daughter and younger son. Being part of the programme made the mother more relaxed and at ease as she knew her children were happy. Already after a few weeks, the mother noticed positive changes in her daughter; how she was interacting with the other children and improved communication skills.*







Community Kitchen

Once a week, under the guidance of a certified nutritionist, youth decide on a full healthy meal they would like to eat. Once the food is prepared, everyone is able to relax, listening to some soothing music and enjoy their meal. One of the most successful meal days that the youth had this year included homemade sushi from scratch with water or organic juice as a beverage, chocolate/coconut covered strawberries and bananas as a dessert.

We continue to encourage youth to experiment with different kitchen tools, cooking methods, seasonings and flavours to foster creativity in the kitchen. The community kitchen has also been teaching the youth about the importance of math and measurements. Initially not many of the youth knew about the different types of measurements i.e. teaspoons and ½ cup. The nutritionist also teaches on the cleanliness of a kitchen. Thorough cleaning before and after using the kitchen is constantly reiterated to ensure no one gets sick or harmed in anyway. Educating the youth on simple steps and factors to think about while in the kitchen has been tremendously helpful in teaching the youth independence.

Healthy community cooking helps to promote healthy eating habits and lifestyles. Youth develop confidence in the kitchen and with the support of experienced staff, they learn how to cook in a safe manner. They gain food literacy skills through fun and practical activities facilitated by our nutritionist staff such as how to recognize hidden sugars in foods. Through the community kitchen youth gain leadership experience, nutrition knowledge and they learn to work together as a team. This equips them with the tools they need to take control of their health and helps to set them on a path towards a healthy adulthood.

The youth bring a variety of their own skills to our community kitchen. They are excited to showcase their cooking talents and enjoy learning new things from their peers and staff. Many discover that they have a talent and love for cooking that they didn't realize before. By giving our youth the opportunity to cook together, Heart Beatz is enabling them to build confidence together as well as establish a strong sense of community.

I Love Cooking!

“Ever since my child has been attending the Heart Beatz program, she tells me how much she enjoys the cooking days’. She’s been asking to help out more in the kitchen and I never thought she would!” - Parent

“I have a brother who works in a fast food restaurant as a part time job and some of their kitchens don’t sound as clean and safe as the kitchens we use in Heart Beatz. - Youth

“It’s been great working with you, the kids, and the rest of the staff at Heart Beatz. I had fun creating new meal recipes with the kids. It was also a pleasure teaching them about the benefits of healthy eating, meal preparation and nutrition. I still cannot believe that I got to witness the first time some of the kids tried asparagus! That was a memorable day. - Nutrition Staff



**Community
Kitchen
Served**

**1,226
meals**

PROGRAMMES & SERVICES

Operational Statistics

Total Number of Children/Adults/Youth
Directly Served In Programmes

832

Total Units of Direct Service
(number of people x number of visits)

65,339

Number of Individual Healthy Meals
Served

24,637

Number of Individual Healthy
Snacks Served

101,928

Number of Programme Locations

7

Number of Volunteers

38

Number of Volunteer
Hours

3,620

Number of Full-Time Staff

42

Number of Part-Time Staff

16





Financials

CLIFFCREST COMMUNITY CENTRE (OPERATING AS HEART BEATZ)

Statement of Operations and Changes in Net Assets

For the Year Ended December 31, 2019

	Childcare Programs (Schedule)	Family Resource Centre	Community Centre Programs	Total 2019	Total 2018
REVENUES					
Childcare fee subsidies	\$ 1,839,746	\$ -	\$ -	\$ 1,839,746	\$ 1,823,828
City of Toronto (Note 8)	1,131,378	197,262	129,883	1,458,523	1,048,882
Parent fees	400,620	-	-	400,620	342,585
Grants (Note 9)	-	-	109,307	109,307	136,795
Other	230	-	62,761	62,991	51,147
	<u>3,371,974</u>	<u>197,262</u>	<u>301,951</u>	<u>3,871,187</u>	<u>3,403,237</u>
EXPENSES					
Salaries and benefits	2,488,591	141,110	272,332	2,902,033	2,472,562
Program	276,557	7,356	23,863	307,776	363,268
Occupancy	252,427	33,057	7,916	293,400	307,106
Office supplies	63,939	11,517	22,121	97,577	81,618
Administration	35,610	4,502	656	40,768	33,419
Memberships and fees	3,012	230	958	4,200	12,317
Amortization of capital assets	218,969	4,072	-	223,041	20,660
	<u>3,339,105</u>	<u>201,844</u>	<u>327,846</u>	<u>3,868,795</u>	<u>3,290,950</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	32,869	(4,582)	(25,895)	2,392	112,287
NET ASSETS - BEGINNING OF YEAR	85,756	41,141	148,847	275,744	163,457
NET ASSETS - END OF YEAR	<u>\$ 118,625</u>	<u>\$ 36,559</u>	<u>\$ 122,952</u>	<u>\$ 278,136</u>	<u>\$ 275,744</u>

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*We are thankful for
your support!*



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