

## Thank You



Reception House  
Waterloo Region



## Office

The Family Centre Hub

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## For more information

Website: [muslimsocialserviceskw.org](http://muslimsocialserviceskw.org)

Facebook: MSS KW

Twitter: @MSS\_KW

YouTube: "Muslim Social Services KW"



# Who We Are

## Our Goal

MSS aims to foster a healthy, inclusive environment and provides various opportunities of learning and personal growth through its educational, outreach, and support initiatives. MSS seeks to create an understanding of Islam and Muslims in Canada, and build bridges with other faith communities and mainstream social service and community organizations.

## Our Vision

MSS envisions an inclusive community that understands everyone's needs and provides support for all.

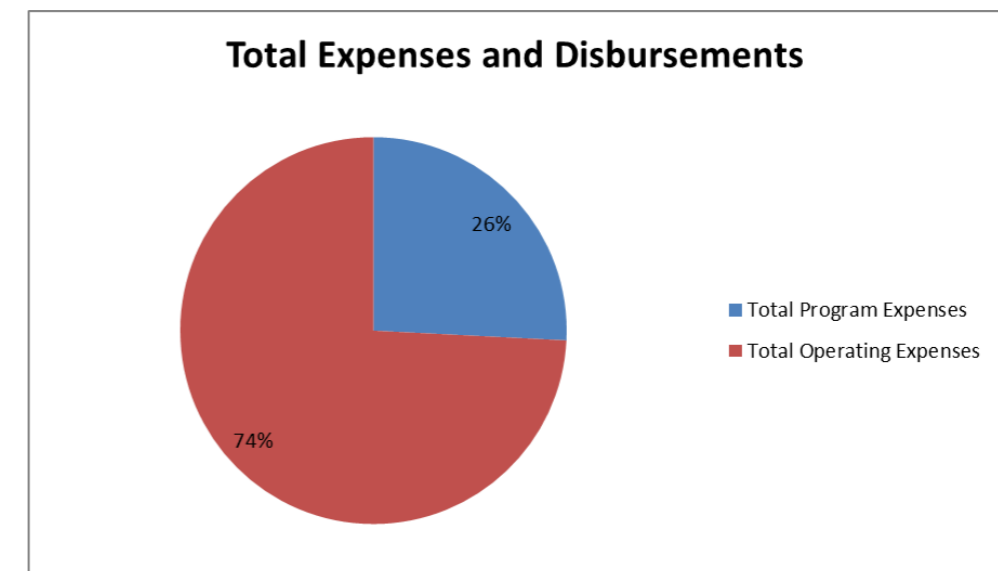
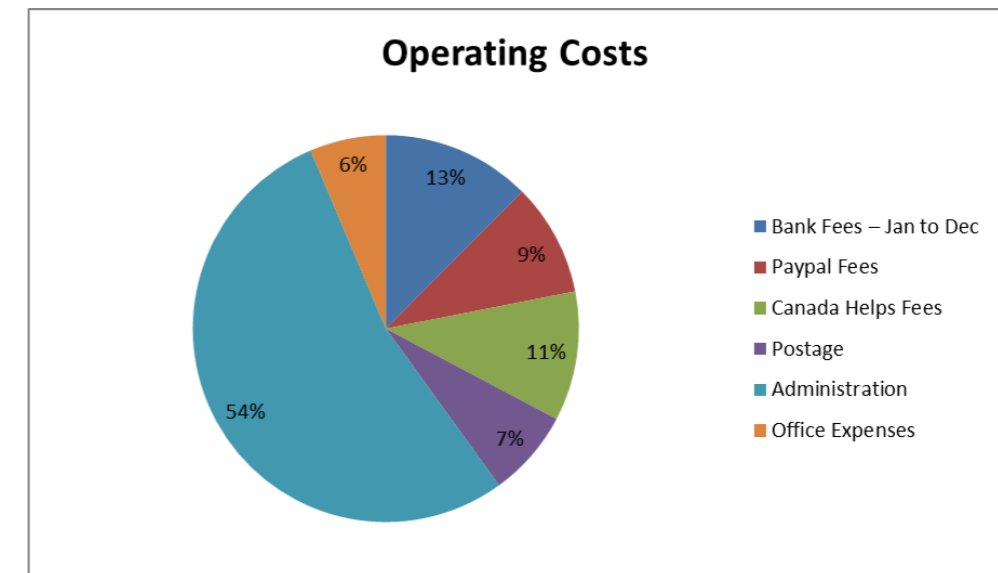
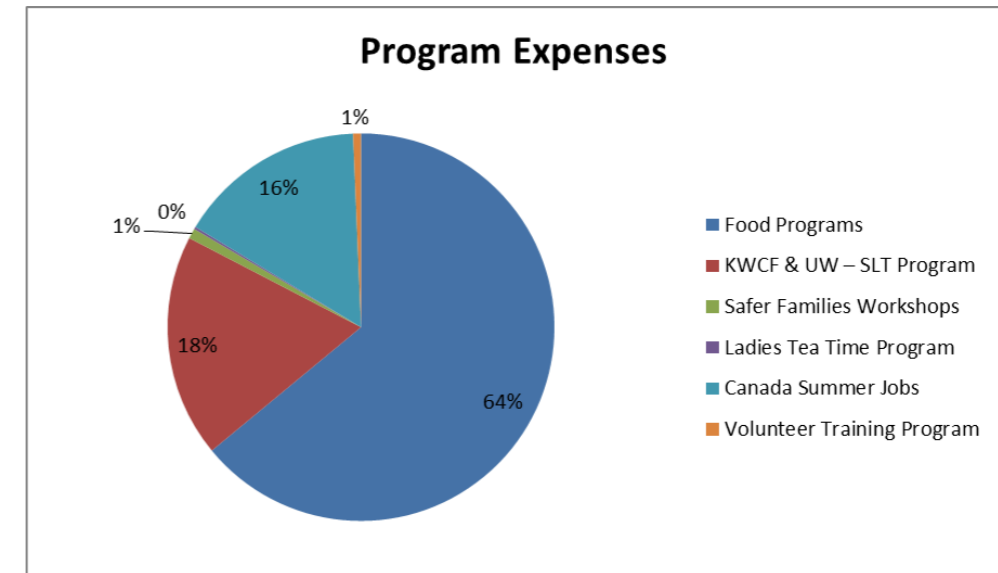
## Our Commitment

MSS offers diversity training workshops, seminars about Islam and Muslims, as well as training workshops for school administrators, university and college staff, health professionals, police, social workers, and other community organizations. Such training workshops help members of organizations develop a keen sense of awareness of Islam devoid of stereotypes. It helps them find a way to support their Muslim students, clients, or colleagues in a culturally and spiritually-sensitive manner.

## Our Values

All activities of Muslim Social Services aim to demonstrate:

- Faith-based principles
- Inclusivity
- Compassion
- Respect
- Confidentiality
- Social Justice



# Report from the President

Assalamualaikum (Peace Be Upon You),

What a year 2014 has been! While there is still so much to do, we are proud of our growth and service activities over the past year. I want to highlight in particular the number and diversity of organizations with whom we have begun to collaborate, particularly important for a small organization like MSS. These partnerships have helped us to access new training, development, and resourcing opportunities.

As MSS continues to serve our community with your support, we will look to our new strategic plan to form and focus our goals for the coming year. Establishing a physical office space has tremendously enhanced our service capacity and as the mentorship provided in the Community Hub continues, MSS continues to maximize its programming potential.

On behalf of the MSS board, I want to ensure to our volunteers and supporters that we will continue to enhance MSS services to suit the needs of the Waterloo Region.

With warm regards,

Khalid Khokhar,  
President, Board of Directors

Expenses & Disbursements	2014
<u>Program Costs</u>	
Food Programs	10,319.27
KWCF & UW – SLT Program	2,996.70
Safer Families Workshops	138.25
Ladies Tea Time Program	31.27
Canada Summer Jobs	2528.85
Volunteer Training Program	105.96
TOTAL PROGRAM COSTS	\$16,120.30
<u>Operating Expenses</u>	
Bank Fees – Jan to Dec	221.23
Paypal Fees	167.18
Canada Helps Fees	191.87
Postage	129.13
Administration	950.00
Office Expenses	112.99
Rent & Insurance	1,347.84
Salaries & Benefits	42,895.12
Board Meetings	33.27
Incidental Reserve Fund Usage	284.21
Counselling Expenses	13.79
TOTAL OPERATING EXPENSES	\$46,346.63
TOTAL EXPENSES	\$62,466.93
NET SURPLUS (DEFICIT)	\$16,690.73

# Report from the Executive Director

Dear friends and supporters of MSS,

There is much gratitude and pride as we bring forth our Annual Report for 2014. The year brings about a remarkable sense of achievement as so many things have been accomplished. From the 'Out of the Cold Program' near the beginning of the year, to the 'Christmas Hamper Soup' program for the House of Friendship packers towards the end, our staff and volunteers have been involved in an astonishing number of activities. Of course, we should not forget the tremendous amount of learning which has taken place at MSS during the year with the various workshops such as the Second Line Service Training, Volunteer Training workshop, and finally, the Safer Families Workshop which took towards the end of the year.

This past year has been an active one for our organization. In addition to all the clients served, and especially the extensive referrals for counselling from Family & Children Services of the Waterloo Region, MSS has been kept busy with the various programs that were conducted throughout the year. The Board has put in much time and effort to strengthen and review the vision, mission, the by-laws, and the strategic plan, so as to ensure that the needs of the community are well met. As you can see, we believe in operating MSS as effectively and efficiently as possible. We could not have done so without the commitment of our volunteers and dedicated donors.

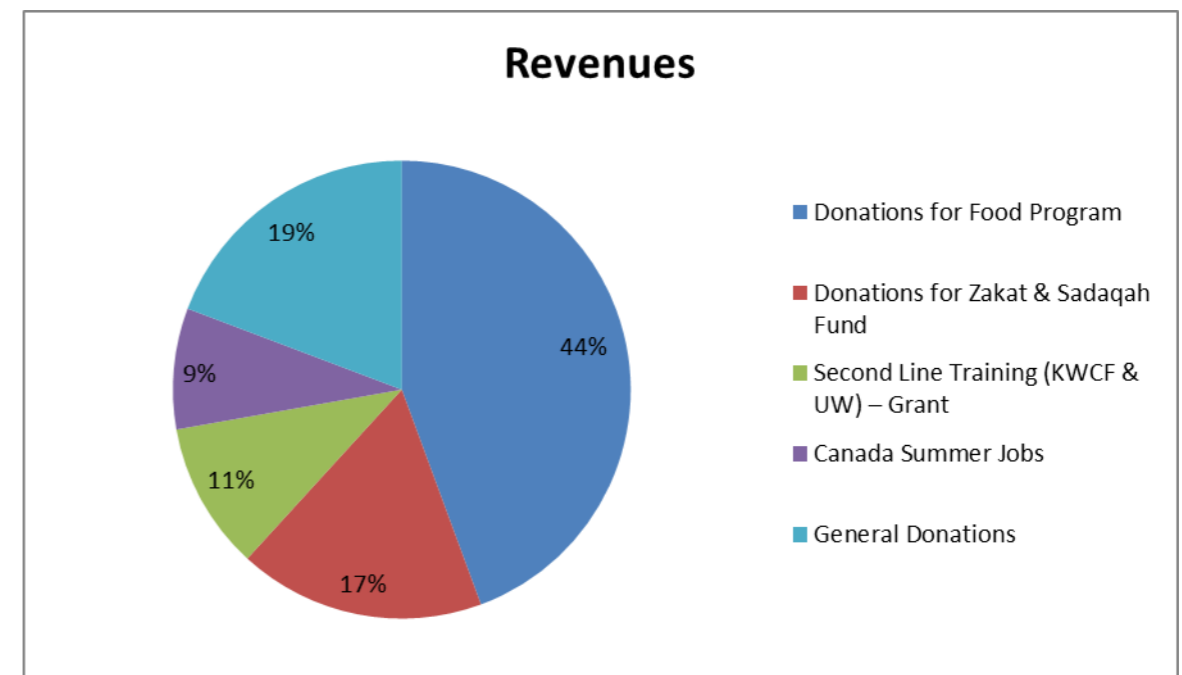
A special note of thanks to our funders, volunteers, donors, and supporters, without whose commitment MSS would not be where it is today. Please continue to provide your unconditional support as we progress towards accomplishing the set goals of our new 2015-2017 strategic plan.

Best regards and hearty appreciation,

Sabira Hudda  
Executive Director

# Schedule of Unrestricted Operating Fund Revenues and Expenses

Revenues	2014
Donations for Food Program	12,772.50
Donations for Zakat & Sadaqah Fund	5,012.15
Second Line Training (KWCF & UW) – Grant	3,000
Canada Summer Jobs	2,458.00
General Donations	5,541.01
Grants	49,934.00
Revenues – Counselling Services	440.00
<b>TOTAL REVENUES</b>	<b>\$79,157.66</b>



# Statement of Financial Position

December 31, 2014

Assets	2014
<u>Current Assets</u>	
Cash and Cash Equivalents	11.00
RBC Bank	57,907.51
Paypal	1,913.51
<b>TOTAL CURRENT ASSETS</b>	<b>\$59,832.02</b>
<u>Long Term Assets</u>	
Capital Assets	900.00
<b>TOTAL LONG TERM ASSETS</b>	<b>\$900.00</b>
<b>TOTAL ASSETS</b>	<b>\$60,732.02</b>

Liabilities	2014
<u>Liabilities</u>	
Trillium – Unused Amount	38,868.57
City of Kitchener Grant	2,000
<b>TOTAL LIABILITIES</b>	<b>\$40,868.57</b>
<u>Organizational Equity</u>	
Net Assets over Liabilities	19,863.45
<b>TOTAL ASSETS OVER LIABILITIES</b>	<b>\$19,863.45</b>

# Service Highlights

## Counselling

MSS continues to build a safe and trusting atmosphere for counselling clients. Faith-based and culturally-sensitive consideration gives people the opportunity to share issues that are intertwined with faith, culture, and life experiences. Each situation is unique and requires a treatment plan which eventually leads to achievable goals. Many of our clients have grown with self-confidence through these sessions.

## University 101

In late March MSS held its annual University 101 youth engagement program at Wilfrid Laurier University. Immigrant and refugee high school students attended the session on campus and engaged with university students on various topics related to post-secondary education. This year, the program included interactive games and learning as well as educational sessions about applying to university. Laurier students did a wonderful job of answering questions and encouraging the participants.

## Out of the Cold

At Trinity United Church last March, senior MSS volunteers chose to serve a flavourful menu. We had lentils soup for starters followed by rice, tandoori chicken, vegetables with potatoes and finally ice cream for dessert. In total 250 plates were served.

## Workshop: Second Line Service Training

From April to June, MSS presented an eight week long workshop for a diverse audience. This program was funded by the newcomer partnership grant of United Way and Kitchener Waterloo Community Foundation. The workshop focused on educating newcomers about key community services. Topics included employment services, foster care and children's services, settlement and immigrant services, legal aid, Hospice, and safer families resources. Each presentation was offered by a local expert in the subject area. One of the workshops as even featured in the Waterloo Region Record!



# Service Highlights

## Workshop: Volunteer Training

New volunteers with MSS once again had the opportunity to attend training in August. The turnout was incredible and the program commenced with a brief introduction from all the individuals present and what volunteering meant to them. Guest speakers included Noor Ahmed from the Volunteer Action Centre and Jassy Narayan, who spoke about the importance of volunteering in Canada, especially for new immigrants.

## Visit from Renison MSW class

MSS welcomed a group of MSW students from Renison coming in to learn about the services our organization offered. We began the session with networking and a reception followed by a brief presentation by MSS staff. The students asked questions regarding the programs offered. A special note of thanks to Professor Patricia Van Katwyk for coordinating this visit and to the students for their engagement.

## Workshop: Fostering Diversity, Awareness, Sensitivity

MSS partnered with Family & Children Services of Waterloo Region to provide an information session to parents that foster children. The workshop entitled 'Diversity, Awareness and Sensitivity' was facilitated by MSS staff in the community room at FACS. Well attended, the evening was filled with questions from interested participants. As the session progressed the religious requirements for Muslim children in care became clear and better understood. One of the key messages we focused on was the difference between culture and religion.

# Service Highlights

## Workshop: Safer Families

In December MSS presented the Safer Families Workshop at The Family Centre. Dr. Kristine Lund from the Delton Glebe Counselling Centre, Casey Cruikshank from the Sexual Assault & Domestic Violence Treatment Centre, and Parastoo Derakhshandeh from Family & Children Services were the speakers for this event. Thank you to our volunteers who provided daycare for children that came with their parents and those who helped with registrations.

## Christmas Hamper

Hamper packers that volunteer with the House Friendship during the Christmas season enjoyed a hot soup cooked and provided by MSS staff and volunteers. On December 12th, a special vegetable lentil soup was picked up from the Chandler Mowat Community Centre by the driver who delivered it to the 75 packers nice and hot. Thank you HoF for giving us the opportunity again this year to serve.

## Food Drive

- Served over 600 meals to the homeless through the St. John's Soup kitchen and Out of the Cold program
- \$10,000 worth of food coupons were distributed among 100 deserving families in Ramadan
- \$400 contributed to the House of Friendship Emergency Food Hamper halal meat program in Kitchener
- \$400 contributed to the House of Friendship Food Hamper at Chandler-Mowatt Community Centre
- \$400 contributed to the Food Bank of Region of Waterloo halal food program