



A Day in the Life: Abrigo's Story

ANNUAL REPORT 2018/2019



A Message from the Board Chair and Executive Director



It's our pleasure to present the Abrigo Centre's 2018/19 Annual Report, this year capturing "A Day in the Life" of our agency. The decision to theme this document as such was born out of discussions both staff and Board members had with community leaders around awareness of what Abrigo does on a daily basis.

As Abrigo approaches its 30th year, we hope this edition provides a clear snapshot of the depth and breadth of the work our 16 dedicated staff members provide each day to a growing community with increasing needs.

Over the last year, we saw a number of significant developments expand and shape the programming Abrigo provides. For example, our new Music for Life initiative drew seniors from our 240 strong Life and Hope group into a smaller circle that focuses on creating, singing, playing and enjoying music.

Abrigo also joined forces with the Portuguese Mental Health and Addiction Services at Toronto Western Hospital (TWH) to create a joint Art Therapy program. Highly successful at TWH, an overflowing roster of budding Portuguese speaking artists necessitated joining forces with another agency and Abrigo was the logical choice. Mr. Vince Nigro is the generous patron who provided his financial support to launch this program at our facility.

The issue of elder abuse continues to grow in our community. Through a federal New Horizons grant, Abrigo seniors wrote, developed and performed, to their peers and other social service agencies, a full theatre production focusing on the dangers of financial, emotional and physical abuse.

Abrigo's continued success depends on the benevolence of our community. This year's Imagine the Possibilities Gala set revenue and attendance records thanks to our sponsors and attendees. Groups and corporations like the Portuguese Canadian Walk of Fame, LiUNA Local 183, Joe's NoFrills, Lusogolf Fundraising Inc. and Viana Roofing & Sheetmetal Ltd. financially support Abrigo with unwavering generosity.

Abrigo is and forever will be the primary service provider in our community for women facing abuse issues. We are always here to help. We connect people to possibilities. And each day, we are building an active and engaged community. Thank you all for your ongoing support.



LISA MELO
Board Chair

ED GRAÇA
Executive Director

Who We Are

OUR MOTTO Connecting People to Possibilities

OUR MISSION To build community capacity in west Toronto by helping individuals and families achieve their full potential.

OUR VISION To ensure our collaborative efforts result in socially integrated and empowered individuals, families and communities.



Goals for Fiscal 2019/20

- Maintain current programs and expand our services to youth and seniors as resources allow through innovation and collaboration
- Participate in advocacy activities through collaboration and partnerships as a strong United Way anchor agency
- Maintain our current funding and build on our community fundraising and relationships
- Build on current awareness of Abrigo's impact and expand it across the GTA

Abrigo in Action Client and Volunteer Numbers (Fiscal 2018/19)



6,847	Total number of clients served (includes school outreach)
3,778	Number of clients served by the Community Development and Integration Program (CDIP)
2,371	Number of new, first-time clients to Abrigo
1,613	Number of clients served by the Youth Outreach program
838	Number of clients served by the Violence Against Women program
313	Number of clients served by the Partner Assault Response (PAR) program
248	Number of clients served by the Life and Hope Seniors group
182	Number of clients served by Parenting groups
126	Number of volunteers donating their time to Abrigo
17,405	Number of hours donated by Abrigo's volunteers



Life and Hope Seniors Group

A parade of TTC Wheel-Trans vehicles pull up to the curb in front of Abrigo in the warm morning air. More often than not, the occupants gingerly extract themselves with the assistance of the driver. At the same time, a little further up the street, the Dufferin bus drops off the first set of riders heading to Abrigo.

Over the course of the next hour, the eight round and three rectangular tables on Abrigo's second floor quickly fill up with clients in Abrigo's Life and Hope seniors group. Created nine years ago by five founding volunteers, Elisabete Dias joined the group shortly thereafter and helped it quickly become an invaluable resource for Portuguese-speaking seniors in the Davenport community.

Elisabete arrives just after 10:00 a.m. traveling around to each table to greet and check in with her peers. Elisabete plays a vital role in the day-to-day operations of the group. Well respected by other members, her duties include coordinating the activities of a kitchen that feeds anywhere from 50 to 100 clients both breakfast and lunch each day, acting as the group's meal planner for the week and, along with her husband Sergio, does the group's grocery shopping every Monday afternoon at the local Joe's NoFrills.

"It's very much like a part-time job," Elisabete says. "It's an obligation I take seriously but I feel good about helping others and making a difference in our community. Over the years some of these folks have become my personal friends."

Shortly after 11:00 a.m., preparations begin for that day's lunch and the kitchen becomes a hive of activity as the five volunteers in attendance spring into action. Elisabete dons a yellow apron with a giant red and black rooster on it. She slings a kitchen towel over her left shoulder, ready for any culinary action.



As others head out to the roof top deck to start the charcoal grill to cook hamburgers, Elisabete unwraps package after package of buns, enough to feed the 60 clients in attendance, and places them in an aluminum pan.

Life and Hope membership now totals more than 240. Women dominate the group, making up about 80 per cent. Most are widowed or divorced, living alone and a significant number are survivors of domestic abuse.

After lunch, a game of bingo begins and the team of volunteers goes back to work cleaning up the kitchen for the next day. Elisabete goes around to each table asking if anyone wants a \$2 cappuccino or espresso. When her waitressing duties are finished, she heads outside to the sun filled deck for a well-deserved break.

The 72 year old donated an incredible total of 1,020 hours of service to Abrigo last fiscal year. That includes time she donates to another program called "Seniors Helping Seniors" that provides assistance with filling out government forms and documents.

"My health is good so I'm going to keep going," she says with a smile. "I'm not ready to slow down just yet."

Open Intake Program



Abrigo counsellor Luciana Pache de Faria has come to expect the unexpected on her afternoons covering the agency's Open Intake program. Running weekdays from 1:00 p.m. to 3:00 p.m., anyone can drop-in and almost immediately talk face-to-face with a counsellor. That is an instant win for clients rather than having to wait days or sometimes weeks at other social service agencies to see a counsellor.

Over her 18 months at Abrigo, Luciana has assisted people with a wide variety of issues, everything from dealing with a hydro bill or pension issues to physical and sexual assaults.

Natalia (not her real name), a 33-year old woman originally from Brazil, is called from the Reception area and enters Luciana's office. She takes a seat at the edge of the desk. Speakers from the computer quietly fill the room with the peaceful sound of running water and chirping birds, creating a calm and relaxing environment for clients.

Natalia has lived in the Davenport community for less than a year and was unaware of Abrigo until she started to ride the Dufferin bus. It was on it that she noticed the street signage and decided to research Abrigo.

As Luciana begins a review of the programs and services available and Abrigo's history working with victims of domestic violence, Natalia's eyes are locked on the counsellor.

After a minute or two, the woman pensively places an elbow on the edge of the desk, her chin lands on her palm, and nods regularly in agreement. She acknowledges that she endured verbal and emotional abuse in a previous relationship in Brazil.

Natalia also reveals that she is out of status, has no family physician and is reluctant to go to a hospital for the reproductive health issue she is facing today. Fear of deportation is often a reason why some out of status individuals avoid institutions.

Luciana quickly goes on-line and pulls up info on a number of community health centres in the vicinity that may be able to provide the assistance needed. She prints the list and tells Natalia to begin calling to find the right place for her.

Before she leaves, Luciana offers the newcomer the opportunity to return for another appointment to address her status issue. She politely declines and heads out into the afternoon sun after about 20 minutes, content and focused only on the information she came for.





Mail Delivery

A Letter to Abrigo

Domestic violence is undoubtedly one of life's most lonely pains. Regardless of our academic background or social class, we may someday have the misfortune to recognize ourselves in an abusive relationship. For many reasons, women tend to bear this situation silently until the moment when fear takes its place at the top of all affections.

It is hard for me to state how much the Abrigo Centre has meant for me in the process that I unfortunately have gone through. The professionalism, support and welcome that I have received from my counsellor, Luciana Pache de Faria, cannot be put into words.

Mourning through suffering, we often find ourselves emotionally shortsighted and without direction. With each encounter with Luciana, I have had rest for my restlessness and a pause for my anguish.

It was as if someone had been walking parallel with me and my daughters in the chaos of my home... redoing me and aligning my thoughts. Empowering me for the fight. Giving me strength. And above all, the belief that in the future, the pain I feel today will have redemptive power, build character and shape attitudes.

I cannot imagine a more efficient assistance than the one I have blessedly received. I congratulate the Abrigo Centre and the team for its very high competence in serving our community. You are like "angels" who fix our broken pieces and for me, the absolute difference you made in my life. Keep this up, there are many women who need to renew their boldness in life with your support, with professionals as well prepared as my counselor.

Thank you Valeria Sales, you have wisely led me to the care of Luciana, I will be eternally grateful for this. I also thank Joana for her willingness to help others, you are planting good in our community.

S.A.L.
Abrigo Client

Partner Assault Response Program



A small group of men mill about the sidewalk outside Abrigo patiently waiting for the front door to open. Some make small talk to pass the time while others smoke quietly in solitude.

When the door is unlocked, they file in lining up at the Reception desk to check in. The men, of varying ages and occupations, are clients in Abrigo's Partner Assault Response (PAR) program. Each has been charged with or found guilty of assaulting a partner or former partner. The criminal justice system has mandated their participation in tonight's program.

Vilmara Lucas, co-facilitator for the class, sits on the other side of the desk. PAR clients are required to take financial ownership for their actions so as a result, they need to pay to take the class. A flurry of \$10 and \$20 bills exchange hands with Vilmara as this week's payment. Most of the men also have this week's assigned homework ready to hand in. Those without sheepishly offer Vilmara a meek excuse.

One-by-one they head down the hallway to the back meeting room. At 7:00 p.m. sharp, Vilmara gets up and relocks the door.

Many of tonight's clients are in the early intervention stream, designed to help keep them from reoffending while others are from the probation stream. It is an "open group" meaning that new participants can join at any time over the course of 12 weeks. Tonight, one individual has arrived for his first session and another is graduating from the program.

An hour earlier, Abrigo Counsellor Anderson Salvador met with Vilmara to discuss the game plan for the evening. "Tonight's lesson is number 12," he says, "domestic violence myths and the impact of substance abuse."

Back in the meeting room, 19 chairs ring the three walls facing Anderson and Vilmara. Interpreters, translating the discussion for their clients, occupy three of the chairs.

Anderson has the full attention of the group. "Anger is an emotion," he says. "Anger does not equal abuse. Domestic violence or abusive behavior is a choice that you make. The words or actions of another do not 'make' you verbally or physically assault your spouse or girlfriend. Behavior is not automatic."



Over the next two hours, questions are asked to inform and stimulate discussion. The men answer with insightful comments and often reflect back on their own situation. The message throughout the evening is clear however. Individuals are responsible for their actions and the use of alcohol or drugs is never an excuse.

The evening ends with the graduating client reading a letter all PAR participants are required to write to their victim. Although it will not be shared with that individual, the purpose is for the client to acknowledge his actions, take responsibility for them and identify the impact they have had on his partner and children.

The young man, most likely in his mid-twenties and with a straggly beard, slowly reads aloud to the group. He describes the incident in detail, fully admits his negative actions and demonstrates some heartfelt remorse.

When he's finished, the rest of the group applauds. As they begin to leave, many surround him, shaking his hand and wishing him the best of luck in the future.

Anderson and Vilmara wait until the others are finished to offer up their congratulations. With it comes a final reminder: in the future, make good choices and choose not to abuse women.

Thank You to our Donors!

Each year the generous financial support received from our funding partners, corporate donors, community groups, and individuals allows Abrigo to deliver exceptional programs and services to thousands of people and families from Toronto and around the GTA. Each gift, large or small, makes an impact on the care we provide. A heartfelt thank you goes out to everyone listed below.

FUNDING PARTNERS

Ministry of Children, Community and Social Services

United Way Greater Toronto

Ministry of Attorney General

City of Toronto – Community Service Partnerships

Employment and Social Development Canada

Catholic Children's Aid Society of Toronto University Health Network

Ministry of Seniors Affairs
Regiao Autonoma Dos Açores

CORPORATE AND COMMUNITY PARTNERS

17 Designs
AGF Investments Inc.
BMO - Bank of Montreal
BPA Financial Group
Canadian Council of Construction Unions
Canadian Democratic Community Centre
Carpenters and Allied Workers Union Local 27
Cardinal Funeral Homes
CHUM Charitable Foundation
Dixon, Gordon & Co. LLP
Flor de Sal Restaurant
G.J.F. Realty Management Inc.
Hallmark Housekeeping Services
IC Savings
Joe's No Frills Dufferin Mall
Lancaster Homes
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LiUNA Local 183
LiUNA Ontario Provincial District Council
Lusogolf Fundraising Inc.
Macedo Wine Grape Juice Ltd.
Mackenzie Investments
Maple Leaf Sports & Entertainment
MarinaSol Travel & Consultants Inc.
Maypex Investments Limited
Portuguese Canadian Walk of Fame
Royal LePage Supreme Realty
Senso Group Building Supplies
St. Clair Simply Pharmacy / Shoppers
Drug Mart Life Foundation
The Benevity Community Impact Fund
Viana Roofing & Sheet Metal Ltd.
York Lions Club



INDIVIDUALS

Ana Marques
Ana Paula Lopes
Aristides Miguel
Arnold Santos
Carlos Rocha
Carlos Valente
Cidalia Faria
Cidalia Pereira
Clare de Oliveira
Christina Jordão
Decio Alto
Diana Da Silva
Ed Graça
Edith De Melo

Elisio Jordão
Etelvina Francisco
Fernando Nunes
Francisco Leite
Francisco Silva
Francisco Varela
Gerald Luciano
Gil Amaral
Gisel Bettencourt
Humberto Carolo
Ilda Junuario
Joana Martins
Joao Trota
Jose Manuel Simeos

Kathleen Teixeira
Laura Galeazza
Lena Barreto
Lesley Neves-Azenvedo
Lisa Melo
Luciana Pache de Faria
Lures Marchao Cruz
Manuela Marujo
Manuela Soares
Maria Cristina Alves
Maria F. de Sousa
Maria Helena Da Silva
Maria Herminia Melo
Maria Ines Pimentel

Maria Jose Tavares
Maria Melo
Maria Odete Cerqueira
Mariana Godinho
Mary-Lou Dejesus
Patricia Harper
Paula Ferreira
Paula Oliveira
Sandra P. DaCosta
Sandra Gamboias
Stella Jurgen
Susan Da Cruz
Valeria Sales
Vincenzo Nigro

Abrigo Volunteers: An Unwavering Commitment to Serve

Abrigo only functions at the high level it does because of the assistance provided each day by a large group of dedicated individuals. Each one provides their time, energy and talent to make a difference for our clients. The programs and services Abrigo offers shines because of the hard work provided by our enthusiastic volunteers.

Abrigo volunteers are passionate, diligent and steadfast in their commitment to the agency. In fiscal 2018/19, 126 devoted volunteers generously give 17,405 hours of their valuable time to serve the clients of Abrigo and our community.

Thank you to all the volunteers listed below for channeling your strengths and abilities into serving the women, men and children who turned to Abrigo for assistance.



Alice Ferreira
Allyson Andrade
Amelia Moreira
Ana Maria Matos
Ana Paula D'Ávila
Andrea Domiciano
Andreia Real
Angelina Lisboa
Anna Gomes
Anthony Harker
Arlete Pamplona
Beatriz Soares
Boris Sucharov
Camilia Almeida
Carlos Melo
Carmina Pereira
Carolina Cruz de Silva
Cibele Agnelo
Clementina Santos
Cristiane Cunha
Delmira Pereira
Diamantino Vieira
Dimas Aloisio
Dina Guarda

Donzilia Veiga
Elisabete Dias
Emma DeBono
Fabiano Sales
Fatima Louro
Fatima Silva
Fernanda Couto
Filomena Parreirinha
Francisco Leite
Irene Costa
Isabel Mateus
Joana Nunes
Joao Almeida
Joao Pires
Joaquina Vieira
Jorge Palhão
Jose de Melo
Karen Young
Kelly Santanna
Larissa Rangel
Leonilde Marques
Ligia Sardo
Liliana Las Cases
Lily Melo-Graça

Lisiana Vilhalba Prestes
Lucilia Maria Maia
Lucy Carvalho
Manuel Serralheiro
Margaret Varela
Margarida Pedro
Maria Almeida
Maria de Lourdes Jesus
Mariado Carmo Freitas
Maria Isabel Pereira
Maria Isabel Semedo
Maria Luisa Campos
Maria Medeiros
Maria Melo
Maria Otilia Leite
Maria Silva
Maria Teresa Moura
Maria Zelia Tavares
Moyses Sant'Anna
Murilo Salvador
Natalia Sesquim
Natalie Torrado
Nathalia Somenzari
Nayara Ferrari

Noemia Melo
Paula Carvalho
Paulo Luis
Poliana Miranda
Pollyana A. Rangel
Priscilla Campos
Raquel Gonçalves
Rosa Codinha
Rosa Machado
Rosalina Silva
Sandy Silva
Sergio Sarmiento Dias
Sharon Weisbaum
Taina Torres
Tatiana Santos
Teresa Soares
Thaina Gonçalves
Thaiza Oliveira
Urania Silveira
Vanessa Alvim
Vilmara Lucas
Wanja Mascarenhas

Our Board and Staff

MEMBERSHIP OF ABRIGO'S Board of Directors

April 1, 2018 to March 31, 2019

Cidalia Faria
Diana Da Silva, Secretary
Humberto Carolo, Past Chair
Ilda Januario
Kathleen Teixeira
Lisa Melo, Chair
Lena Barreto
Patricia Harper
Paula Oliveira, Vice Chair
Sandra Gamboias

Abrigo Staff Members

Ana Machado
Ana Marques
Anderson Salvador
Ashley Bannon
Cidalia Pereira
Ed Graça, Executive Director
Gerald Luciano
Hugo Mestre
Karina Santos
Liliana da Cunha
Luciana Pache de Faria
Marta Santos
Marilia Dos Santos
Marisa Gomes Marques
Rosane Fernandes
Teresa Emmanuel
Valeria Sales
Vilmara Lucas

Our Services

- ▶ Community Development & Integration Program
- ▶ Comprehensive Needs Assessment
- ▶ Fathers Parenting Group
- ▶ Government form filling
- ▶ Income Tax Clinic
- ▶ Individual Counselling
- ▶ Information and Referral Services
- ▶ Newcomer Services
- ▶ Partner Assault Response (PAR) Program
- ▶ Seniors Educational & Recreational Group
- ▶ Seniors Helping Seniors
- ▶ Success by Six (Parenting Group for Mothers)
- ▶ Teens Against Gender-based Violence (TAG-V)
- ▶ Violence Against Women Counselling
- ▶ Volunteer Opportunities
- ▶ Youth Outreach Services



ABRIGO CENTRE

Statement of Revenues and Expenses

for the year ended March 31, 2019

	2019	2018
Revenue		
Funding from governments	\$ 809,700	\$ 753,167
Contributions from the United Way Greater Toronto	278,905	281,226
Fundraising and donations	235,032	227,768
Fees and other	140,576	106,801
	1,464,213	1,368,962
Expenses		
Salaries	807,822	848,871
Employee benefits	119,947	128,156
Rent	151,977	149,189
Miscellaneous program costs	90,713	44,196
Amortization on leasehold improvements	72,732	50,124
Interpretation costs	31,062	43,699
Donations and fundraising	19,286	26,408
Professional fees	16,533	11,433
Office and general	15,577	5,027
Repairs and maintenance	14,393	10,111
Insurance	14,051	13,908
Utilities	13,302	12,404
Purchased services	12,067	11,792
Telecommunications	9,958	10,292
Information technology	8,440	8,419
Direct supplies	8,272	7,724
Promotion	8,029	7,632
Staff training and travel	7,390	4,731
	1,421,551	1,394,116
Excess of revenue over expenses (expenses over revenue) before the undernoted item	42,662	(25,154)
Gain on redemption of investment	50,677	-
Excess of revenue over expenses (expenses over revenue)	\$ 93,339	\$ (25,154)

(Excerpted from Abrigo Centre's audited financial statements prepared by Dixon, Gordon & Co. LLP, Chartered Accountants with an Auditor's Report dated July 4, 2019. Full audited financial statements available upon request.)



Each day gives us the time to make a difference.
Please take a moment to donate to Abrigo today.

www.abrigo.ca



Abrigo Centre
1645 Dufferin Street, Toronto, ON M6H 3L9
Telephone: (416) 534-3434

Client Drop-in Hours: Weekdays 1:00 p.m. to 3:00 p.m.

On the Web: www.abrigo.ca Twitter: @abrigocentre
Facebook & Instagram: /abrigocentre

Charitable Number 129515284 RR0001

Front cover photo: Participants in Abrigo's Music for Life program



United Way
Greater Toronto