



United Way
Greater Toronto
FUNDED AGENCY

2023 – 2024

ANNUAL REPORT

年報

BÁO CÁO THƯỜNG NIÊN
TAUNANG ULAT

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History

Support Enhance Access Services Centre (SEAS) was established in 1986 to serve primarily the Southeast Asian population settled in the Regent Park area as a result of the influx of immigrants and refugees arriving in Canada in the years before. It was then known as South East Asian Services Centre, and was funded by the Metro Toronto Housing Authority, Children's Aid Society and the Public Health Department of the City of Toronto. The first Annual General Meeting was held and the first Board of Directors was elected in October 1987.

Initially, SEAS employed only one full-time worker and provided only settlement service and family life education with seconded staff from the service agencies in the neighborhood. Subsequently, services were expanded to respond to the rising needs of the community. New programs such as domestic violence prevention, crisis intervention, family counselling, community and volunteer development, seniors and youth services, mental health promotion, as well as cultural and recreational activities were implemented. Our focused communities have also expanded from the Southeast Asian community to other ethnic groups.



SEAS underwent dramatic changes in 1995. During the year, it became a member of the United Way of Toronto, and established its first branch office at East Chinatown of Toronto.

In 2001, SEAS reached another milestone by changing its name to Support Enhance Access Services Centre to reflect more appropriately its services and clientele groups. The next year, SEAS added an office location in North York. In 2009, it expanded its services to the City of Markham.

In response to perpetual rising community needs, the S.E.A.S. Foundation was established in 2013 to help SEAS to raise fund to fill service gaps.

A major milestone was reached in 2016 as SEAS purchased its first own business premises. The location has since become the Administration Office and Scarborough Service Centre of the agency.

The COVID-19 pandemic from 2020 to 2022 posed an unprecedented challenge. Despite the difficulties, we remained committed to safely providing essential in-person services. This experience was a pivotal moment for us, teaching valuable lessons that changed our approach to work and social interactions. As we move forward, we emerge as a more resilient and effective agency.

Today, SEAS is a multi-services non-profit organization that renders support to all people in need, regardless of their ethnicity, nationality, gender, race, religion, age or sexual orientation. Our focused community groups are Chinese, Vietnamese and Filipino.



Mission

SEAS Centre is a charitable social services agency promoting individual well-being, enhancing family harmony, and facilitating community integration in all walks of life through inclusive, accessible, and quality services and programs.

S – Support Community and vulnerable groups

E – Enhance Family harmony and resiliency

A – Access Opportunities and resources

S – Services People of all backgrounds and needs of all ages

Objectives

1. To enhance family lives and harmony among all groups in the community through inclusive and accessible programs.
2. To play a contributive role in the building of strong and resilient communities through promoting and facilitating participation and integration of the people.
3. To protect the well-being and strengthen the capacity of self-reliance of the vulnerable groups in the community.

Vision

We envision an inclusive and welcoming community that supports and enables the integration of newcomers, immigrants, and people with special needs into Canada – a home where everyone can flourish and contribute meaningfully.

Joint Message from the President and Executive Director

September 20, 2024

As we look back on our first year—mine as President and Richard continuing his essential role—we feel proud and hopeful for the future.

This year marks 38 years of dedicated service by the S.E.A.S. Centre to vulnerable communities across the Greater Toronto Area. Our consistent leadership over the years has been crucial to our success, helping us navigate through challenges and celebrate achievements with resilience and commitment.

The recent COVID-19 pandemic was a major challenge, but now that it's behind us, we have a chance to focus on the future. Despite the reduction in COVID-related grants and subsidies over the past two fiscal years, we have successfully improved our revenue and maintained a balanced budget for the 2023–2024 fiscal year. This accomplishment underscores our ability to adapt and stay resilient.

In this year's annual report, I want to acknowledge Richard, our Executive Director, who is retiring. As we prepare for this leadership transition, it's important for us to ensure continued growth and address new challenges. This change will help us build on our achievements and adapt to future opportunities.

As we approach this transition, we are confident that the agency is ready to welcome a new Executive Director. This is a significant moment in our agency's history, and we are committed to supporting the new leader in achieving our shared goals.

Finally, I want to thank everyone who has been part of this journey. Your dedication and hard work have been key to our success. As we start this new chapter, I am excited about the future and confident that, together, we will continue to build on our strong foundation and reach new heights.



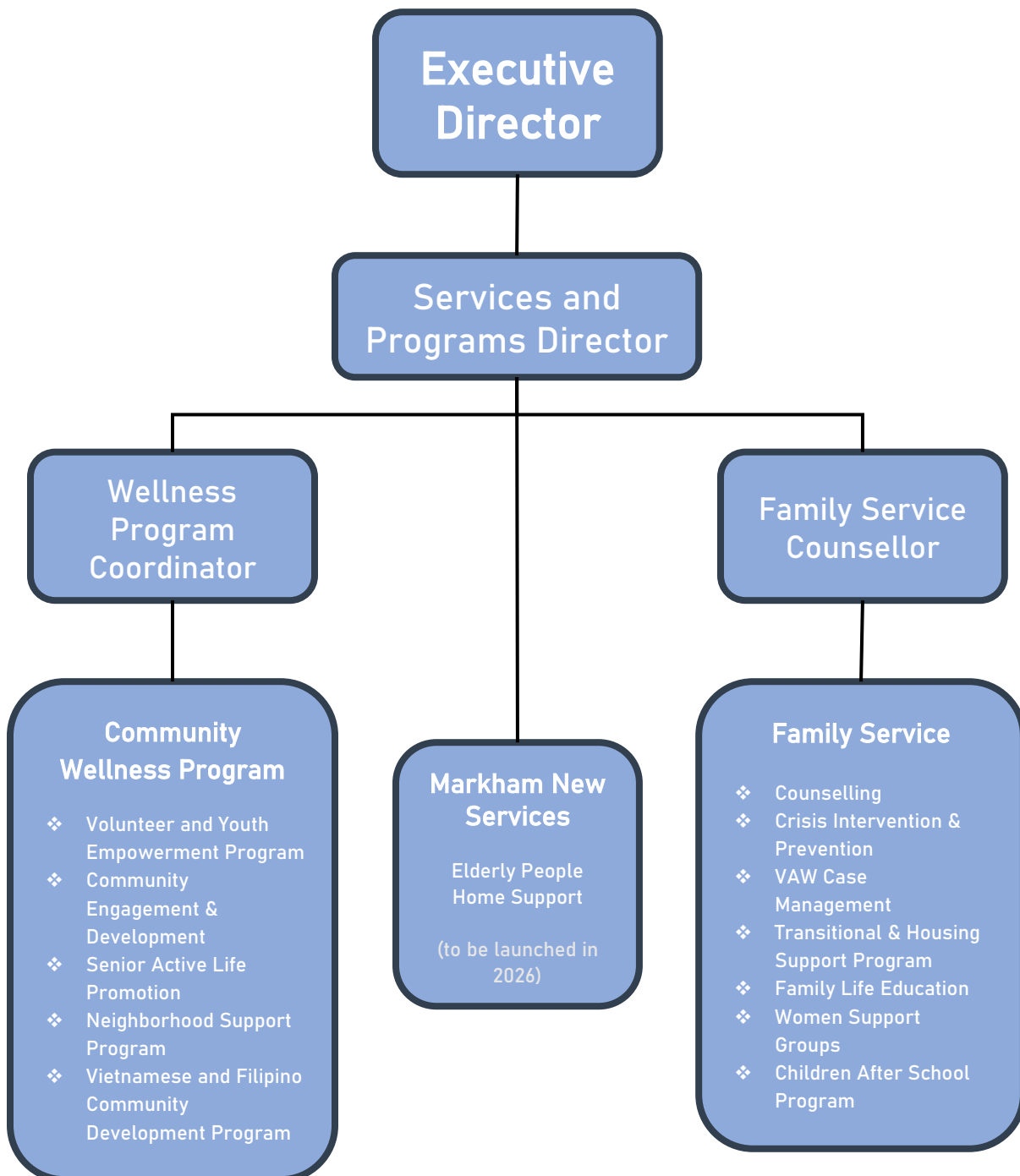
Connie Lung
President



Richard Lee
Executive Director



S.E.A.S. Centre Organization Chart



SEAS Centre

Board of Directors & Advisors

2023 – 2024

We warmly thank and acknowledge the SEAS Centre Board for their unrelenting dedication and invaluable contribution in shaping and supporting the mission, goals, and strategic directions of the Agency. They have helped ensure that SEAS fulfils its mission, is responsive to the social needs of the community, and maintains fiscal viability.

Patrons

Hon. Dr. Vivienne Poy – Senator (Retired) Ms. Barbara Hall

Advisory Council

Chair: Irene So

Legal Advisor: Herman Pat Scott Au

Advisors:

Dennis Auyeung Wilbert Lai Rebecca Lee Kenny Wan Yuen May Wong

Service Board Directors (2023 – 2024)

President: Connie Lung

Immediate Past President: Grayson Lew

Vice-President & Chair of Human Resources Committee: Winnie Kwan

Vice-President & Chair of Program Committee: Steve Sum

Treasurer & Chair of Finance Committee: Clarence Li

Secretary: Candy Chan

Board: Don Ho Michael Ho Ben Lo Xiqin Li
Jennifer Hua Robert Yu Yan Chen



SEAS Foundation Board of Directors

2023-2024



Board Members:

Chair:	Michelle Chu			
Vice-President & Treasurer:	Edmund Tin			
Vice President & Legal Advisor:	Scott Au			
Vice-President:	Sophia Sun	Shirley Li	Jade Wang	Stone Yu
Secretary:	Rebecca Lee			
Directors:				
David Chau	Teresa Chu	Helen Hu	Grayson Lew	Tony Liu
Ben Lo	Amy Lu	Connie Lung	May Ly	Lili Jiang
Maggie Jiang	Minnie Jiang	Christina Tao	Peggy Tse	Mia Zhang

SEAS Centre Staffs

Executive Director:	Richard Lee			
Services and Programs Director:	Jennifer Kwan			
Wellness Program Coordinator:	Damita Lee			
Counsellor and Community Workers:				
Charlie Li	Nhu Le	Melody Liang	Rosetta Lucente	Liem Nguyen
		Ling Ta	Celia Yu	Shan Zhao
Student Workers:				
Christine Chen	Heidi Chung	Ellah Dong	Natalie Huang	Isaac Leung
Michael Li	Kyle Liang	Veronica Luc	Liam Shen	Jeffery Wong

Service Reports

Family Service

Our Family Service encompasses three key components aimed at promoting family well-being and providing essential support. This report outlines these components and showcases our accomplishments during the 2023–2024 period.



1. **The Violence Against Women (VAW) Counselling:** This component offers community-based counselling, support, and referral services for women and their dependents who have experienced physical and/or sexual abuse. Our mission is to empower them to live free from violence, helping them create personal safety plans to ensure immediate protection and prevent future harm.
2. **The VAW Transitional and Housing Support (THSP):** This component provides transitional and housing assistance to women and their dependents who have experienced abuse. We connect them with vital community resources and help them secure and maintain safe housing. Our team collaborates closely with these individuals to create personalized transitional support plans and safety strategies.
3. **The Family Life Education:** This component fosters family harmony through various educational programs and peer support initiatives. These include workshops on relationship and parenting topics, support groups, individual and family counselling, and after-school programs.



Prevention is crucial to the success of our program. In 2023–2024, we took initiatives to raise awareness about gender-based violence and human trafficking with support from local community agencies. Our outreach focused on densely populated areas, such as Toronto Community Housing estates and St. Jamestown rental apartments. We took proactive measures to educate teenagers and engage communities with traditionally conservative views on women's issues, fostering open dialogue and understanding. During the year, we achieved:

Counselling	921 sessions / 231 individuals
Transitional & Housing Support	434 sessions / 212 individuals
Educational Workshops	16 sessions / 409 participant times
Mutual Support Group Sessions	115 sessions / 1235 participant times
After School/Children Programs	200 sessions / 2233 participant times

Our Family Service is committed to improving the well-being of individuals and families in our community. Through counselling, transitional support, educational programs, and community involvement, we strive to create a safer and more harmonious environment for everyone. We are excited to continue making progress and achieving positive results in the years to come.

Service Reports

Community Wellness Program

The Community Wellness Program is a comprehensive initiative focused on improving the well-being of our diverse community by addressing poverty, promoting self-reliance, and strengthening community capacity. This report details the five core components of the program and summarizes the impact made in each area.

- 1. **The Neighborhood Support Program** works to remove barriers, encourage community participation, and reduce social isolation, particularly for newcomers, refugees, and immigrants. We provide a variety of services, including information and referrals, interpretation and translation, assistance with applications for affordable housing, immigrant status, and personal identification documents, as well as supportive counselling to help individuals navigate daily challenges. Additionally, we offer financial empowerment services for low-income individuals, such as assistance with applying for social welfare and income benefits, tax filing support, and financial counselling or problem-solving. During the year, we provided:

Individual Support Sessions	2375 sessions / 572 participant times
Educational Workshops	21 sessions / 500 participant times
Income Tax Supports	315 returns

- 2. **The Community Development and Volunteer Program** emphasizes community engagement, capacity building, resource sharing, and volunteer development. We partnered with local organizations to host community events, advocate for equity and access, promote health and safety, and support social development initiatives. During the year, we achieved:

Community Events	12 sessions / 1095 participant times
Interest and Hobby Groups	246 sessions / 2263 participants
Volunteers	12 volunteers contributing 432 hours

Major Community Partners:

Auntie Amal Community Centre, City of Markham Canada Day Working Group, D'Care Foundation, Migrante, Regent Park SDP Network, South Riverdale Community Events Working Group, St. Jamestown Corner, Toronto Police Service – Chinese Community Consultative Committee, York Region Mental Health Network, etc.



Service Reports

Community Wellness Program

3. The Youth Community Development Program promotes community involvement, leadership development, and life skills while creating employment and volunteer opportunities for young people. Over the past year, 68 youth participated in life skills training and contributed a total of 1284 volunteer hours. During the summer, we hired 9 full-time youth workers (ages 16 to 21) for a total of 2520 working hours.
4. Our Seniors Program is dedicated to helping seniors and retirees stay active, healthy, and involved in the community. This initiative fosters intergenerational connections and offers support through technology training, health discussions, and hobby groups. We also provide reassurance calls and facilitate mutual support groups. With the funding from Community Investment Fund by the York Region, we distributed items to seniors to promote home and road safety. During the year, we conducted:

Technology Devices Training	115 sessions / 1056 participants
Interest Groups (virtual)	281 sessions / 6050 participants
Interest Groups (in-person)	337 sessions / 3201 participants
Distributed home and road safety items to	200 households

5. The Filipino Community Development Program assists Filipino youth, adults and seniors in various aspects of their lives, including life skills development, human rights & labor rights advocacy, newcomers support at school and workplace, heritage celebration, and community engagement. We offer supportive counselling for everyday life challenges, engage in social movements, support symposiums in raising awareness on human rights issues, organizes educational workshops and recreational activities, etc. Recently we have been collaborating with many community partners and Filipino grassroots organizations. Over the year, we achieved the following activities:

- ✓ Provided 47 sessions supportive counselling and guidance to 31 individuals
- ✓ Facilitated the Filipino International Students' Forum hosted with 31 participants
- ✓ Engaged 15 volunteers to support the program activities with 73 hours of volunteer work completed
- ✓ Organized 63 sessions of program for 490 participants
- ✓ Organized 2 heritage events with 115 participants
- ✓ Organized 25 community group sharing sessions
- ✓ Facilitated 8 outreach sessions



Financial Statements

Statement of Operations and Changes in Net Assets 2023/2024

	2024	2023
REVENUE		
Grants	\$ 616,932	\$ 596,433
Government of Canada		
Service Canada - Canada Summer Job	\$ 43,617	\$ 64,759
New Horizons for Senior Program	20,867	25,000
Province of Ontario		
Ministry of Children, Community and Social Services	242,210	202,718
Ontario Community Seniors Grant	18,982	-
City of Toronto		
Community Service Partnership	93,495	79,551
Filipino Micro Grant	12,760	-
Artscape Fund	-	5,000
Toronto Community Housing Corporation	93,937	85,727
TNO	-	14,572
City of Toronto Charity Rebate	5,979	-
Others		
Canadian Women's Foundation	34,265	58,995
SEAS Foundation Allocation	20,000	-
Agincourt Community Services Association	2,880	58,257
City of Markham	4,480	1,854
York Region - Community Investment Fund	15,000	-
Summer Camp and Other Program Income	8,460	-
United Way Greater Toronto	113,022	113,022
Fundraising and Donations	31,023	72,995
Member and Participation Fees	18,672	28,858
Interest and Other Income	8,714	2,728
	<u>788,363</u>	<u>814,036</u>
EXPENSES		
Salaries and Benefits	514,101	588,237
Rent and Building Occupancy	97,119	94,160
Program Expenses	82,062	49,106
Professional Fees	29,596	29,910
Office and General	26,889	30,818
Occupancy Costs - Owned Premises	14,237	9,248
Promotion and Publicity	208	808
Fundraising Costs and Donations	12,843	2,824
Mortgage Interest	2,879	3,124
Staff Travel and Training	1,081	2,460
Amortization	10,683	11,660
	<u>791,698</u>	<u>822,355</u>
Excess of Revenue over Expenses from Operations	(3,335)	(8,319)
Other Income		
Capital Contribution Recognized	3,518	3,518
Canada Emergency Wage Subsidy	-	7,460
	<u>3,518</u>	<u>10,978</u>
Excess of Revenue over Expenditures	\$ 183	\$ 2,659
Net Assets, Beginning of Year	<u>333,204</u>	<u>330,545</u>
Net Assets, End of Year	<u>333,387</u>	<u>333,204</u>

Acknowledgements

Patrons:

Hon. Dr. Vivienne Poy – Senator (Retired)

Ms. Barbara Hall

Life Members:

Au, Poly	Duong, Nga Khanh	Li, Lucy	Tang, Tony
Au, Scott	Feng, Le Yong	Li, Shirley	Tao, Christina
Auyeung, Emily	Guan, Ron	Li, Steven	Tin, Edmund
Au Yeung, Rita	Han, Lau Kit	Lin, Kam King (Daisy)	Tran, Que Thuong
Bunnat, Yin	Ho, Don	Lin, Nan	Tran, Xao Khanh
Butany, Gulab	Ho, Michael	Liu, Michael	Truong, Anh Lien
Cao, Ruth	Hong, Kitty	Lo, Ben	Truong, Muoi
Chan, Bill	Hu, Helen	Lok, Patrick	Tse, Elliot
Chan, Carol	Huang, Hui Chao	Lor, Mary	Tse, Peggy
Chan, Ching Lai	Huang, John	Lu, Mei Lin	Wan, Haddy Mei Chu
Chan, Ellen Kit Wing	Huang, Kenny	Luk, Tony	Wan, Mary Wan, Peter
Chan, Grace	Hui, Alfred	Lung, Connie	Wang, Jade
Chan, Ha Ling	Huynh, Van Thi	Luong, Sai Chau	Wang, Yang Hai
Chan, Kam Ying	Jorge, Tony	Ly, A Tien	Weng, Mary
Chan, Sau Chun	Kan, Carol	Ly, Elton	Wong, Fion
Chan, Siu May	Kuang, Wenqiu	Ly, My	Wong, Jean
Chan, Sugar	Kwan, Crystal	Ly, Peter	Wong, Linda
Chan, Sui Han	Kwan, Winnie	Man, Alice	Wong, Rosalee
Chau, Helen	Kwok, Jenny	Man, Wing Y.	Wong, Shuet-Mui
Chau, Mimi	Lacatusu, Ion	Ng, Dorothy	Yang, Bao Zhu
Chau, Minh Tai	Lai, Eddy	Ng, Stella	Yang, Maggie
Chen, Sherry	Lai, Wilbert	Ngai Hui, Suk Ying	Yeung, Doris
Chen, Tracy	Lau, Peter	Nguyen, Thi Tuyet Lan	Yim, Francis
Cheung, Hiu Tan	Lau, Soi Keng	Rubio, Carlota	Yip, Anna
Cheung, Joyce	Law, Margaret	Seto, Rita	Yu, Arthur
Cheung, Sandy	Le, Van Tu	Shi, Kiki	Yuan, Alex
Choi, Tim	Lee, Henry	Sin, Fatima	Zeng, Rui Ling
Chou, Kook Wai	Lee, Rebecca	Siow, Gin	Zhang, Celine
Chu Ching, Luke	Lei, Yueh Yu	So, Johnny	Zhang, Mia
Chu, Michelle	Leung, Mei	Sun, Sophia	Zhang, Wei Yan
Chu, Teresa	Leung, Parker	Sung, Oichi	Zheng, Jin
Chu, Tiana	Lew, Grayson	Tam, Hon Kiet	Zheng, Ye
Chui, Lilian	Li, Anny	Tam, Philip	Zhou, Song Zhu
Chung, Gina	Li, Clarence	Tan, Susan	Zhu, Jian Shong
Chung, Yuk Ling	Li, Lawrence Man Kin	Tang, Sally	劉文韜
Dong, Doreen	Li, Liliaceae	Tang, Teresa Ming Seen	周瑞華



Acknowledgements

2023 – 2024 SEAS Volunteers

Aliza	Huang, Natalie	Ren, Blue Zhongyuan
Alquinto, Al Quinn	Huang, Vivian	Ru, Aiping
Babar, Anaya	Isabel	Sabit, Hannah
Blahuta, Olivia	Isayev, Orhan	Sadac, Gecy
Cai, Roxanne	Khadka Abhaya	Sasikaran, Swarnan
Cao, Catherine	Kwan, Jennifer	Shen, Liam
Cegielski, Christian	Kwari, Laizah	Shoto
Chan, Charlotte	Lam, Fanny	Si, Yi
Chan, Joshua	Lee, Oskar	Silverio, Thomas
Chapman, Ethan	Li, Eason	Su, Victoria
Chen, Alaina	Li, Hazel	Sun, Crystal
Chen, Hong	Li, Joyce	Sung, Oichi
Chen, Jasmine	Li, Xi Qin	Thavaseelan, Ajushan
Cheng, Austin	Liang, Feng Zhu	To, Tiffany
Cheung, Valerie	Lin, Angie	Trieu, Jayden
Choi, Kody	Lin, Anne	Tsang, Ella
Choy, Chloe	Lin, Jesica	Vaz, Nathan
Chung, Heidi	Lin, Johnny Kunye	Wei, Seth
Chung, Jessica Wai Ka	Liu, Christina	Wong, Daisy Pun Hing
Coffey, Liam	Liu, Louisa	Wong, Ho Lun
Damji, D'Asia	Luc, Veronica	Wu, Lucy
De Guzman, Sophia	Luo, Yoyo	Yang, Geoff
Diep, Kelly	Luo, Edward	Yang, Simon
Estanol, David	Ma, Bettina	Yang, Vanessa
Fung, Adrien	Ma, Leanna	Yu, Celia
Fung, Alex	Maban, Wilma	Zhang, Haimu
Guo, Emma	Manalang, Waynes	Zhao, Lynsay Qufei
Gurung, Dhondup Tsering	Mijares, Katrina	Zhen, Cui Ying
He, Andrew	Nirmal, Disha	Zhong, Jasmine
He, Bryan	Phung, Benny	Zhou, Wasabi
He, Jacky	Pu, Qian	Zhu, Christine
He, Sunny	Ren, Abby Yutong	

We Regret any omission that may have occurred.

Activity Highlights



SEAS Charity Gala 2023



Charity Golf Tournament



Filipino International Students' Forum



8 km Walk-A-Thon



Cultural Sharing Session in North York



SEAS Senior Interests Group



*Regent Park Community Animators
Onboarding Session*



Volunteers on Canada Day in Markham



Filipino Community Program



SEAS Summer Festival in Markham



Women Empowerment Workshops



Lunar New Year Luncheon



Art Exhibition at Aaniin Community Centre

S.E.A.S. AND YOU
...
FOR A BETTER TOMMOROW

SEAS Centre Office Locations:

Scarborough
Head Office

328-4168 Finch Avenue
East,
Toronto,
Ontario, M1S 5H6

(416) 519-5320
(416) 362-1375

Regent Park
Centre

50 Regent Park Blvd.,
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Ontario, M5A 0L5

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(416) 360-0477

North York
Centre

3907 Don Mills Road,
Toronto,
Ontario, M2H 2S7

(416) 490-6491

Markham
Centre

32 South Unionville Ave,
Unit 2036 & 2038,
Markham,
Ontario, L3R 9S6

(905) 305-1808

Contact Us



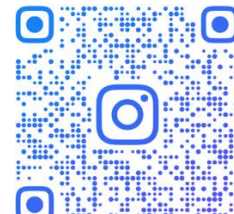
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www.youtube.com/user/SEAScentre

