

# Operation Springboard | 2004



**Bonnie Foster**  
President



**Margaret Stanowski**  
Executive Director

## Words of support...

*"I am grateful and I believe I benefited from being involved with the Choices program. A lot of what we talked about stayed with me..."*

Choices Participant

*"With the assistance of Operation Springboard I moved past my addictions and unemployment. With your encouragement and guidance I achieved my goals."*

Martin, Successful Employment Strategies client

*"As parents of a child in trouble we have found this program to be invaluable ... our time spent in court was reduced substantially thus saving the government valuable court time and dollars."*

Parents of a YCAPP client

*"I have no doubt that my client's involvement and participation with Operation Springboard greatly contributed to his rehabilitation and well being."*

Adam J. Bernstein, Counsel

*"The employment services at Operation Springboard are helping to maximize my client's learning opportunities for positive reintegration into the labour market."*

Maria Vieira, Bail Supervisor

*"We believe that the Youth At Work Program is an important partner in the community and that this program provides vital services to the youth it serves."*

Ron Beleno, Executive Director  
Youth Job Action Centre

*"As Minister, I want to thank Operation Springboard for helping make Ontario a safer place to live, work and raise a family."*

Robert W. Runciman, MPP  
Leeds-Grenville

## Building Safer Communities

A Note from the President and the Executive Director

The past year has been a period of transition influenced by changes in government, legislation and community needs.

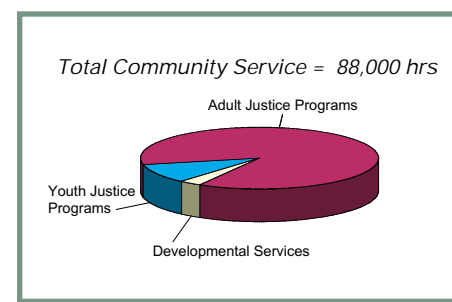
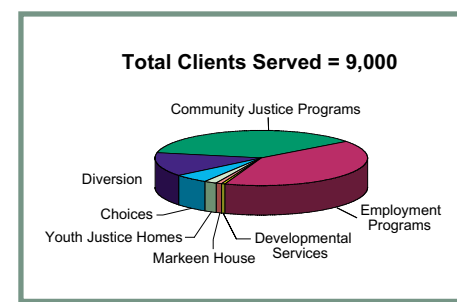
Through the delivery of diverse programs and innovative projects, Springboard has been very successful in meeting the challenges and changing needs of our communities. Over 9,000 individuals participated in Springboard's services this past year and we helped them develop skills and the supports to reach their potential and become contributing members of their communities.

Through the excellence and dedicated efforts of our staff, students and volunteers, and guided by a skilled group of Board of Directors, Advisory Members and Patrons, Springboard has achieved great strides in meeting our strategic goals and directions. We have been very successful in strengthening local partnerships and engaging non-traditional groups, particularly the business community. There are now over 2,000 organizations, employers and citizens involved in our work.

In efforts to meet the ever-increasing demand for our programs, Springboard also pioneered the development of an e-learning prototype, which is described in more detail in this Report. This is another example of our innovation and quest to find and implement programs which will deliver the best value in serving the interests of our community and clients.



We will be relying on the input of our many partners and supporters as we develop our multi-year strategic plan. This proven process will shape our directions for the next five years in making communities even safer and better places to live.



The depth and breadth of services offered by Springboard is reflected in the composition of the graphs above. In addition, Springboard's volunteers contributed 31,500 hours of their time over the past year, at a value of \$215,775.

## Our Partners in the Provision of Service

Algoma District School Board  
Canada Mortgage & Housing  
City of Toronto  
Department of Justice Canada  
Human Resources and Skills  
Development Canada

Industry Canada  
Legal Aid Ontario  
Mississauga Board of Trade  
Ministry of the Attorney General  
Ministry of Children and Youth Services  
Ministry of Community and Social Services

Ministry of Community Safety and  
Correctional Services  
Ministry of Training, Colleges & Universities  
National Crime Prevention Centre  
Toronto District School Board  
Toronto Police Service

## Springboard Locations

**HEAD OFFICE**  
2 Carlton Street, Suite 800  
Toronto, Ontario M5B 1J3  
416-977-0089  
Fax: 416-977-2840

**COMMUNITY JUSTICE PROGRAMS**  
**The Attendance Program**  
2568 Lawrence Ave. East  
Scarborough, Ontario M1P 2R7  
416-615-0788  
Fax: 647-436-7741

**Choices - Toronto**  
2 Carlton Street, Suite 300  
Toronto, Ontario M5B 1J3  
416-977-0089 Ext 505  
Fax: 416-977-2840

**Choices - Mississauga**  
110 Dundas Street West,  
Mississauga, Ontario L5B 1H3  
905-804-1975  
Fax: 905-803-8841

**Community Service Order Program**  
1464 Midland Ave.  
Scarborough, Ontario M1P 3B9  
416-757-4181  
Fax: 416-757-8636

**COURT DIVERSION SERVICES**  
Scarborough Court- 416-755-1168  
Old City Hall - 416-214-2469

**YOUTH COURT ACTION PLANNING PROGRAM**

2 Carlton Street, Suite 800  
Toronto, Ontario M5B 1J3  
416-977-0089, Ext 236  
Fax: 416-977-2840

**Youth Justice Committees**  
Scarborough - 416-755-1168  
York Region - 905-751-9328

**EMPLOYMENT SERVICES**  
**Resource Room**  
**The Aris Kaplanis Centre for Youth & Attendance Program**  
2568 Lawrence Ave. East  
Scarborough, Ontario M1P 2R7  
416-615-0788  
Fax: 647-436-7741

**EAST OFFICE**  
**Job Connect**  
**Summer Job Service**  
**Youth at Work**  
1464 Midland Ave.  
Scarborough, Ontario M1P 3B9  
416-757-4181  
Fax: 757-8636

**DOWNTOWN OFFICE**  
**Successful Employment Strategies**  
2 Carlton Street, Suite 800  
Toronto, Ontario M5B 1J3  
416-977-2356  
Fax: 416-977-2840

**Youth at Work - Malvern location**  
1371 Neilson Rd., Suite 323  
Scarborough, ON M1B 4Z8  
416-850-0169  
Fax: 416-850-0172

**HOUSING SERVICES**  
**Markeen House**  
76 Pembroke Street  
Toronto, Ontario M5A 2N8  
416-975-5448  
Fax: 416-975-9667

**SERVICES FOR THE DISABLED**  
**Frank Drea House**  
335 Leslie Street  
Toronto, Ontario M4M 3C8  
416-465-9477  
Fax: 416-465-3509

**North Beaches Residence**  
2305 Gerrard Street East  
Toronto, Ontario M4E 2E4  
416-690-8001  
Fax: 416-690-9646

**Seeking Opportunities, Accessing Resources (S.O.A.R.)**  
1118 Victoria Park Avenue  
Toronto, Ontario M4B 2K3  
416-913-1301  
Fax: 416-913-1304

**YOUTH JUSTICE HOMES**  
**BLUE JAYS LODGE**  
51 Dawes Road  
Toronto, Ontario M4C 5B1  
416-698-0047  
Fax: 416-698-0051

**GORD SAUNDERS HOUSE**  
136 Pilgrim Street  
Sault Ste. Marie, Ontario P6A 3E9  
705-942-8013  
Fax: 705-942-0140

**KING CLANCY RESIDENCE**  
236 Annette Street  
Toronto, Ontario M6P 1P8  
416-762-7400  
Fax: 416-762-4463

**ST. PAUL STREET RESIDENCE**  
177 St. Paul Street West  
St. Catharines, Ontario L2S 2C8  
905-988-5544  
Fax: 905-988-1477

**TERRY FOX HOUSE**  
976 College Street  
Toronto, Ontario M6H 1A5  
416-588-7706  
Fax: 416-536-6676

Report to the Community | Program Highlights



Professionalism

Community Engagement

Innovative

Accountability

Diverse Services

Justice

Partnership

Success

# Operation Springboard



Building a Safer Community

For more information on Springboard's programs and services or how you can become involved, please visit our website at:

[www.operationspringboard.on.ca](http://www.operationspringboard.on.ca)

or contact our Head Office at:

2 Carlton Street, Toronto, Ontario, M5B 1J3

Phone: 416-977-0089 Fax: 416-977-2840

email: [development@operationspringboard.on.ca](mailto:development@operationspringboard.on.ca)



Building a Safer Community

\*Springboard's Audited Financial Statements are available upon request.

## Serving Our Communities

### Connecting people & services

#### Meeting the Needs of a Troubled Community through:

##### 1] Youth Justice Committee in Malvern

Based on Springboard's successful role in supporting Youth Justice Committees in Scarborough and York Region, the Ministry of the Attorney General is expanding this program to the Malvern community. These committees engage ordinary citizens in meeting with young people accused of minor non-violent offenses, their parents and victims to negotiate how a young person can make amends for his or her actions.

##### 2] Youth at Work Expansion in Malvern

This past year Springboard's Youth at Work program exceeded its service target by 14%. The program helped over 400 Scarborough youth develop the skills to find and keep employment. Building on this success, Human Resources and Skills Development Canada supported the opening of a new office on Neilson Road, providing Malvern youth with much needed employment counselling and resources.



#### Youth Court Action Planning Program:

##### Notable Results

YCAPP, funded by Legal Aid Ontario, continues to provide youth with effective alternatives to the court process and custody. A recent evaluation of the program, sponsored by the Department of Justice Canada, confirmed a 93% success rate for over 700 youth in Toronto, Newmarket and Kenora and saved taxpayers over \$100 a day per youth due to court efficiencies.

#### Services for those with Disabilities

For the second year, Springboard's Developmental Services Department participated in *The Exceptional People's Olympiad* at the Collin's Bay Penitentiary. Inmates serve as "God Brothers" for athletes with disabilities who are clients of various Ontario agencies. Everyone works together to achieve a common goal, providing the athletes with a fun and memorable weekend where differences and prejudices don't exist.



Youth Justice Committee volunteers working together to build safer communities.

#### Extending Our Appreciation

Springboard retains the support of its 200 staff, 400 volunteers, 700 employers and hundreds of service partners through some of the following annual events:

- Springboard's Recognition Event provides awards of excellence to staff, students, volunteers and community leaders.
- An Employer Appreciation Event, hosted by East Side Mario's in Scarborough, acknowledges key employers who train and hire our clients.
- A recognition event was held by the Community Service Order program to thank Probation officers and organizations that provide community placement opportunities for adults and youth completing community service orders.

## Building Partnerships and Awareness

### Engaging service partners and citizens



#### Community Partnership Initiatives

As lead agency for Central Region, Springboard engaged over 1,000 service partners and citizens in Toronto, Peel, Halton, York, Simcoe and Durham Regions to help communities effectively respond to youth issues and needs. Through the delivery of six Youth Justice Forums, three Town Hall Meetings and a Regional Conference, plans were developed to support the Youth Criminal Justice Act's implementation and crime prevention strategies.

#### The Apprenticeship Experience

Funding from the Ministry of Training, Colleges and Universities enabled the start-up of the **Apprenticeship Experience** program, giving mentorship opportunities to youth in the skilled trades such as construction.

The program also enhanced Springboard's knowledge of this growing field, preparing us for an emerging apprenticeship partnership with the Labourer's Union of North America, the Toronto Police Service and L.O.V.E.



#### E-Learning

In partnership with S4Potential, Springboard is now developing e-learning programs to enrich the effectiveness and reach of our existing programs for at risk youth. Entitled **Jumpstart**, this multi media tool interacts with the young person adjusting its lessons and contents to their learning needs.



The Ministry of Children and Youth Services funded Jumpstart's first module, **Cool Factor**, an anger management program for at risk youth. Thanks are extended to Bell Canada, HP Canada and the Rotary Club of Toronto for joining as corporate sponsors for this e-learning program.

The **Jumpstart** program will also soon include modules for employment readiness, substance abuse, personal relationships and programs to meet the needs of aboriginal youth.



Left to right: Linda Keen-Lauserg (Square One), Troy Bolton & Joan Dunn (Springboard) and Wayne Barrett (Mississauga Board of Trade).

#### Mississauga Board of Trade's Investment in Youth

The Mississauga Board of Trade continues to support Springboard in reaching youth early by helping them build skills for positive relationships while preventing bullying behaviours. The

program is now expanding in Peel Region with the support of local schools, community agencies and service partners. More businesses are also involved in sustaining the program including Square One Shopping Centre.

## Events & Acknowledgements

### Supporting our services

Building awareness and support for our programs, Springboard locations host several community education, sports and fundraising events throughout the year. Donations have increased by 36% as a result of funds raised from annual barbecues, car washes, walk-a-thons and the corporate sponsorship of these events.

#### Springboard Golf Events

On September 16, 2004 Springboard hosted its **10th Annual 100 Holes of Golf Marathon** and its **14th Annual Golf Classic** at Nobleton Lakes Golf Club. These events represent our premier fundraisers and have generated over \$750,000 for our programs and services since their inception.

Springboard would like to thank all the golfers and marathoners and our lead Corporate Sponsors, Teranet and RBC Global Asset Management for their participation. Special thanks go out to Aris Kaplanis and Bonnie Foster of Teranet, and George Lewis of RBC Global Asset Management for their valuable contributions in making these events a success.



Springboard marathoners and volunteers



Bonnie Foster & Aris Kaplanis



A Night at the Venetian (2004)

#### Valentine's Day at the Venetian

On February 12, 2005 Springboard will host its **Fourth Annual Dinner Gala** at the Venetian Banquet Centre. This night has been well attended by such celebrities as Brian Williams, Chief Julian Fantino, Peter Kent, Senator Con DiNino and others.

Please join our Hosts Marlane Oliver and John Stall from 680 News with the musical sounds of Aubry Mann and Reflections for a memorable night of fine dining and entertainment. For tickets or more information please contact Troy Bolton at (416) 977-0089 Ext.219.

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#### Springboard gratefully acknowledges:

680 News	CHUM Charitable Foundation	Infostream Technologies	Prime Restaurants	Renton Stevenson
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Altech Security Systems	Mr. Justice David Cole	Aris Kaplanis	RBC Investments	TD Financial Group
Barbizon Restaurant	Duke of Edinburgh Awards	M. George Lewis	RBC VISA Platinum Avion	Tech Data Canada Inc.
Wayne Barrett	East Side Mario's	Paul Manna, Manna Franchise Corporation	Running Room	Teranet
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