



Japanese Social Services Annual General Meeting

Annual Report 2020-2021

JSS AGM:

Tuesday, August 24th, 2021, 7:00 PM - 8:30 PM
(Zoom meeting will open at 6:55 PM)

Zoom link for the AGM

Join Zoom meeting

<https://us02web.zoom.us/j/83687510338?pwd=d1pydG1ZWk14M0s5ajd2T09jcDJwQT09>

Meeting ID: 885 3798 6276

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Japanese Social Services Annual General Meeting 2021 Agenda

Date August 24, 2021 7:00 PM – 8:30 PM (via Zoom)

Commencement at 7 p.m.	Harumi Yamamoto
Zoom tool functions and meeting rules	Yoko Reynolds
1. Call to Order and Appointment of the Agenda	Yuka Sato
2. Appointment of Secretary	Yuka Sato
3. Review and Appointment of Minutes from the 2020 AGM	Yuka Sato
4. Update from the board of directors	
a. Highlights	Yuka Sato
c. New website	Yoko Reynolds
b. Strategic planning	Yuko Sorano
5. Financial Report	Larry Iwamoto
6. Appointment of auditor	Yuka Sato
7. Counsellor's Report	Takanori Kuge
8. Program Report	Chie Takano Reeves
9. Volunteer Recognition	Chie Takano Reeves
10. Nomination and election of board members for the coming year	Yuka Sato
11. Closing remarks	Yuka Sato

Minutes of the 2020 Annual General Meeting

Date August 25, 2020 7:00 PM – 8:30 PM (via Zoom)

Attendees:

Board of Directors:

David Ikeda, Yuka Sato-Atiyota, Yoko Sorano, Tomoko Fukushima, Aaron Mollin, Yoko Reynolds

Honorary Board Member:

Tokugi Suyama

Staff:

Takanori Kuge, Junko Mifune, Chie Takano Reeves, Katz Fukuda

Members:

Hitomi Nakamura Ramage, Masako Kawabe, Eri Maeda, Kiyoshi Dembo, Susan Kim, Seiko S. Shirafuji, Nobue Khan, Claudia Peng, Rumi Nguyen, Kazuki Shikaze, Izumi Sakamoto, Sidney Kiyoshi Ikeda

Guests:

Satoshi Ominato (Deputy Consul-General), Madoka Chujo (President of the Board of Shokokai), Anzu Hara (NJCC), Yoshitaka Inouye (NAJC), Mami Goto, Akari Morra, Yoko Kobayashi, Mark Payne (JETAA), Yoshihiko Ichida, Harumi Yamamoto

Clinical supervisor:

Akiko Okamoto

Volunteers:

Sachiko Hata Pereklita, Mayumi Metcalfe, Katsuyuki Deguchi

Regrets:

Advisory Board: Kento Ikebata

Chair:

David Ikeda

Minutes taken by:

Yuka Sato-Atiyota

- Japanese Social Services 2020 Annual General Meeting was held via Zoom, an online video conferencing tool due to COVID-19 pandemic.
- Yoko Reynold provided Introduction to Zoom teleconference tool.

1. Call to Order by David Ikeda and agenda adopted at 19:15
2. Yuka Sato-Atiyota was appointed as recording secretary. A motioned by David Ikeda, seconded by Aaron Mollin, approved unanimously.
3. Review and adoption of Minutes of the 2019 Annual General Meeting (AGM).
A motion (M) by Yoko Sorano, seconded by (S) Susan Kim, passed unanimously.
 - David Ikeda welcomed members and guests. David Ikeda announced his resignation from the president role as well as board member position in this coming year, after new president is elected.

4. Update from the board of directors

- Overview

Tomoko Fukushima provided board update overview. See attached slide. Resignation of Michelle Chibba, Terry Ikeda, Meaghan Tanaka, and Kento Ikebata during the past year was reported. Fukushima also introduced Aaron Mollin and Yoko Reynolds as new board members joined since the 2019 AGM. Tokugi Suyama's resignation as a regular board member and appointment as an honorary member were announced. Suyama's contribution to JSS was recognized and celebrated. A certificate and flower were presented to Tokugi Suyama, by former board member Kiyoshi Dembo who was attending the AGM with him.

- Pandemic response – Remote services and IT update

Yoko Reynolds reported JSS's COVID-19 pandemic response and provided update on remote services. See attached slide.

- Strategic planning

Yuko Sorano reported an update regarding the agency's strategic planning. JSS board and staff are currently working on its strategic planning. See attached.

5. Financial Report

David Ikeda reported that an auditors' report is unavailable for review due to a process delay caused by the COVID-19 pandemic. David Ikeda presented unaudited Financial statements as attached. Cutbacks in part-time staff hours persist. Generous donors and founders were acknowledged for their continuing supports.

Motion to appoint Kakuma & Ratner Chartered Accountants as auditor for 2020 fiscal year by David Ikeda; approved unanimously.

6. Counsellor's Report

Takanori Kuge (staff / counsellor) presented counsellor's report. See attached.

7. Program Report

Chie Takano Reeves (staff/ community outreach worker) presented program report. Partners/ and donors who supported the JSS program was recognized as well. See attached.

8. Volunteer Recognition

Chie Takano Reeves acknowledged volunteers who supported JSS this past year. There were more than 100 volunteers. JSS volunteer Award and Ontario volunteer Award recipients were announced. See attached.

9. Nomination and election of board members for the coming year

David Ikeda reported that the board is currently engaged in a formal and open recruitment process of the new members, involving a submission of written application and interview. Ikeda requested the attending members to respect this.

A motion by (M) David Ikeda, (S) Aaron Mollin, to appoint board members as the following slate, approved unanimously.

Tomoko Fukushima
David Ikeda (Temporary)
Aaron Mollin
Yoko Reynolds
Yuka Sato-Atiyota
Yuko Sorano

10. Closing remarks by David Ikeda, thanking the members and guest for attending the AGM and continuing support to JSS.

11. Adjournment 20:36.

President's greetings

Yuka Sato

It is with a great pleasure to present this 2020-2021 Annual Report of the Japanese Social services, as a new president of the JSS.

It has been an extraordinary year in many different ways. I would like to express my deepest sympathy to those who lost their loved ones to COVID-19. Some of you may be living with a compromised health status or financial hardship due to COVID-19. If you are in a need of support, please do not hesitate to reach out to us at JSS.

The impact of the pandemic changed our lives drastically. I must say that we have been very fortunate at JSS, for being able to continue providing services remotely throughout this period. This was only possible with everyone's understanding and cooperation, as well as generous supports and donations received from many individuals and organizations. Thank you!

Financial report 2020-2021

Larry Iwamoto

As of December 31, 2020

Category	Revenue
Donation	94,381
Grants	73,605
Government Assistance	37,364
Programs	7,603
Membership	2,860
Others	59
Fundraising	
Total Revenue	215,872

Actual Donation Increase	18,876
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Category	Expense
Salary and Benefits	111,561
Office and General	20,684
Program Expenses	6,018
Rent	3,168
Depreciation	1,971
Travel	577
Fundraising	
Total Expense	143,979
Balance	71,893
Government Assistance	37,364
Cut Staff Working Days	24,176
Donation Increase	10,353

Statement of Operations and Fund Balance / 損益計算書

REVENUE	収入	2020	2019
Government grants	政府機関補助金	\$ 69,344	\$ 31,330
Japanese Consulate Support	日本国総領事館	41,625	40,500
Donations	寄付	94,381	75,505
Programs	プログラム	7,603	14,443
Fundraising	資金獲得活動	-	9,557
Membership	会費	2,860	4,020
Rental Income	事務所貸与収入	-	1,209
Interest	利子	-	-
Other revenue	その他	59	199
		\$ 215,872	\$ 176,763
EXPENSES	支出		
Salaries and benefits	給与および給付金	111,561	111,343
Office and General	事務所経費	20,596	26,281
Rent	賃借料	3,168	6,569
Travel	交通費	665	3,478
Fundraising expenses	資金獲得活動経費	-	1,072
Program expenses	プログラム経費	6,018	6,126
Amortization on property and equipment	減価償却費	1,971	1,562
		\$ 143,979	\$ 156,431
Excess of revenue over expenses	当年度余剰金	\$ 71,893	\$ 20,332

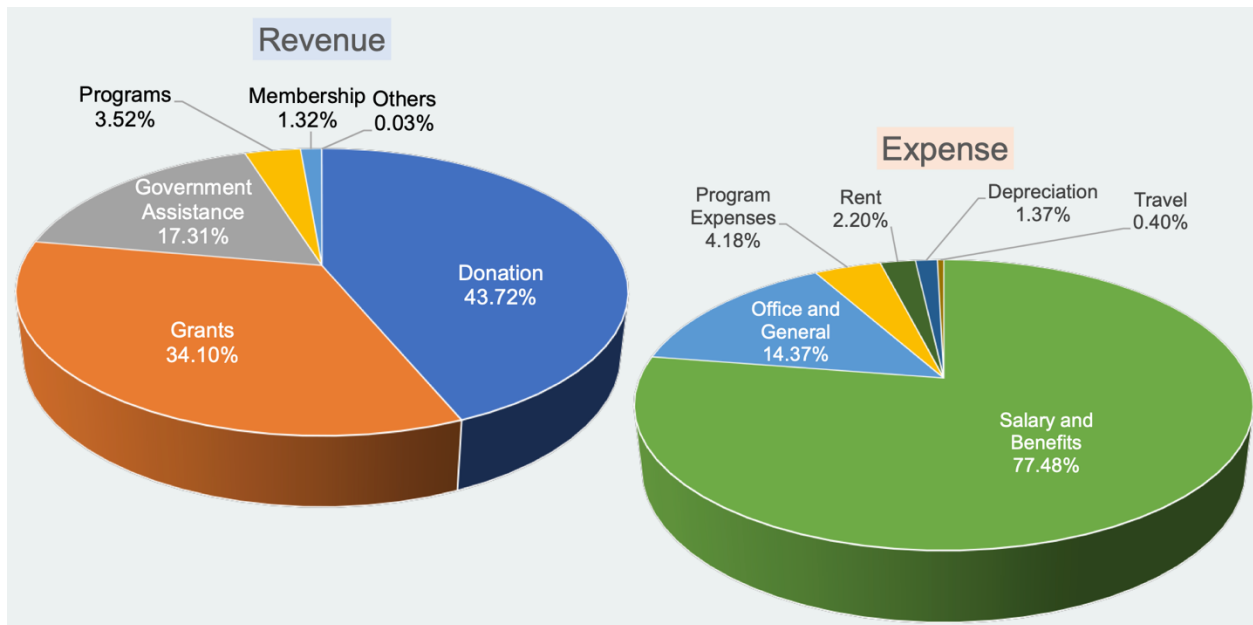
Statement of Financial Position / 貸借対照表

ASSETS	資産	2020	2019
CURRENT ASSETS	流動資産		
Cash and cash equivalents	現金	\$ 148,787	\$ 84,265
Accounts receivable	未収金	23,428	19,452
Harmonized sales tax receivable	HST未収金	1,489	1,984
Prepaid expenses	前渡金	3,788	5,217
		\$ 177,492	\$ 110,918
Property and equipment	有形固定資産	7,401	3,904
		\$ 184,893	\$ 114,822
LIABILITIES AND NET ASSETS	負債 及び 余剰・欠損金		
CURRENT LIABILITIES	流動負債		
Accounts payable and accrued liabilities	未払金・未払負債	\$ 14,247	\$ 7,362
Payroll remittance payable	給与未払金	1,915	1,836
Deferred contribution	繰延措置報酬	1,112	9,898
		\$ 17,274	\$ 19,096
NET ASSETS	余剰・欠損金		
Unrestricted	無制限	117,619	45,726
Restricted	一時制限	50,000	50,000
		\$ 184,893	\$ 114,822

As of July 31, 2021

Category	Revenue
Grants	42,966
Government Assistance	24,283
Donation	31,032
Fundraising	19,695
Programs	9,322
Membership	2,325
Others	
Total Revenue	129,623

Category	Expense
Salary and Benefits	76,567
Office and General	8,795
Rent	1,948
Program Expenses	
Fundraising	
Travel	
Depreciation	
Total Expense	87,310
Balance	42,313



Report from the Board of Directors

Holiday Drive (December 2020)

- Holiday Drive adapted to the Covid restrictions through collecting cash donations and purchasing of gift to families in need
- Despite the lack of physical donation boxes in our networks, we received warm support from so many
- Served 28 families, consisting on 72 individuals of all ages

JSS Challenge (June 2021)

- Virtual walk/run that took place on June 13, 2021
- Overwhelming support in terms of participant attendance (33 individuals collectively running/walking 166.51km) and donations totaling \$19,195
- Last but not least, the JSS Challenge was born out of our tradition of JSS participating in the Toronto Challenge – a city organized charity walk/run. JSS participation in the event was for a long time led by Tokugi Suyama until it was cancelled due to COVID. We want to take the opportunity to express our gratitude to Toku san and also let him know that we are carrying on with your legacy.

Website Renewal

- Launched March 2021 (<https://jss.ca>)
- Easy to navigate and find information
- Improved accessibility and searchability
- Easy to know who we are, what we do, why we do for who in the community
- Message to donors

Strategic Directions

New JSS Strategic Plan completed in February 2021 with the following priority areas:

- Enhance financial sustainability : it is not news that JSS operations rely largely on donations and support from community members, and over years we have struggled to raise enough resources to continue our work. The board and staff were unanimous in identifying financial sustainability as the number one priority for the current JSS. Since the plan was developed, we have formalized the Fundraising committee with new board members and committee members with expressed interest and experience in the area, and in addition to the JSS Challenge, we have a few other initiatives that are being planned.
- Increase recognition in our community : on one hand, this is closely related to fundraising in that it is crucial to increase our appeal to potential donors. On the other hand, we have observed that there are so many in our community who don't know about us but who may benefit from our services – and we will work harder to ensure we reach out to the community and raise awareness about our services, while also communicating better about the value of our work to

the potential donor base. The website renewal and further outreach work is some of the examples of progress in this area.

- Be the organization that the community can count on: JSS is a small organization but one with unique and essential mission to meet the needs of those in need and serve the Japanese community. During strategic planning discussions, it became clear that we need to develop our capacity to be more effective and responsive. Work in this area includes review of our services and need assessment, strengthening our organizational structure and collaboration between staff and the board.

[\(https://jss.ca/en/about-jss/\)](https://jss.ca/en/about-jss/)

Counsellor's Report 2020-2021

Takanori Kuge

- JSS staff started working remotely as of March 24, 2020
- *The protocols for office use* and *The screening procedures* for COVID 19 have been established. In-person counselling resumed under these protocols.
- In 2020 and 2021 to date, counselling and information service mostly have been provided remotely by **phone and the Internet (including video)**
- **Counselling fee temporarily waived for the clients negatively affected by the COVID-19 pandemic**
- The number of counselling & information service users in 2020 increased by 20% compared to 2019. (314 ⇒ 428)

*** In the first half of 2021, the monthly average of the number of counselling service users has been increased by 34% compared to 2019. (54 ⇒ 73)**

- The number of DV cases in 2020 increased by 27% compared to 2019. (77 ⇒ 98)
- JSS staff started working remotely as of March 24
- Counselling and information service have been provided remotely by **phone and the Internet (including video)**
- **Counselling fee temporarily waived for the clients negatively affected by the COVID-19 pandemic**
- *The protocols for office use* and *The screening procedures* for COVID 19 have been established. In-person counselling resumed under these protocols.
- The number of counselling service users has **increased by 20%** after pandemic

JSS Counselling Facts from 2011 to 2020

<https://jss.ca/en/news/jss-counselling-facts-2011-2020/>

Program Report

Chie Takano-Reeves

	2020 (7 programs)	2021 (12 programs)
Unique # Served	213 (in-person only = 61)	262 (~July)
Total # Participated	782	1050
New Program / Project added	<ul style="list-style-type: none"> • e-Learning Series (Jun~) • Mask & Oomomo Delivery Project (Apr-Jun) 	<ul style="list-style-type: none"> • Easy Yoga for Seniors • Ogenki-desuka Project • COVID-19 Hot Line (July~) • “COVID-19 Talk” (July~) • COVID-related seminars
Status Change	<ul style="list-style-type: none"> • No Program in Apr & May • Paused: Konnichiwa in-person, Amuro 	<ul style="list-style-type: none"> • Amuro (online from Sep) • Konnichiwa (phone/zoom)
Ongoing (pre-covid regular → online / no-contact since pandemic)	<ul style="list-style-type: none"> • Senior Singing Club • Hot Lunch Social • Craft Club Social 	<ul style="list-style-type: none"> • Single Mothers Support Group • Holiday Drive (pandemic version)
Sponsorship / Collaboration	<ul style="list-style-type: none"> • Dr. Eiko Mernagh (SMSG) • Ministry of Foreign Affairs of Japan 	<ul style="list-style-type: none"> • >20 community groups / businesses
Note	<ul style="list-style-type: none"> • Additional attendees outside of GTA, ON (e.g. BC, QC), Canada – Some became regular attendees • English-speaking attendees increased 	

Volunteer Report

Chie Takano-Reeves

JSS 2020 Volunteer Award (15)

Akemi Kakinok

Ayami Kim

Criselle Tecson

Fumiko Kashiwado

Hideko Miyashita

Hiroko Piggott

Kaneko Nakahara

Katsuyuki Deguchi

Keiko Tanaka

Kyoko Bezcool

Mayumi Metcalfe

Michiko Adachi

Rieko Chao

Sachiko Hata

Wakaba Hoshino

Ontario Volunteer Award (1)

Weishi Zhu (Hot Lunch, consecutive 10 years)

Testimonials

- In 2020, we are very grateful to the staff and other volunteers and donors of supplies for their help in providing goods and distributing masks, especially during the pandemic.
- Thank you for providing me with a place where I can consult in Japanese. I have lived in Toronto for many years and I am truly grateful that you have been there for us.
- I called because I felt it was hard to live. I haven't been able to smile for months, but at the end of the one-hour counselling session, I was able to laugh and smile a bit. I've only used the service once at that time, but it really saved me. Thank you very much!
- The counsellor listened to me and gave me advice on how to improve, which made me feel much better than before. I hope services like this for Japanese people will keep continuing.
- I live in Montreal and you kindly counselled me over the phone for more than an hour. Thank you very much.
- It's a very good service and I hope more people will use it easily.
- For several years, whenever I was in a difficult situation, I received counselling. I am very grateful for the accurate advice and support that they gave and moved me forward. I appreciated the counsels in Japanese.
- I received counselling for depressive symptoms from panic attacks, and it really helped me. If I hadn't experienced this once before, I would have no idea about this pain and why I feel this way. If you are experiencing anxiety, worry, hard breath, or difficulty waking up in the morning, I highly recommend that you seek counseling. I want you to have a bright and worthwhile life in this limited and precious life you have been given. As someone who has used JSS, I heartily recommend it. I wanted to write that you and I are not alone and that you can always overcome.
I would like to express my gratitude to the people of JSS.
- Before the consultation, I had an image of counselling as too serious, but the counsellor was very laid back and easy to talk to, but still very professional, which made me feel much better.
- I had problems that made me depressed for a long time but after talking with the counsellor, I could see the direction of the solution, and it became clear that I was not wrong. I could move forward with confidence without worrying about troublesome thoughts. Thank you very much. The counselling service has been a great help to me. The counsellor always listens to me sincerely, laughs, reports my introspection and supports my spiritual growth. Thank you very much.
- I would like to see this organization continue to exist in Toronto as it is a place for people turn to when they need help.
- I was grateful for your kindness and support. The advice also made me feel lighter.

Read in Japanese

<https://jss.ca/services/testimonials/>

Donor Acknowledgement

JSS would like to acknowledge with thanks for the donations and membership fees. The donor list from 2020 – 2021 can be viewed at the following web page.

<https://jss.ca/jss-support/acknowledgement/>

Request for the feedback after the JSS AGM 2021

2021 年度 JSS 年次総会アンケートのお願い

After attending our annual general meeting. Please kindly take a few minutes to complete the survey below. Your input is truly appreciated.

JSS の年次総会にご参加いただいた後に下記のアンケート記入にご協力ください。皆様のご意見・ご感想、感謝いたします。

<https://forms.office.com/r/7KYgpNK8fG>



Questionnaire QR Code / アンケート QR コード