



TOGETHER
WE ARE STRONG AND RESILIENT

ANNUAL REPORT 2019/2020

A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

We are proud to present to you the Abrigo Centre's 2019/20 Annual Report. This year's document is a testimony to the strength and resilience we see in our clients, volunteers and our own staff members.

For many Abrigo clients the day-to-day grind of language barriers, social isolation or domestic violence makes life incredibly difficult. The COVID-19 pandemic we faced in March immediately made life a lot more difficult for our most vulnerable populations.

Suddenly the number of client job losses piled up and Abrigo had unprecedented volumes of calls looking for financial assistance. Working from home, an incredible team of Abrigo staff members assisted clients virtually, guiding people through the process of registering for government assistance or providing that weekly counselling session. Client care continued without missing a beat, their efforts proved to be simply outstanding work.

Beyond that reality, our agency had some wonderful successes over the last year. Abrigo was awarded a grant by the Ontario Trillium Foundation for \$110,000 to build a new kitchen on our second floor for the seniors in our Life and Hope group. Abrigo also started an exciting partnership with the City of Toronto and the new Rama Toronto East Gaming Centre. In exchange for the services of a small but dedicated group of Abrigo volunteers to help with bingo activities, our agency received shares in the monthly revenues from the facility. This is an excellent new initiative to generate revenue long-term for our agency.

Abrigo's continued success has always depended on the benevolence of our community partners. Each year friends of Abrigo like the Portuguese Canadian Walk of Fame Committee, Lusogolf, LiUNA Local 183 and LiUNA OPDC continue to support our agency with unwavering generosity. Their patronage knows no bounds and we sincerely thank them and many more for the commitment to making a difference for the people living in Davenport, west Toronto and across the GTA.

Each year Abrigo assists more than 6,500 clients, 745 of those are violence against women clients. Abrigo was specifically started to help these women and their children and we continue to do so today. It is the heart and soul of our work. Please know that our counsellors are always available and ready to help you, either virtually or in person, during your time of need.

Thank you for your ongoing support, generosity and assistance.



Lena Barreto
Board Chair



Ed Graça
Executive Director

WHAT YOU NEED TO KNOW

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.



ABRIGO IN ACTION

Client and Volunteer Numbers (Fiscal 2019/20)

6,564	Total number of clients served
3,488	Number of clients served by the Community Development and Integration Program (CDIP)
2,248	Number of new, first-time clients to Abrigo
1,897	Number of clients served by the Youth Outreach program
745	Number of clients served by the Violence Against Women program
348	Number of clients served by the Partner Assault Response (PAR) program
250	Number of clients served by the Life and Hope Seniors group
144	Number of clients served by Parenting groups
121	Number of volunteers donating their time to Abrigo
15,222	Number of hours donated by Abrigo's volunteers



GOALS FOR FISCAL 2020/21

- Augment and refine virtual service models to enhance program delivery to clients due to the COVID-19 pandemic.
- Enhance our current program metrics and reporting information.
- Create and implement donor-based fundraising strategies with a priority on digital opportunities.
- Recruit and retain top talent and develop succession plans for key roles.

BINGO! YOUR NUMBER'S BEEN CALLED

When the call came to Abrigo Executive Director Ed Graça's office, it was both a surprise and a most welcome invitation. Would Abrigo like to be a part of an exciting new initiative transforming the old Kennedy Rd. bingo hall into a modern gaming centre?

"In exchange for a share of the charitable proceeds, our agency would need to commit to forming a team of volunteers to assist staff at the new Rama Gaming House East with the bingo activities," said Ed Graça. "For an organization with a strong volunteer base like ours, it was an easy decision."

Charitable organizations like the Abrigo Centre are constantly looking for new sources of revenue. Government funding and traditional sources only go so far today. Philanthropic funding is a challenge with so many other deserving institutions and charities actively competing for many of the same donors.

"After an initial meeting with the City of Toronto, Abrigo soon provided all the required paperwork. I should note that any of the funds raised through this initiative is earmarked for the seniors program at Abrigo and to assist low-income clients with transportation expenses," says Ed.



Once final approval was granted, Abrigo swung into action. First, recruitment of a team of 10 dedicated volunteers started to cover at least three, three-hour shifts per month. Those volunteers then attended training provided by the Ontario Charitable Gaming Association to understand the bingo games played and capably assist Rama staff.

Abrigo ordered customized collared golf shirts as required, to identify ourselves as the charity working on site and our first volunteers assisted at Rama Toronto East on October 14, 2019. Up until the COVID-19 pandemic outbreak, it was a fun and wonderful experience for all our volunteers. We look forward to continuing this journey soon.

There are now 37 charitable gaming centres around the province and they assist approximately 2,200 charities and non-profits with their fundraising activities.



ABRIGO GIVES BACK: Supporting the United Way Greater Toronto

Fall is a special time in the Davenport community. The temperatures start to cool, leaves start turning vibrant, sun splashed colours, and Abrigo has its world-famous (well, maybe not just yet) Yard Sale in support of the United Way Greater Toronto (UWGT).

One component of the Abrigo staff's annual fundraising campaign for the United Way, it is a tradition that Abrigo clients and local residents look forward to with glee. Bargain hunters turn out in droves and buyers usually go home with a new-found treasure.

The United Way Greater Toronto and the Abrigo Centre have a long and valued partnership. The two agencies, one large, one small, have worked hand-in-hand for close to 30 years. The financial support of the United Way to our agency is critical to our success.



“I have said this many times over the years, the United Way Greater Toronto is critical to keeping our doors open to clients and fostering our ongoing success,” says Ed Graça, Abrigo’s Executive Director.

The generosity of the United Way keeps a number of our services working at peak capacity including the Community Development and Integration (CDI) program that sees close to 3,500 clients annually. Many clients in the CDI program are out of work, have low literacy levels, low English proficiency skills and are facing food insecurity, homelessness or poverty issues. Our counsellors help them fill out government supplement forms and employment insurance applications for example, and assist with a host of other income maintenance matters.



In return, each year the staff of Abrigo say thank you to the United Way by supporting the annual UWGT fall fundraising campaign. With full 100 per cent staff participation through payroll or one-time giving and a host of other fundraising activities like potluck lunches, the 2019 campaign saw Abrigo staff raise a record total of more than \$6,500.

“We are proud to be one of the United Way Greater Toronto’s Anchor Agencies. Our long relationship and strong partnership indicates the respect each organization has for the other. We could not do all the things we do without their generous financial support. Our staff fundraising campaign is just one small way we can give back and say thank you,” says Ed.

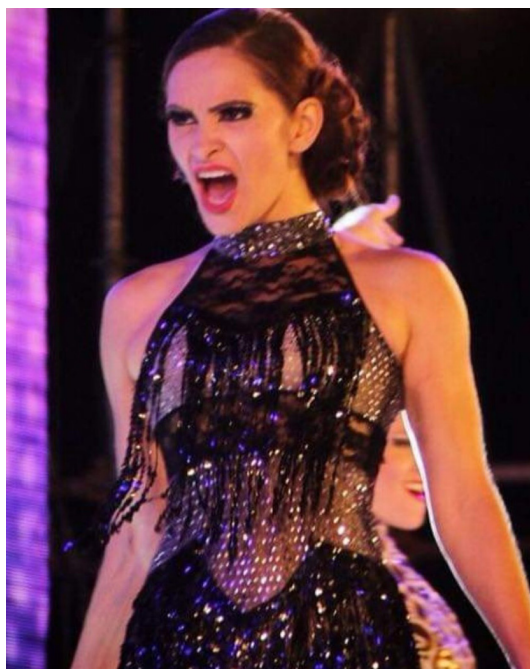
Despite the uncertainty caused by the COVID-19 pandemic, one thing is clear, the staff of the Abrigo Centre will always be there to support the United Way.

FINDING COMFORT AND HOPE FAR FROM HOME

When Margarete Andrade was growing up in Sao Paulo, Brazil, she had a special connection to the arts. Music and dance were everything to her in life. Toss in a gymnastics background and the recipe was perfect for a young woman to dream about performing for a world-renowned group like Cirque du Soleil.

Margarete eventually did start dancing professionally and received her first invitation to travel abroad when she was only 17. Part of a Brazilian dance troupe, she had the opportunity to perform in both China and South Korea.

It was in Shanghai in 2013 where Margarete first met a Canadian who would eventually become the father of her two children. A year later the couple reconnected in Korea where he was working and they spent two weeks together. Things seemed perfectly normal until a night out turned violent when her partner attacked another bar patron. “It was a scary sight, one that left me shaken,” says Margarete. “The red flags continued afterward with excessive drinking and verbal abuse.”



Upon returning to China from her trip, she found out she was pregnant. After seeing that the baby’s father lead a life of night-clubs, alcohol and drugs she decided to live life as a single mother. After their first child was born in 2014, she sent a photo to the father. He seemed uninterested in his new son, but eventually, two months later, he moved in with Margarete and the baby.

However, the pattern of drug and alcohol use continued, as did the verbal and emotional abuse. One night he physically assaulted Margarete. It would become a long-standing pattern in their relationship.

The relationship over the next five years was a rocky one, with never ending disappointments and manipulations. Eventually a second child was born and Margarete and her children found themselves in Canada with their father. “I think all along, his strategy was to get me to move to Canada even though he knew I didn’t want to come. My career, friends and life was in China. I felt empowered, supported and fulfilled there.”

In March 2019, Margarete was assaulted once again and she finally called the police. They proved to be supportive and provided a referral that helped Margarete connect to Abrigo. That’s when her life began to turn around. Margarete was assisted with individual counselling sessions. She was connected to Legal Aid Ontario and is currently being assisted by family and immigration lawyers. She has made new friends, joined a community church and started to believe that she could build a new life in Canada with her children.

“I would be totally lost if Abrigo was not in my life,” she says. “Abrigo has been a wonderful source of emotional support and guidance. I’ve learned to be more assertive and knowledgeable about my rights. I am telling my story today to help other women. There is a path to escape the abuse. And I could not have a better counsellor to work with.”

Luciana Pache de Faria, Margarete’s counsellor at Abrigo, has seen a remarkable change in the young woman. “She’s an amazing mother; calm, caring and affectionate. Despite facing adversity alone, her concerns about providing the essentials for her children like food and diapers, she is a person of faith and optimism. She sees hope in every situation. She has become a brave and strong woman over the last year. I couldn’t be happier for her and her family.”

IN THEIR OWN WORDS:

My Long Journey to Abrigo

by Ali Mawani

I was born in Dar-es-Salaam, Tanzania, which is 600 km north of the Mozambique border. My family moved to Kenya when I was 10 years old. Many of my early years in school were in that beautiful country.

After I finished school, I worked as a pilot for an airline co-owned by three East African countries, Kenya, Tanzania and Uganda. After a number of years, I immigrated with my family to Canada in 1976 but was unable to find work with any airline because the industry was in the grip of a severe recession.

I began buying African art in Tanzania and Mozambique and selling it in Canada. The income, while not significant, was sufficient to bring up my family comfortably. Eventually, the onset of arthritis prevented me from traveling long distances and I could not continue the business that I loved.

Approaching retirement, I applied for my old age security (OAS) pension on two occasions without success. This was probably owing to my own lack of understanding of exactly what information was required for the application.

I then went for help with reapplication to a private immigration service in Toronto. They recommended I turn to Abrigo. On arrival at Abrigo, I was treated with the utmost respect and given an appointment to see Martina, one of the agency's counsellors.

I was particularly impressed with her willingness to consult an expert on OAS matters on many occasions. The application we submitted was approved almost immediately. I received 11 months of retroactive payments. The Abrigo experience made a tremendous difference to my life and I am now able to pay my living expenses comfortably.

There is only one word for my experience at Abrigo. That word is 'Amazing!' The professional respect and attention I received from Martina was highly appreciated. To the people considering visiting Abrigo to seek assistance I have only one message: "Do not hesitate! Go see them without delay!"

Finding the Support and Guidance I Needed

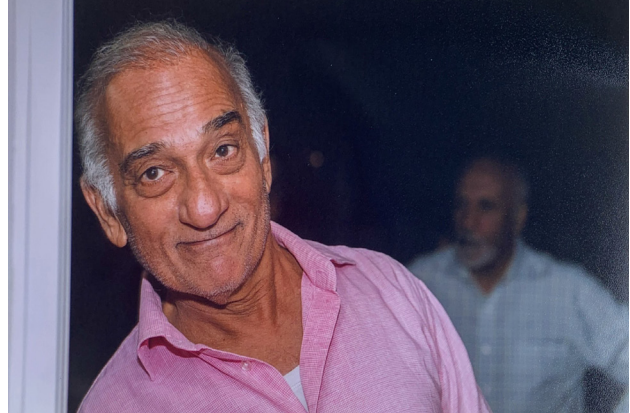
by Tanya

Even though I am only 27, I have been going to Abrigo for a few years now. I started going because of low self-confidence and thinking negatively about myself most of the time. Going through life was often difficult for me.

I've been fortunate to work with my counsellor Liliana, who has been very helpful and friendly to me. Throughout my time at Abrigo, I have gained a lot of self-confidence and now I am very confident and I have a much more positive mindset.

The support provided by Abrigo has really helped me in my life with being able to express my emotions and just talk about all the things going on. Sometimes it is hard to find someone that can just sit down with you, talk to you and listen. This has really made a difference for me and has taught me ways in which I can deal with things better.

Abrigo has been great and Liliana has been a wonderful counsellor. I am very grateful to have her support and that of the Abrigo Centre. Thank you!



THANK YOU TO OUR FUNDERS AND DONORS!

The generosity of our funders and donors allows Abrigo to deliver exceptional programs and services to thousands of individuals and families each year. From government ministries to corporate entities to individual donors, their belief in the work we do translates to better outcomes for our clients. Each gift, large or small, makes an impact on the care we provide. Abrigo extends a heartfelt thank you 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
 Ontario Charitable Gaming Association
 University Health Network
 Regiao Autonoma Dos Acores



Corporate and Community Partners

17 Designs
 BPA Financial Group
 Canadian Council of Construction Unions
 Cardinal Funeral Homes
 Carpenters and Allied Workers Union Local 27
 Charities Aid Foundation of Canada
 CHUM Charitable Foundation
 Europa Catering
 Fidelity Investments Canada ULC
 Flor de Sal Restaurant
 Hallmark Housekeeping Services
 Hoffman – La Roche Ltd.
 Holland Bloorview Kids Rehabilitation Hospital
 Limen Group Ltd.
 LiUNA Local 183
 LiUNA Ontario Provincial District Council
 Lusogolf Fundraising Inc.
 Mackenzie Investments
 Mena Art Animation and Design Productions
 Portuguese Canadian Walk of Fame
 Royal Bank of Canada
 Royal LePage Supreme Realty
 St. Clair Simply Pharmacy / Shoppers Drug Mart Life Foundation
 The Benevity Community Impact Fund
 Viana Roofing & Sheet Metal Ltd.
 York Lions Club

Individuals

Ana Marcos	Francisco Silva	Liborio Lovecchio
Ana Paula Lopes	Francisco Varela	Lisa Melo
Ardjan Izeti	Gerald Luciano	Luciana Pache de Faria
Arnold Santos	Hilario Luis	Lures Marchao Cruz
Carlos Costa	Humberto Carolo	Manuela Marujo
Carlos Rocha	Ilda Junuario	Maria Cristina Alves
Carmina Pereira	Irene Regalado Graça	Maria Coelho
Celestino Luis	Iria Bracelos	Maria Fernanda de Jesus
Cidalia Faria	Joao de Azenvedo	Maria Ines Pimentel
Cidalia Pereira	Martins	Maria Jose Tavares
Decio Alto	Jamie de Bem	Maria Melo
Diana Da Silva	Joao Trota	Maria Odete Cerqueira
Ed Graça	Jose Manuel Simeos	Mariana Godinho
Edith De Melo	Kathleen Teixeira	Mary-Lou Dejesus
Elisio Jordao	Kiera Royle	Odette Medeiros
Eugenio Mendes	Laura Galeazza	Patricia Harper
Fernando Nunes	Lena Barreto	Paula Oliveira
Francisco Leite	Lesley Neves-Azenvedo	Ricardina Nogueira



Rosa Clementino	Susan Da Cruz
Sandra Gamboias	Valeria Sales

ABRIGO VOLUNTEERS: Serving with Compassion and Care

Abrigo volunteers come from different cultures and backgrounds. Newcomers or life-long residents, young or old, they carry with them one common trait. All have the desire to serve our community with compassion and care.

Each provides their time, energy and talents to make a difference for Abrigo clients. Abrigo's programs and services only function at the high level they do because of the assistance of our volunteers.

Abrigo volunteers are passionate and steadfast in their commitment to the agency. In fiscal 2019/20, 121 devoted volunteers generously gave 15,222 hours of their valuable time to serve the clients of Abrigo and our community.



Thank you to all listed below for your unwavering support and assistance!

Allyson Andrade
Amelia Moreira
Ana Laura Cardoso
Ana Maria Matos
Andrea Salgado
Andreia Real
Antonio Louvado
Anthony Harker
Aurora Pereira
Carlos Alberto Melo
Carolina Cruz
Cecilia Gomes
Cibele Agnelo
Delmira Pereira
Derek Wigglesworth
Diamantino Vieira
Dianne Fatima Oliveira
Dominic Martins
Donzilia Veiga
Elisabete Dias
Ethan Czekalla
Fabiano Sales
Fatima Silva
Fernando Couto
Filomena Estrela de Sousa
Filomena Parreirinha
Francisco Varela
Ilda Pedro
Iria Barcelos
Jack Case
James Fell

Joana Filipa Nunes
Joaquina Vieira
Joseph Vretenar
Karen Young
Kelly Santanna
Kelly Sarmento de Oliveira
Kitty Verissimo
Kimberly do Nascimento
Leonilde Marques
Ligia Sardo
Lily Melo-Graça
Lisiana Vilhalba Prestes
Luana Da Silva
Lucilia Maria Rodrigues Maia
M. da Luz Ferreira
M. Isabel Pereira
M. Jesus Machado
M. Norberta Oliveira
M. Silvina Costa
Manuel Serralheiro
Margaret Varela
Margarida Pedro
Maria Alice Brites Rumor
Maria de Lourdes Jesus
Maria Isabel Semedo
Maria Medeiros
Maria Silva
Maria Teresa Moura
Maria Zelia Tavares
Moyses Sant'Anna
Murilo Salvador

Natalia Medeiros
Natalia Sesquim
Natalie Torrado
Nathalia Somenzari
Nayara Ferrari
Noemia Melo
Paulo Luis
Poliana Miranda
Pollyana Albuquerque Gomes
Regina Jordao
Ricardina Nogueira
Rita Da Eira
Rosa Codinha
Rosa Machado
Rosana De Rezende
Samantha Galego
Samantha Graça

Sergio Sarmento
Sharon Weisbaum
Suelly Rico
Suzy Pereira
Teresa Cristina Paixao Costa
Thaina Goncalves
Thaiza Oliveira
Theo Sucharov
Tim Mah
Trevor Philips
Urania Silveira
Vanessa Alvim
Wanja Mascarenhas
William Tessier
Xahder Chin
Yolanda Caruso
Zoe Lorusso



ABRIGO'S BOARD AND STAFF

Board of Directors

April 1, 2019 to March 31, 2020

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

Abrigo Staff Members

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

OUR SERVICES

Community Development & Integration Program
Comprehensive Needs Assessment
Government form filling
Fathers Parenting Group
Income Tax Clinic
Individual Counselling
Information and Referral Services
Newcomer Services
P.A.I. (parenting group for fathers)
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 Operations

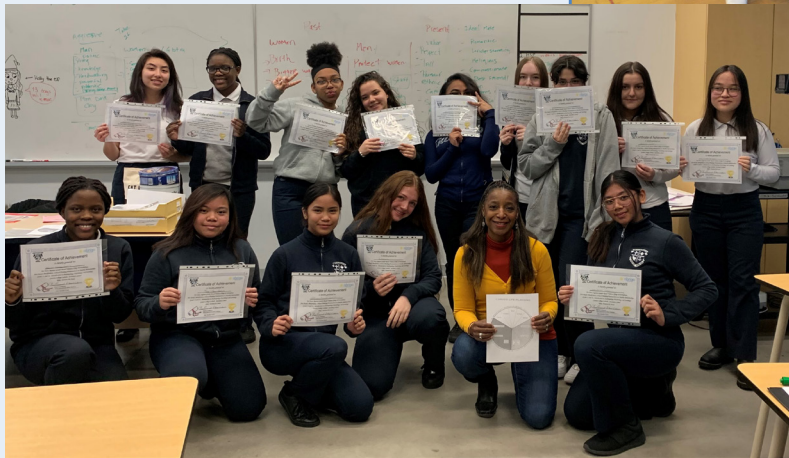
For the year ended March 31, 2020

	2020	2019
Revenue		
Funding from governments	\$ 783,468	\$ 809,700
Contributions from the United Way Greater Toronto	278,905	278,905
Fundraising and donations	185,106	235,032
Fees and other	148,841	140,576
	1,396,320	1,464,213
Expenses		
Salaries	833,657	807,822
Employee benefits	118,103	119,947
Rent	165,904	151,977
Program delivery	66,340	90,713
Amortization of leasehold improvements	34,799	72,732
Interpretation costs	53,767	31,062
Donations and fundraising	3,638	19,286
Professional fees	11,433	16,533
Purchased services	15,776	12,067
Office and general	9,486	15,577
Insurance	15,241	14,051
Repairs and maintenance	14,797	14,393
Information technology	14,673	8,440
Utilities	11,980	13,302
Telecommunications	6,372	9,958
Direct supplies	7,166	8,272
Promotion	5,965	8,029
Staff training and travel	4,365	7,390
	1,393,462	1,421,551
Excess of revenue over expenses before the undernoted item	2,858	42,662
Gain on redemption of investment		50,677
Excess of revenue over expenses	\$ 2,858	\$ 93,339

(Excerpted from Abrigo Centre's audited financial statements prepared by Dixon, Gordon & Co. LLP, Chartered Accountants with an Auditor's Report dated June 25, 2020. 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



Designed by: Mena Nunes, MAAD Productions

Abrigo Centre

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Client Drop-in Hours: 1 p.m. to 3 p.m.
On the Web: www.abrigo.ca Twitter: @abrigocentre
Facebook & Instagram: /abrigocentre

Charitable Number 129515284 RR0001

Front Cover photo: United Way Fall Day of
Caring with Sanofi Pasteur



United Way
Greater Toronto

