India Rainbow Community Services of Peel

Annual Report
2011 - 2012
India Rainbow Community Services of Peel is a charitable, non-profit, community-based organization. Our services are non-religious and non-political.

Our Mission
To provide culturally and linguistically appropriate services to the Peel immigrant community, enabling integration and supporting settlement, social services, health and education needs.

Our Guiding Principles
- We will apply best practices to our service delivery
- We will be accountable to all our stakeholders
- We are non-political and non-religious
- We are committed to progress and forward thinking through entrepreneurship
- We are guided by community participation and collaboration

We Value
- Integrity
- Inclusiveness
- Ethics
- Transparency

Our Objectives
- To assist the immigrant community to integrate into mainstream Canadian society through education, training, counseling, referral, information and bridging barriers (to integration)
- To assist and educate the community on healthcare needs
- To provide family counseling and/or referral services in family crisis situations
- To identify problems associated with the duality of cultures for children of immigrants and to provide opportunities for resolving them through education
- To inform the mainstream Canadian community about the value system of first generation Canadians
- To raise funds for programs and projects related to achieving the objectives of the organization
- To strive for providing language and culture specific services as appropriate

Membership
India Rainbow’s membership is open to any person other than an employee of the organization, who supports the aims and objectives of the organization and abides by its Constitution and By-Laws.

Advantages of Membership
- Advance information about our programs and events
- Voting rights at the Annual General Meeting
- An opportunity to be part of a Board committee and contribute your expertise on specific issues
- The right to stand for nomination on the IRCS Board of Directors

Annual Membership Fees
- January to December $10.00 per person or $15.00 per family
- Membership can be renewed for up to 5 years and membership payment is now available online
- All memberships are subject to approval by the Board of Directors. To become a member, please contact us or use our online Membership Form available at www.indiarainbow.org
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# Funders

- Citizenship and Immigration Canada
- Service Canada
- Mississauga - Halton LHIN
- Mississauga - Central West LHIN
- Ministry of Citizenship and Immigration
- Ministry of Community and Social Services
- Ministry of the Attorney General
- Catholic Family Services
Success Factors for Good Governance

- Strategic Leadership shared by the Board and the Executive Director
- Best practice orientation and commitment
- Succession and sustainability
- Clear, accountable and effective governance framework
- Clear and effective organizational structure
- Current and clear plans: strategic, operational and financial
- Willingness to share and collaborate
- Board decision-making and monitoring mechanisms
- Client engagement and satisfaction mechanisms
- Clear and aligned internal and external communication
“Last year IRCS celebrated its twenty-fifth anniversary, and now it’s time to look forward to the next twenty-five years. For an organization to grow and develop, it is important to look not only for opportunities for expansion, but also qualitative improvements in all its aspects. You will be pleased to know that India Rainbow is doing just that as it works towards the accreditation of its Long-Term Care services”, said Sam Malvea, President, after taking over office in July of last year.

In this report, we provide more details of the accomplishments and a summary of the progress made by the organization throughout the year.

IRCS has engaged CARF International (Commission on Accreditation of Rehabilitation Facilities) for the accreditation of its Seniors services. This process is part of our accountability agreement with the Mississauga-Halton Local Health Integration Network. The Accreditation Committee and the Long-Term Care department staff in particular, have been working diligently at developing and documenting policies for risk management procedures and refining the governance structures. Management is working hard at meeting all CARF standards which include leadership and succession planning, governance, legal requirements, financial planning and management, risk management, care processes for the person served, and many other program specific standards.

In this annual report you will see details of activities that have taken place over the past year in all program areas. The committees of the Board have provided reports as well. A number of new initiatives were taken on: To further support victims of family violence, with assistance from the Ontario Ministry of the Attorney General, we were able to place one full-time and one part-time family court support worker in Peel. We also partnered with Catholic Family Services to locate staff in their newly developed Safe Centre for Women at 60 West Drive in Brampton. ‘Services for New Immigrants’ - a street level, store-front location providing settlement services to new and walk-in clients is now a fully functional site at the Head Office location in Unit 1, 3038 Hurontario Street, Mississauga.

IRCS Board has given serious attention to membership and community engagement. The Board believes that the membership and community at large represent a vast pool of untapped talent that would serve the organization well in achieving its goals of excellence and growth. An annual membership recruitment and engagement plan has been developed and is ready for implementation.

India Rainbow has been privileged to have dedicated volunteers who have been contributing an enormous amount of time with various programs. A total of 33491 volunteer hours of service was provided this year which is equal to approximately 19 full time positions.

A testament to the community and settlement needs that IRCS addresses is the continuing financial support that the funders have provided us on an ongoing basis. On behalf of the Board, we would like to express our thanks and gratitude to our funders, donors, and volunteers for their ongoing confidence in our operations.

We are fortunate to have a professional board of directors, competent management and skilled and dedicated staff and volunteers, and we look forward to guiding the organization towards accreditation, exploring integration and partnership opportunities with other service providers to implement best-practices and achieve a higher level of operational efficiency.

Sam Malvea, President

Kitty Chadda, Executive Director
A continuum of care through a basket of seamless and timely services are provided to South Asian seniors to promote independence, healthy aging and an active lifestyle ensuring participants privacy, dignity and safety at all times. Services are offered in a language and cultural specific manner meeting seniors’ diverse and unique needs. We serve over 500 seniors each month through our three Adult Day Programs, eight Seniors Wellness Programs and the Friendly Visiting Program.

**Adult Day Program**

Comprehensive preventative and rehabilitation services are provided to cognitive impaired and frail elderly clients with chronic disabilities or illnesses such as Alzheimer’s, dementia, arthritis, diabetes and stroke. Adult Day Program served high care need individuals, wanderers with challenging behaviours, restorative feeding and specialized care for Alzheimer’s. Client-centred services are offered to meet clients’ unique needs: dietary, medication management, toileting etc. In order to be eligible for our Adult Day Program in Mississauga and Brampton, clients go through Community Care Access Centre (CCAC).

Clients participate in various stimulating activities that are beneficial in maintaining an active, healthy lifestyle, preventing falls, reducing ER visits and delaying early institutionalization. We organize various clinics to educate clients on issue such as medication management, blood pressure and weight management.

Our daily program includes exercise, mentally stimulating activities according to the client’s cognitive abilities and level of participation. Social activities are conducted to increase interaction with others and develop communication skills. Various therapeutic activities, group discussions, counseling and support, educational presentations etc. are also part of the program.

**The Adult Day Program is offered at three locations, currently running at full capacity.**

**Other services provided are:**

- **Clinics:** A Registered Nurse on staff organized foot care clinics at all three sites. In addition, falls prevention clinic, medication management, blood pressure and weight, hearing aids and diabetes education clinics were also organized.

- **Caregiver Education, Training, Counseling and Support groups:** Information, training and education sessions were organized for caregivers and family members on various health related topics on a regular basis in a group or one-on-one basis. Client-centered counseling and support was available to families and caregivers.

- **Security Reassurance Checks:** Regular contact is maintained with clients and caregivers to ensure safety and well-being.

- **Client Intervention and Assistance Services:** Crisis intervention and support is provided to vulnerable and at risk seniors, persons with physical disabilities and/or their significant others, experiencing different types of crisis in critical situations such as homelessness, a critical or impending change in life/health condition, abuse or isolation. Through a case-management model comprehensive assessment is conducted to identify issues, need for additional services as well as the coordination of community based services. Seniors continue to receive services until their situation has stabilized and a follow-up plan is in place including a discharge plan.
Services for Seniors

- **Public Education and Health Promotion:** We are taking a proactive approach in educating and engaging seniors, caregivers and the South Asian community in increasing their awareness towards health related disorders, especially, Alzheimer's and related dementia issues. Presentations, training sessions, support groups and various activities are organized to empower individuals in the promotion and the management of chronic diseases.

- **Friendly Visiting Program:** Screened and trained volunteers provide services to isolated and home bound seniors to engage them in meaningful and therapeutic activities for increased social interaction. They visit clients at home, hospitals, nursing homes etc. It provides a respite for the family and caregivers.

- **Seniors Wellness Program:** The main objective of the program is to reduce isolation and loneliness and provide physically, mentally stimulating and social activities to seniors over the age of 55. Presently we have eight Wellness groups running in Mississauga and Brampton. We were successful in providing mobile services to some seniors at the Malton Gurdwara. A Seniors Symposium was organized in June being the Seniors month. The main focus was to educate seniors on health related topics and provide resources available in the community. Various field trips, picnics and outdoor activities were organized as well.

- **Program Evaluation:** Quarterly and half-yearly evaluations are conducted with clients, caregivers and leaders (staff, volunteers, student placements) to seek their input to further enhance our program planning and delivery. Senior’s ideas and suggestions are taken into consideration and changes are incorporated accordingly.

- **Presentations/Displays:** Conducted presentations to networking partners and health care providing agencies and participated in displays in the hospitals and in the community. Provided seamless services through enhanced integration and carried out various joint projects with networking partners and health care providing agencies. Several new partnerships were established.
This year we provided more than 9000 settlement services to over 3000 new immigrants, helping them integrate into Canadian communities. Newcomers were provided counseling, information and referrals on core settlement issues such as language and literacy, education, employment, finance, health, housing, immigration and citizenship. Clients were also assisted with translations, interpretation services, filling out of various government forms, such as applications for Old Age Security, Canada Pension Plan, Guaranteed Income Supplement, Child Tax Benefit, HST, non-profit housing, Social Insurance Numbers, health cards, passports, visas, citizenship, name change etc. Guidance was also provided on housing, banking procedures, schools and day care facilities.

We organised a variety of workshops and information sessions for our foreign trained professional clients, in order to familiarize them with licensing/certification procedures and evaluation of their educational degrees and other documents. Various regulatory bodies were invited from different professions, such as nursing, engineering, accounting etc. to conduct workshops and group information sessions. Meetings were arranged for the purposes of networking, group support and sharing of job leads amongst clients. Newcomers were referred to Job Search Training Workshops, English language training classes and other co-op programs.

Over 85 workshops and group information sessions were also conducted on general settlement issues to educate new immigrants on the facilities and services available to them at Federal, Provincial and Municipal levels. Some of the topics covered by the sessions were: Orientation to Canada, Rights and Responsibilities of Canadian residents, Education system in Canada, Employment Standards Act, Employment Insurance, Income tax and RRSP, Canada Pension Plan and Old Age Security, Credit Counseling etc. Income tax clinics were conducted by Canada Revenue Agency volunteers to help low income clients file their tax returns. Our Commissioners of Oath (Settlement staff) also attested affidavits and various other documents for clients.

This year we also opened our doors to ‘Services for New Immigrants’ in Unit 1 at our Head Office. The centre located at the street level provides better exposure and has increased our client base. The centre which formally opened its doors in May this year was functional since July of last year and over time has seen a steady increase in traffic. This location acts as a one stop shop for new immigrants and serves as an employment resource centre to meet the employment needs of immigrants.

Under the Newcomer Settlement Program (NSP), we provide similar settlement services. This year we served 381 unique clients under this program.
Job Search Workshop (JSW) program is offered at both our Mississauga and Brampton locations since 1998. This program provides a strong foundation in job hunting techniques required in Canada. A three to five day hands-on workshop provides and introduction to the Canadian labour market, identification and presentation of skills required by Canadian employers, resume/cover letter writing and interview techniques. The program also trains new immigrants to become familiar with the employment standards and human rights in Ontario. The objective of this program is to provide new immigrants the necessary tools and skills for successful transition into the Canadian labour market.

This year we have embraced the new modernised outcome based approach in serving the employment needs of our clients. As of this year, we have offered more structured Job Search Workshops in accordance with the new JSW curriculum as per CIC requirements. A very important piece of our employment services still remains to be one on-one-counseling providing the new immigrants with much needed in-depth guidance, information and counseling in planning of their career goals.

Our resource centres provide clients with reference material to facilitate their job search. Up-to-date resume and cover letter writing books are available to the clients for ready reference. Daily newspapers are also available at the centre. Clients are allowed access to computers, fax machine and telephones. Employment counsellors are on hand to assist in their job search and guide them.

All in all over 400 clients accessed our Job Search Workshop program in 2011-2012.

♦ Over 30 Job Search Workshops were conducted.
♦ Nine of these workshops were conducted with the new JSW curriculum that were attended by 86 clients.
The LINC (Language Instruction for Newcomers to Canada) program is an English language training program funded by the Department of Citizenship and Immigration Canada. LINC provides participants with basic communication and life skills that are essential to function in the society. Instructions are provided based on all four aspects of language learning i.e. listening, speaking, reading, and writing. The Canadian Language Benchmarks are used to rate the student’s level of language proficiency.

The language training and skills development component of the program was well achieved during this period. Classroom instructions were tailored to meet the social, cultural, economic, and political integration of adult newcomers to Canada. During this past year, we served clients from 70 different countries at the Mississauga and Brampton locations. We have consistently maintained a good attendance record and have diligently followed student enrolments and cancellation requirements of the program.

Childminding is an integral part of the LINC program. Annual assessment was done by our CMAS (Childminding, Monitoring, Advisory and Support) consultant at both locations and we are in full compliance with the National LINC Childminding requirements. We also offered a school age program in the summer, March break and on PD days.

Our competent instructors, caring childminders and administrative staff have benefitted from several professional development opportunities made available to them through the year, as well as from the annual TESL conference, keeping themselves up to date with changing learner needs. Presentations and information sessions were organized throughout the year in the classes to raise awareness among students about different issues.

Total clients served: JSW, Settlement & LINC: 4288
Language Instruction for Newcomers to Canada (LINC)

Highlights of the year:

♦ In past year we offered 8 part-time day-time and 2 evening classes (between April and October 2011) from our Mississauga location and 16 part-time classes (morning, afternoon and evening) from our Brampton location, ranging from Literacy to Level 7.

♦ Three sessions were completed between April 2011 to March 2012 and 500+ students completed a level and moved on to the next level. Many higher level students achieved success by finding work in various fields such as education, accounting, IT, health sector, and other technical fields. Many students were enrolled in different courses and post graduate degrees in reputed colleges and universities.

♦ Information sessions for students were organized on climate change, employment insurance, education system in Canada, filing income tax, banking for newcomers, ESINC (Emergency Services Information for Newcomers), importance of first aid and CPR, dental hygiene, environment and water conservation.

♦ The Job Search Workshop department organized a ‘Dressing for Success’ workshop where LINC students were also included. A presentation about other services offered by the Settlement department was also done for LINC students.

♦ Students attended the annual LINC picnic organized by the Peel LINC Partnership at the Mississauga Valley Park and went on a field trip sponsored by Credit Valley Conservation to Terra Cotta Conservation area.

♦ Students from both locations participated in various activities and events organized in the community such as Community Clean-up (20 Minute Make-over) for Earth Day from City of Mississauga and Brampton, and several fundraising activities for United Way.

♦ The Year-end get-together was thoroughly enjoyed by students. They played games, sang Christmas Carols, and enjoyed a potluck lunch.

Participation in these kinds of activities builds confidence and a sense of commitment among students.
India Rainbow has been privileged to have dedicated volunteers who have been contributing an enormous amount of time within various programs. Many students completed their community placement hours with enthusiasm and interest. Volunteers go through an individual interview and a one-on-one or group orientation before being matched and placed. Potential volunteers are placed according to their skills and interest. They are provided with a job description, on the job training and are encouraged to attend presentations and educational sessions.

We are fortunate to have caring and trustworthy Friendly Visiting volunteers who go through an information session and police screening before being placed. Friendly Visiting volunteers meet clients in their homes, hospitals, or nursing homes. Annual recognition is done once a year for the volunteers based on the number of hours contributed. The ‘Outstanding Volunteer Award’ is given to those who contribute over 250 hours in one year. This year we had six outstanding volunteers who gave their time to serve the clients and the organization. Evaluations are conducted twice a year. Verbal feedback from staff and volunteers has been positive. Many volunteers have been successful in obtaining employment as they gain work experience with India Rainbow.

**Total volunteered hours - 33,491 which is equal to approximately 19 full time positions**

### Volunteer Skill & Self Development Programs:

- Menu planning
- Osteoporosis-bone health
- Presentation on heart & stroke
- Eat well for less
- Life line services
- Alzheimer’s & related dementia
- Constipation
- Sun skin health & beauty tips
In its capacity as a partnering agency in the Housing and Support Program for the Peel Region, of which Supportive Housing in Peel is the nodal agency, IRCS continues to extend supportive services to not only clients that are housed but also to those waiting for housing having been assessed favorably and been found eligible. The two full time staff in the HASP program continue to extend support to some clients who are not registered in the program but are in dire need of support. Support to clients housed in SHIP units and those waiting for housing are varied and diverse in nature. The unique feature of this program is that clients are not expected to go to any office to seek services; but services are provided at their doorstep where staff visits them to find out their needs and extend support such as advocacy with other agencies and community resources based on the specific needs of a client, supportive counseling to consistently sustain their morale, monitoring their condition and visiting them regularly at their homes. We also educate them on the benefits of maintaining a healthy and hygienic environment around them among other life-skills. All of these and much more would be aptly described as case management of the clients.

Services are provided in Brampton and Mississauga in Punjabi, Urdu, Hindi and Tamil in addition to English. Staff also makes presentations at various forums available in the community based on the expertise they have in issues relating to various aspects of mental health. Taking into account that the ultimate objective of the program is complete rehabilitation of clients, by helping them integrate in the community, the staff encourages and helps the clients to set short and long-term goals for themselves and records steady progress. This has been done with considerable success to varying degrees.

Presently, the program is functioning to well beyond its full capacity due to the enormous demands for such a service in the community as the attached statistics given would indicate. While the program is mandated to accept 20 clients, presently we have 25 clients being served in the registered category alone.

We continue to work very closely with other partner agencies and this has helped benefit the program. Both staff attend many training and educational sessions throughout the year in order to upgrade their professional skills and knowledge.
The Child Youth and Parenting program provides short-term and long-term supportive counseling for youth and their families who may be at risk, or are experiencing conflicts, which may be related to duality of cultures, culture shock, transition to a new country, peer to peer and familial conflict, parenting strategies and so forth. Our program served 500+ clients in the past year.

Presentations: Two to four presentations/workshops a month were done at local schools, organizations and colleges about the services IRCS provides. Information workshops on discipline, bullying, anger management, navigating the family court support system, self-esteem for youth with developmental disabilities, engaging parents on the issue of forced marriage and bullying were also delivered.

Parenting Group: Counseling and guidance is offered on: Parenting after divorce, discipline vs abuse, supervised access, why children lie, communication with your children and parenting styles, income tax clinics, preparing your child/youth for summer and post-graduation and parenting a special needs child.

Employment/Career: As a result of collaborations with the Job Search Workshop program, we are able to offer more in depth employment and career guidance to youth and linguistically appropriate information to newcomer parents on navigating the Ontario school system, conditional acceptance in colleges or universities, action planning, choosing a college/university, applying for OSAP and grants and living on residence. Our ‘Youth in Action’ volunteers are hosting a series of workshops over the summer for graduating youth preparing them in their job search.

Youth Leadership: Our Youth Leadership program funded through Ministry of Citizenship and Immigration, recruited and trained South Asian transitional youth to act as mentors to isolated youth, matching 20 volunteer youth with 20 youth participants in the program. The group developed and participated in several family events, developed concrete leadership plans and hosted a youth forum on cross-cultural communication on mental health and wellness for 70 guests from the South Asian community, education sectors, social service organizations, and Members of Parliament.

Fact: 48% of our clients are affected by mental health
Services for Women

Service Objective: We provide culturally and linguistically appropriate services to all women, especially South Asian women experiencing abuse.

Services we provide include:
- Crisis intervention, safety planning and transitional support plans
- Short term and long term counseling with interpretation and translation if needed
- Advocacy and referrals to appropriate community resources
- Empowerment and educational workshops, social and recreational activities, support groups and wellness group
- Help with initial legal consultation
- Positive parenting training for families
- Workshops on Mothers and Children Witnessing Violence
- Information on subsidized housing and daycares
- Accompany clients for appointments with lawyers, courts, etc.
- Assist/collaborate with CAS (Children's Aid Society) and other social service agencies, schools, hospitals etc.

New initiatives /collaborations:
- Transitional Support Worker placed at our Brampton location
- Family Court Support Workers at Mississauga and Brampton locations
- Collaboration with Central West Local Health Integrated Network – completed a need assessment with various age groups of women to identify their health care needs in Peel
- Safe Centre of Peel – India Rainbow is an onsite partner agency providing collaborative assistance for victims of abuse and violence
- French language service training attended by staff

Some accomplishments for the year 2011-2012:
- 6 workshops for the HEAL (Helping End Abuse for Life) network
- 382 new clients, 656 repeat women received crisis counseling. Total units of service were 7214
- Monthly legal clinics in collaboration with SALCO (South Asian Legal Clinic of Ontario) in Brampton and Mississauga. About 550 clients were served. An independent family lawyer provided free legal consultation in Brampton
- Ongoing training and supervision of student placements, volunteers and support staff
- Provided feedback and helped in the focus groups for the Newcomer Strategy Group for the family justice and child advocacy centre.
- Weekly women’s wellness support groups in Brampton and Mississauga. Some workshops presented were on nutrition, parenting, body image, childhood obesity, healthy recipes, relaxation, autism, diabetes, stress, stretching exercises, self-care, monitoring children’s internet use, second career and had a picnic at Chingacousy Park
- Staff attends ongoing professional development and training workshops throughout the year
- Implemented new survey as required by the Ministry of Community and Social Services.

Women's program staff represents IRCS on various committees:
- PCAWA (Peel Committee Against Women Abuse)
- South Asian Partner Assault Response Committee
- HEAL Network Committee
- Take Back the Night & Vigil towards eliminating violence
- Family Justice Advocacy Centre Advisory Committee
- Transitional Housing and Support Committee
- CAS/Violence Against Women (VAW) Committee
- Committee on Forced Marriages
Committee Reports

Accreditation Committee

Board Members: Vandna Nayyar (Chair), Swaroop Dogra, Manjeet Puri, Sheela Joshi, Sandeep Atwal, Shivani Sharda

Goals of the Committee:
♦ Guide the organization through the process of accreditation.

Accomplishments:
♦ Ten Governance-Leadership related policies were developed in 2011.
♦ Seven policies were developed (draft) for Health and Safety, 22 polices were developed related to Human Resources.
♦ The accreditation process has allowed communication mechanisms to be more effective. Stakeholders are regularly informed about policies, procedures and newly introduced practices.
♦ Periodic analysis and trends (incidents/complaints) are established to provide future guidance in the quality of service delivery.
♦ Community engagement activities have been carried out with program participants to identify new and emerging needs and gaps. Developed a list of recommendations and action plans.
♦ Various training sessions were organized for LTC staff working in the Senior Services department (as required by CARF standards) to enhance the core competencies of staff.
♦ Participation of management team and staff in CARF Learning Circle meetings. These informative sessions provided us with a better understanding of CARF standards and provided support and assistance in developing the required documentations.

Program Evaluation Committee

Board Members: Sandeep Atwal (Chair), Ferzana Chaze

Goals of the Committee:
♦ To create a clear, documented Program Management Model for the review of the Board of Directors.
♦ To develop and implement an appropriate organization-wide program evaluation strategy.

Accomplishments:
♦ Created an inventory of current program and service measurement activities that outlines: Program activities, target benchmarks, performance measure indicators both qualitative and quantitative, feedback methodology, impact, gaps and challenges.
♦ Currently in the process of finalizing and populating the template.

Membership & Nominations Committee

Board Members: Sheela Joshi (Chair), Vandna Nayyar, Manjeet Puri, Sunita Malik

Goals of the Committee:
♦ To create a clear procedure for the review of current directors and new members applying to be on the Board.
♦ To improve membership recruitment process.

Accomplishments:
♦ Developed a Membership Recruitment/Engagement Plan.
♦ Developed and implemented a skills matrix for potential Director Nominations.
♦ Membership invitation letter (Draft).
Governance Committee

Board Members: Nazli Rehman (Chair), Ferzana Chaze, Sheela Joshi

Goals of the Committee:
- Achieve organizational effectiveness, client services excellence, documentation and minimization of risk for the organization through policies and procedures
- Create a draft Succession Plan for the review of the committee

Accomplishments:
- The establishment of the Governance Committee.
- Development and approval of the Terms of Reference for the committee.
- Developed eleven governance polices; ten of which were approved by the board.
- Three additional governance polices have been developed and reviewed by the committee and waiting presentation to the board for review.
- Committee members have attended several Learning Circles to enhance their understanding of governance and accreditation practices.

Risk Management Committee

Board Members: Charanjit Luthra (Chair), Sam Malvea, Sunita Malik

Goals of the Committee:
- To create a clear, documented Risk Management model for the review of the Board of Directors.
- To develop and implement an appropriate organization-wide risk management strategy.

Accomplishments:
- Developed a common approach to plan risk management activities.
- Inventory of agency wide risks were developed, prioritized and set into agreed categories.
- Risk reduction methods developed and implemented in several areas.
- Attended Risk Management workshop/presentation.
- Standardized nomenclature of risk events reduction activities to suit CARF standards.
- Identified policies and procedures already in place and those that need to be developed.

Outreach and Marketing

Board member: Rina Kukdé (Chair)

Goal of the Committee:
- To achieve a strong and consistent brand and visibility and create consistent collaterals for all programs.

Accomplishments:
- Distributed ‘Guide to Holistic Self-Care’ in 5 languages to several organizations, networking partners, community agencies, Newcomer Information Centers, hospitals in Peel, doctors’ offices, all LINC sites in Peel and Halton, and all libraries in Mississauga.
- Media Relations Policy – drafted and finalized in conjunction with HR department.
- Representation at the City of Mississauga’s Master Communications Plan Advisory committee.
- Created a Membership Engagement Strategy for Board’s review.
- CBC did docu-stories on two of our youth clients.
Financial Statement

INDIA RAINBOW COMMUNITY SERVICES OF PEEL
Statement of Financial Position

Year ended March 31, 2012, with comparative figures for March 31, 2011

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<th>2012</th>
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<td><strong>Assets</strong></td>
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<td>Cash and cash equivalents (note 2)</td>
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<td>Short term investments (note 2)</td>
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<td>Prepaid expenses and deposits</td>
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<td>1,739,405</td>
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<td>Long term investments (note 2)</td>
<td>41,539</td>
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<td><strong>Total assets</strong></td>
<td>$1,780,944</td>
<td>$1,645,184</td>
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|                      |          |          |
| **Liabilities and Net Assets** |          |          |
| Current liabilities: |          |          |
| Accounts payable and accrued liabilities | $390,996 | $385,795 |
| Deferred income (note 7) | 41,318   | 56,135   |
| **Total current liabilities** | 432,314 | 441,930  |
| Net assets:           |          |          |
| Internally restricted (note 5) | 375,734 | 332,168  |
| Unrestricted          |          |          |
| Cumulative excess of revenue over expenses | 39,896  | 38,086   |
| Operating reserve (note 4) | 933,000 | 833,000  |
| **Total net assets**  | 1,348,630| 1,203,254|

See accompanying notes to financial statements.

On behalf of the Board:

[Signature]
President

[Signature]
Treasurer

Auditor: James E. Horn Almand Chartered Accountants

The above financial report has been extracted from India Rainbow’s audited financial statements. Detailed financial statements are available upon request.
## Financial Statement

### INDIA RAINBOW COMMUNITY SERVICES OF PEEL

**Statement of Operations**

Year ended March 31, 2012, with comparative figures for March 31, 2011

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government of Canada</td>
<td>$3,064,805</td>
<td>$3,464,675</td>
</tr>
<tr>
<td>Province of Ontario-MOH-MH LHIN</td>
<td>1,188,999</td>
<td>1,133,626</td>
</tr>
<tr>
<td>Province of Ontario-MOH-CW LHIN</td>
<td>636,526</td>
<td>627,119</td>
</tr>
<tr>
<td>Province of Ontario-MCSS</td>
<td>109,151</td>
<td>116,651</td>
</tr>
<tr>
<td>Province of Ontario-HASP</td>
<td>160,988</td>
<td>158,609</td>
</tr>
<tr>
<td>Province of Ontario-MCI (note 6)</td>
<td>75,102</td>
<td>71,729</td>
</tr>
<tr>
<td>Province of Ontario-MAG</td>
<td>48,750</td>
<td></td>
</tr>
<tr>
<td>Province of Ontario-MCI YDS</td>
<td>38,800</td>
<td></td>
</tr>
<tr>
<td>United Way</td>
<td>58,086</td>
<td>56,947</td>
</tr>
<tr>
<td>Other grants</td>
<td>35,836</td>
<td>10,642</td>
</tr>
<tr>
<td>Donations</td>
<td>16,823</td>
<td>12,166</td>
</tr>
<tr>
<td>Membership fees</td>
<td>926</td>
<td>2,480</td>
</tr>
<tr>
<td>Fundraising activities</td>
<td>79,431</td>
<td>91,293</td>
</tr>
<tr>
<td>Fees for non-funded services</td>
<td>348,947</td>
<td>378,152</td>
</tr>
<tr>
<td>Interest</td>
<td>22,098</td>
<td>19,102</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>5,885,268</td>
<td>6,143,191</td>
</tr>
<tr>
<td><strong>Expenditures:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CSS - Day Program</td>
<td>890,078</td>
<td>818,117</td>
</tr>
<tr>
<td>Youth and Parent activities</td>
<td>95,409</td>
<td>54,401</td>
</tr>
<tr>
<td>Women's activities</td>
<td>152,357</td>
<td>162,185</td>
</tr>
<tr>
<td>CIC IP settlement activities</td>
<td>2,464,873</td>
<td>2,697,435</td>
</tr>
<tr>
<td>NSP Settlement activities</td>
<td>64,552</td>
<td>61,528</td>
</tr>
<tr>
<td>Public relations</td>
<td>1,691</td>
<td>38,307</td>
</tr>
<tr>
<td>Fundraising activities</td>
<td>4,650</td>
<td>4,200</td>
</tr>
<tr>
<td>Summer Employment Program</td>
<td>25,694</td>
<td>33,315</td>
</tr>
<tr>
<td>CSS - Visiting – Social &amp; Safety</td>
<td>135,242</td>
<td>146,004</td>
</tr>
<tr>
<td>CSS - Caregiver Support</td>
<td>312,111</td>
<td>329,572</td>
</tr>
<tr>
<td>CSS - Crisis Intervention &amp; Support</td>
<td>87,636</td>
<td>141,891</td>
</tr>
<tr>
<td>CSS - Health Promotion Education – General Geriatric</td>
<td>147,855</td>
<td>95,306</td>
</tr>
<tr>
<td>CSS - Foot Care Services</td>
<td>57,425</td>
<td>59,540</td>
</tr>
<tr>
<td>Peel Collaborative Housing Project</td>
<td>139,009</td>
<td>136,682</td>
</tr>
<tr>
<td>Family Court Support Worker Program</td>
<td>41,438</td>
<td>-</td>
</tr>
<tr>
<td>Canadian Diabetes Strategy – Holistic Guide to Self Health Care</td>
<td>-</td>
<td>150,578</td>
</tr>
<tr>
<td>Other Short Term Projects – Heal network/LINKS2CARE</td>
<td>23,900</td>
<td>5,042</td>
</tr>
<tr>
<td>Administration, support, occupancy and maintenance</td>
<td>1,095,972</td>
<td>1,014,438</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td>5,739,892</td>
<td>5,948,541</td>
</tr>
<tr>
<td><strong>Excess of revenue over expenses before transfers from (to) reserves</strong></td>
<td>145,376</td>
<td>194,650</td>
</tr>
<tr>
<td>Transfer (to) from Computer system reserve, net</td>
<td>(50,000)</td>
<td>-</td>
</tr>
<tr>
<td>Transfer (to) from special program internally restricted reserve, net</td>
<td>6,434</td>
<td>(8,664)</td>
</tr>
<tr>
<td>Transfer (to) from Operating reserve (note 3)</td>
<td>(100,000)</td>
<td>(183,000)</td>
</tr>
<tr>
<td><strong>Transfer (to) from Operating reserve (note 3)</strong></td>
<td>(143,566)</td>
<td>(191,664)</td>
</tr>
<tr>
<td><strong>Excess of revenue over expenditures</strong></td>
<td>$1,810</td>
<td>$2,986</td>
</tr>
</tbody>
</table>

See accompanying notes to financial statements.
Our Locations

Mississauga

Head Office

♦ 3038 Hurontario Street, Suite 206
  Mississauga, ON L5B 3B9
  Phone: 905-275-2369  Fax: 905-275-6799

  Seniors Services: Suite 307

  Services for New Immigrants: Unit 1

♦ 415 Matheson Blvd. East
  Mississauga, ON L4Z 2H2
  Phone: 905-507-6099  Fax: 905-507-1787

Brampton

♦ 21 Regan Road, Unit H & I
  Brampton, ON L7A 1C5
  Phone: 905-459-4776  Fax: 905-459-4347

♦ 245 Queen Street East, Unit 2
  Brampton, ON L6W 2B5
  Phone: 905-595-1669  Fax: 905-595-1670

♦ Safe Centre of Peel
  60 West Drive, Unit 110
  Brampton, ON L6T 3T6
  Phone: 905-450-4650  Fax: 905-450-5478

www.indiarainbow.org