



COMMUNITY IMPACT REPORT



2024-2025

We acknowledge that the land on which we gather, and on which Indus Community Services operates, is part of the following Treaty Lands; Treaty 3 $\frac{3}{4}$ (Oakville), Treaty 14 (Mississauga and Oakville) and Treaty 19 (Brampton). Our head office is on the Territory of the Mississaugas of the Credit. For thousands of years, Indigenous peoples have inhabited and cared for this land.

In particular, we acknowledge the territory of the Anishinabek, Huron-Wendat, Haudenosaunee and Ojibway/Chippewa peoples; the land that is home to the Metis; and most recently, the territory of the Mississaugas of the Credit First Nation who are direct descendants of the Mississaugas of the Credit.

We are truly indebted to all First Nation, Metis and Inuit peoples with whom we share this land and we pledge that we will seek ways to support and help Indigenous peoples achieve the 94 Calls to Action that were issued by the Truth and Reconciliation Commission and do so in a timely manner. In a spirit of reconciliation, may we always seek to respect the history, spirituality, and culture and lands of Indigenous Peoples, and uphold our continuing responsibility as treaty people.

We call on the various levels of government to not just pay lip service with land acknowledgements but continue to address the inequities that the Indigenous peoples face on a daily basis and allow them to take their rightful place on these lands.

We also acknowledge the systemic discrimination that many groups face who call this land their home.

Many of us or our ancestors came to Canada to seek a better life or to broaden our horizons but because of the colour of our skin, our religion or some other characteristic, we are subjected to discrimination.

We particularly recognize people of African ancestry who were stolen from their homes and brought here as slaves. We also recognize more recent immigrants such as Syrians, Afghans and Ukrainians who are seeking refuge, here due to wars and violence in their birth countries.

While slavery has ended, its legacy lingers. The dreadful tentacles of this dark period in our history still wrap themselves around our bodies and our minds.

As we deliberate and reflect on this past year, let us commit to respect and uplift each other. Let our actions be an example to others about how to tear down the barriers of prejudice, discrimination and hatred that seem to be getting stronger in the world. Let us resolve to love ourselves and each other and to build a just society for all.

BOARD CHAIR & CEO'S MESSAGE



The fiscal year ending March 2025 marked a major milestone at Indus Community Services. This year marks our 40th year since first incorporating as a non-profit organization. From our very humble beginnings as the India Rainbow Club of Peel supporting isolated seniors and reaching out to Newcomers, we have grown to over 140 staff in six locations evenly split between Mississauga and Brampton.

We continue to make progress on our large capital projects and while the 192 Bed Long Term Care Home has moved forward slowly our 154-unit Affordable Housing project in Northwest Brampton continues to garner more and more interest from all levels of government.

Indus formally launches a new five-year strategic plan today that continues the evolution of our agency. The focus remains on high quality social and health services but now includes a focus on advocacy and supporting our staff success.

We remain committed to innovative new programs and services to serve our many communities this now includes more support for young people facing personal challenges, as well as regional housing subsidies, and a federal program to support newcomer parents and Indus was recently awarded a Seniors Active Living Centre by the province. Lots of exciting improvements are happening across the agency and we would like to thank all our Funders from government, foundations like Sonar and of course the United Way of Greater Toronto.

In addition to our traditional funders, we are very appreciative of our amazing partners. In working together to support families connected to the Peel Children's Aid Society, standing with other agencies to drive forward the Metamorphosis Network and advocating for new funding deal for Peel and working with like-minded agencies to build the new Mississauga Safe Centre.

At the core of all our work is our dedicated complement of over 140 staff. We are proud of the team that works at Indus and are privileged to honour a few every year through our own Annual Indus Awards.

This past year's Outstanding Leadership Award was given to Lakeisha Thelwell a person who is dedicated to enhancing the dignity, independence, and safety of her elder clients. The Inspirational Staff Award was given to Angela Monteiro who provided amazing support to our Adult Day Service clients. The final award was to a group of staff that has shown Exceptional Teamwork in developing and teaching our LINC English classes in Brampton: Anita Anand, Anita Gupta, Ayesha Waheed, Bhawna Sindhwani, Diana Pakkala, Pratima Singh, Reneta D'Souza, Smita Godbole, Malkit Pabla, Veerpal Kaur, and Prabha Upadayaula.

The agency also received two Provincial awards this year. Our Family Services Team was a recipient of the 2024 Victim Services Awards of Distinction for their tremendous work helping our families when they experience major difficulties such as violence in the home. In addition, our Adult Day Services have won the Provincial Award for Excellence in Health Communications Award from Ontario Health. The "Apna Mind, Apna Body - Dementia Awareness in South Asians" campaign by Indus' Health Services team was a culturally appropriate initiative aimed at enhancing dementia awareness and brain health in the South Asian communities.

Our Health Services Team Leads (Sundeep Shere, Kiran Saini & Anju Arora) have also won the Team Achievement Award for the [Bhayana Family Foundation Awards](#). In addition, Viji Rajan received the first ever Honourable Mention for her amazing health promotion work.

We are very grateful for the amazing staff and volunteers at Indus Community Services and at the newly formed Indus Community Foundation.

A huge vote of thanks to all our Funders and Donors, as well as our Members and Community Partners for their unwavering support. With the endorsement of all those who care about our goals we will continue to work together to help build better communities for us all.

Yours in Service,

Anil Mathur, Chair of the Board

Gurpreet Malhotra, CEO

BOARD OF DIRECTORS

- Anil Mathur: Board Chair
- Liezle Trinidad: Vice-Chair
- Palash Thakur: Treasurer
- Arshpreet Bedi: Secretary
- Maninder Girm
- Deepali Kapur
- Sandeep Gupta
- Munish Garg
- Namita Talwar
- Denise Hutton
- Aditya Gaggur
- Maryam Aziz
- Baskaran Rajamani

FUNDERS & PARTNERS

- Immigration, Refugees and Citizenship Canada (IRCC)
- Ontario Health Central
- Employment & Skills Development Canada
- Service Canada
- Services and Housing in the Province (SHIP)
- Ministry of the Attorney General
- Ministry of Health
- Ministry of Long-Term Care
- Ministry of Children, Community & Social Services
- Ministry of Labour, Immigration, Training and Skills Development
- Ministry for Seniors and Accessibility
- United Way Greater Toronto
- Region of Peel
- Mississauga Arts Council
- Mississauga Foundation
- Ontario Trillium Foundation
- City of Brampton
- Catholic Family Services
- Sonor Foundation
- Nova Nordisk Canada Inc.
- Humber College
- Seva Food Bank
- City of Mississauga
- Peel Children's Aid Society
- Community Donors

16,499

Community members served in Brampton, Mississauga





HEALTH SERVICES

499

**ADULT DAY SERVICES
CLIENTS**

260

**CRISIS INTERVENTION &
SUPPORT**

917

**CAREGIVER SUPPORT &
EDUCATION AND
TRAINING**

301

**HEALTH PROMOTION
EDUCATION**

Dear Indus Team, Congratulations on 40 wonderful years of service. An incredible milestone. As a caregiver, your program has given mom dignity, and me peace of mind. In my mind, culturally appropriate care IS NOT a luxury— it's an absolute necessity. And you've delivered it with amazing grace.

Thank you for helping make our seniors and our community strong. I hope to see Indus continue to grow and expand its impact-to meet the full spectrum of elder care needs.

With heartfelt appreciation for all that you've done and are yet to do."

Caregiver Reena Sandhu - Mother is an Adult Day Services Client

2,162

**CAREGIVERS RECEIVED
SUPPORT & EDUCATION
AND TRAINING**

813

**CLIENTS RECEIVED VISITING
& SOCIAL SAFETY &
SECURITY CHECKS**

108

**CLIENTS FOR FOOT &
HAND CARE SERVICES**



4,770

INDIVIDUALS
CONTACTED THROUGH
COMMUNITY
ENGAGEMENT AND
OUTREACH ACTIVITIES

1,429

MENTAL HEALTH
ACTIVITY KITS
DELIVERED

158,783

CLIENTS PROVIDED
WITH INFORMATION
DIRECTLY AND
VIRTUALLY

1,496

INDIVIDUALS
RECEIVING CASE
MANAGEMENT
SUPPORT





FAMILY SERVICES

164

CHILD, YOUTH & PARENTING CLIENTS SERVED

258

ADVOCACY, COUNSELLING, EMPOWERMENT & SAFETY CLIENTS SERVED

1949

NEW AND RETURNING CLIENTS FOR FAMILY COURT SUPPORT

392

SAATH FAMILIES AND CLIENTS SERVED



SETTLEMENT & EMPLOYMENT SERVICES

456

PARTICIPANTS IN JOB FAIRS

41

STUDENTS ENROLLED IN ENTREPRENEURSHIP - SEWING PROGRAM

92

COMMUNITY CONNECTIONS CLIENTS

1,854

NEW SETTLEMENT (INFORMATION AND REFERRAL) CLIENTS

270

**CLIENTS ASSESSED FOR
EMPLOYMENT SERVICES**

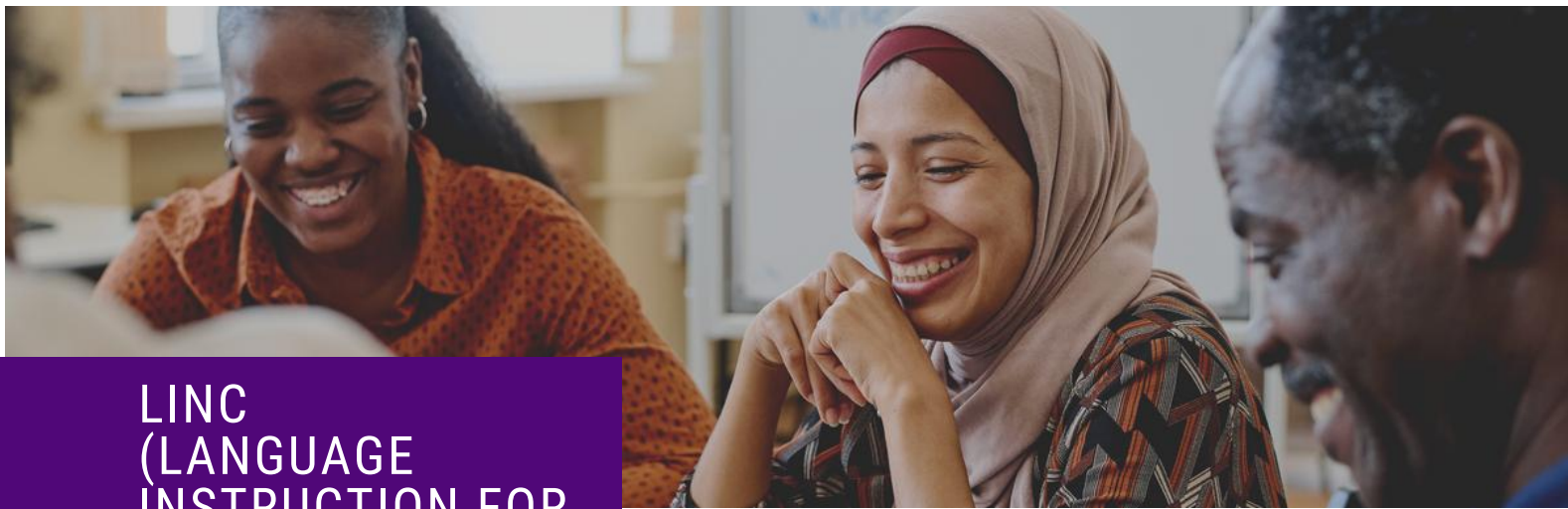
197

**PARTICIPANTS IN SKILLS
DEVELOPMENT
WORKSHOPS**

“Indus means a trusted and comprehensive support system for newcomers seeking employment in Canada. Their personalized employment counselling, resume, interview coaching and networking opportunities have been invaluable in helping me navigate the job market with confidence. Indus has had a positive impact on my life and community by providing dedicated employment support and guidance, making it easier for newcomers and job seekers like me to successfully enter the Canadian workforce. Their skilled teams offer personalized counselling and practical resources, which have helped many individuals, including myself, find meaningful work and build confidence in career.”

Employment Services Client - Anupama Sarkar





LINC (LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA)

853

ENROLLED CLIENTS

83

CHILDREN ENROLLED

“I would like to share my experience with you:), This school is the best one in Ontario ! They have the best teachers, they went beyond by making professional presentations and giving us the opportunity to ask !
After becoming a Canadian citizen now, I give the credit to this amazing school and excellent teacher as they trained us hardly in the class and gave us the best service!”

LINC Client - Mohammed Al-Hayali

VOLUNTEER SERVICES



14,027

VOLUNTEER HOURS

187

**FRIENDLY VISITING
CLIENTS SERVED**



SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: WELCH LLP

Welch LLP®

INDEPENDENT AUDITOR'S REPORT

To the directors of

INDUS COMMUNITY SERVICES

Qualified Opinion

We have audited the non-consolidated financial statements of Indus Community Services (the Organization), which comprise the non-consolidated statement of financial position as at March 31, 2025, and the non-consolidated statements of operations, changes in net assets and cash flows for the year then ended, and notes to the non-consolidated financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the *Basis for Qualified Opinion* section of our report, the accompanying non-consolidated financial statements present fairly, in all material respects, the non-consolidated financial position of the Organization as at March 31, 2025 and the results of its operations and its non-consolidated cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Organization derives revenue from fundraising activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Organization. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenues over expenses, and cash flows from operations for the years ended March 31, 2025 and 2024, current assets as at March 31, 2025 and 2024, and net assets as at April 1 and March 31 for both the 2025 and 2024 years.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Non-Consolidated Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Other Matter

The non-consolidated financial statements of the Organization for the year ended March 31, 2024 were audited by another auditor who expressed an unmodified opinion on those non-consolidated financial statements on June 6, 2024.

Responsibilities of Management and Those Charged with Governance for the Non-Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the non-consolidated financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of non-consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the non-consolidated financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: WELCH LLP

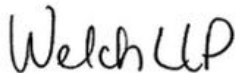
Auditor's Responsibilities for the Audit of the Non-Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the non-consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these non-consolidated financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the non-consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the non-consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the non-consolidated financial statements, including the disclosures, and whether the non-consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Chartered Professional Accountants
Licensed Public Accountants

Toronto, Ontario
June 12, 2025.

SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: WELCH LLP

ASSETS & LIABILITIES

INDUS COMMUNITY SERVICES
NON-CONSOLIDATED STATEMENT OF FINANCIAL POSITION
MARCH 31, 2025

	<u>2025</u>	<u>2024</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash (note 3)	\$ 1,556,259	\$ 697,856
Accounts receivable (note 4)	682,378	1,335,180
Prepaid expenses and deposits	<u>136,601</u>	<u>98,918</u>
	2,375,238	2,131,954
DUE FROM RELATED PARTIES (note 5)	39,240	30,095
CAPITAL ASSETS (note 6)	681,672	949,168
INVESTMENTS (note 7)	<u>1,825,991</u>	<u>2,492,756</u>
	<u>\$ 4,922,141</u>	<u>\$ 5,603,973</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (note 8)	\$ 1,005,950	\$ 1,122,534
Deferred contributions (note 9)	<u>777,085</u>	<u>924,492</u>
	1,783,035	2,047,026
DEFERRED LEASE INDUCEMENT	195,009	222,539
DEFERRED CAPITAL CONTRIBUTIONS (note 10)	<u>541,062</u>	<u>785,764</u>
	<u>2,519,106</u>	<u>3,055,329</u>
NET ASSETS		
Unrestricted	934,357	1,033,740
Internally restricted - operating reserve	1,037,000	1,037,000
- other reserves (note 11)	<u>431,678</u>	<u>477,904</u>
	<u>2,403,035</u>	<u>2,548,644</u>
	<u>\$ 4,922,141</u>	<u>\$ 5,603,973</u>

Approved by the Board:

.. Anil Mathur Director

.. Palash Thakur Director

(See accompanying notes)

Welch LLP[®]

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SUMMARY OF THE AUDITED FINANCIAL STATEMENTS

AUDITED BY: WELCH LLP

REVENUE & EXPENSES

INDUS COMMUNITY SERVICES
NON-CONSOLIDATED STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2025

	<u>2025</u>	<u>2024</u>
Revenue		
Government of Canada		
Immigration, Refugees and Citizenship Canada	\$ 4,289,940	\$ 4,075,126
Public Health Agency of Canada	-	989,065
Women and Gender Equality Canada	-	128,176
Canada Summer Jobs	4,638	4,937
Province of Ontario		
Ministry of Health - Ontario Health - Central Region		
Program Funding	3,612,319	3,283,095
High priority communities strategy funding	584,656	840,002
Service and Housing in the Province	174,723	174,721
Ministry of Children, Community and Social Services	248,078	243,765
Ministry of Labor		
Newcomers Settlement Program	78,644	78,644
United Way Greater Toronto	409,763	435,468
Other grants	1,500,705	572,725
Client fees	418,504	359,452
Investment income	183,151	231,379
Amortization of deferred capital contributions	244,702	228,518
Other	111,240	100,120
Fundraising	50,454	30,064
Donations	24,327	13,319
	<u>11,935,844</u>	<u>11,788,576</u>
Expenses		
Personnel	8,678,397	8,285,735
Occupancy	1,555,252	1,390,057
Program	566,210	537,584
Office	410,452	409,216
Advertising and promotion	107,731	268,700
Amortization of capital assets	267,496	251,732
Professional fees	276,104	230,884
Client and staff travel	107,308	120,332
Board and staff development	66,277	75,196
	<u>12,035,227</u>	<u>11,569,436</u>
Excess (deficiency) of operating revenue over expenses	(99,383)	219,140
Expenses related to social housing program reserve	(46,226)	-
Excess (deficiency) of revenue over expenses for the year	<u>\$ (145,609)</u>	<u>\$ 219,140</u>

A full set of audited financial statements is available from the Organization.



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Fax: 905-275-6799

info@induscs.ca
www.induscs.ca



OUR LOCATIONS

HEALTH SERVICES

245 Queen Street East, Unit 2
Brampton, ON L6W 2B5
Phone: 905-275-2369
Fax: 905-595-1670

HEALTH SERVICES

1660 Tech Avenue, Unit 4
Mississauga, ON L4W 5S7
Phone: 905-275-2369
Fax: 905-275-6799

NEWCOMER & FAMILY SERVICES

60 Gillingham Drive, Unit 500
Brampton, ON L6X 0Z9
Phone: 905-275-2369
Fax: 905-459-4347

FAMILY SERVICES

60 West Drive, Suite 110
Brampton, ON L6T 3T6
Phone: 905-275-2369
Fax: 905-450-5478

HEALTH SERVICES

3024 Hurontario Street, Suite 304
Mississauga, ON L5B 4M4
Phone: 905-275-2369
Fax: 905-275-6799

Services for Newcomers, Seniors, Women, and Families

Locations to serve you in Mississauga & Brampton