

Building Strong Neighbourhoods Together

2018/19
ANNUAL
REPORT

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A resilient, just and caring society where inclusion and diversity are nurtured and celebrated.

Vision

A resilient, just and caring society where inclusion and diversity are nurtured and celebrated.

Mission

The Neighbourhood Group serves people at every stage of their lives, promotes independence and dignity, and engages the skills and talents of our neighbours to build a vibrant community.

The Neighbourhood Group serves people at every



Agency Overview

Making our neighbourhoods better

The Neighbourhood Group, a fusion of Neighbourhood Link Support Services and Central Neighbourhood House, is a Toronto-based charitable organization with a 108-year history.

Our vibrant agency provides over 50 programs and services that create opportunities to improve and enhance people's lives and help them to live independently and with dignity in the community.

We serve some of our city's most vulnerable groups through programs including meals on wheels, after-school care, community dinners, specialized programs for at-risk youth, employment programs, respite care, homemaking and affordable housing. We remain committed to ensuring equitable access to support for all groups regardless of their culture or background.

Our accreditation award from CARF Canada further exemplifies our dedication to outstanding performance and quality of care.

The Neighbourhood Group is accredited by:



➤ HISTORY

In 1911, Central Neighbourhood House (CNH) was founded in response to the appalling living conditions of newcomers in downtown Toronto. For the past 108 years, CNH has continued to work side-by-side with our neighbours, helping to build a community where the lives of frail seniors, at-risk children and youth, homeless people and newcomers are valued.



Neighbourhood Link Support Services began in 1975, when residents of Toronto's east end took action against the isolation of many of Toronto's seniors. Since that time, the organization has supported seniors to live independently and with dignity in their own homes. Over the years, the programs and services have expanded to support newcomers, children and youth, those who are unemployed and marginally housed.

Our Services at a Glance

CHILDCARE

Enriching, quality childcare and after-school care services offered in a licensed setting with access to subsidized spots.

Ontario Daycare Centre
Winchester Daycare Centre and After-School care

CHILDREN & YOUTH SERVICES

Meaningful activities, community engagement and support for children, youth and their families including those who are considered to be most vulnerable.

Boyz 2 Men
Girls Night
KickStart, Sports, Challengers, Boxing,
Cooking and Free Style Fridays
Leaders in Training
Summer & March Break Camps
Tutoring
Weekend Youth Club
Young Women's Club
Youth Awoken
Youth Outreach Program

COMMUNITY DEVELOPMENT

Bringing community members together to address issues affecting them and their neighbourhoods, working together to build a healthy, vibrant community.

Action for Neighbourhood Change
Financial Advocacy and Literacy
Food Security and Community Gardens
Housing Trusteeship Program

COMMUNITY SUPPORT

Providing practical support to access food, counselling and nutritious, tasty dinners for people who are marginalized.

Community Safety, Crisis Response and Intervention
Community Dining
Family Support Programs
Food Bank Program

EMPLOYMENT SERVICES

Full-service Employment Centre to help people find real jobs, including specialized programs for newcomers, at-risk youth and those with mental health problems.

Career Counselling
Job Development
Moving Forward
New Knowledge, New Steps
Resource & Information Centre
Youth Job Link
Youth Works

HOMELESS SERVICES

Holistic, client-centred approach to providing support to those who are homeless, at-risk of being homeless or marginally housed.

Partners for Access and Identification (PAID)
Safe Seniors Supported Housing
Seniors Housing Access and Support
Street Survivors
Easy-Access Voicemail Program
Vulnerable Seniors Housing Support

HOUSING

Provide supportive and affordable housing to seniors, singles and families.

Cecelia Murphy Building,
11 Coatsworth Crescent
Community Link House,
2802 Danforth Avenue
Jean Dudley House,
143A Stephenson Avenue
Norm Houghton Complex,
11 Main Street and
680 Kingston Road
O'Connor House, 570 O'Connor Drive

INDEPENDENT LIVING & SENIORS

Reaching out to seniors and adults living with physical and/or mental challenges, helping them to live independently and with dignity in the community.

Adult Day Program
Akwasti
Cantonese and Mandarin Programs

Client Intervention and Assistance
Congregate Dining
Friendly Visiting
Home at Last
Homemaking
In-Home Service
Meals on Wheels
Personal Care
Respite Care
Security Checks
Social & Recreational Programs
Stroke Survivors
Supportive Housing
Transportation and Toronto RIDE

SETTLEMENT SERVICES

Essential support for newcomers to help them adjust to life in Canada, learn and connect to services while provide ongoing support.

English Conversation Circle Program
Healthy Lifestyle Workshops
Beginners Computer Skills Program
Settlement Support
Women's Club in five languages

For more information on our programs, please visit our website at www.theneighbourhoodgroup.org.

Governance

The Neighbourhood Group Board of Directors is made up of dedicated, passionate volunteers committed to the work we do in our community. Our 12 members represent the financial, non-profit, human resources, higher education and public services sectors, as well as the neighbourhoods we serve. Our President and CEO reports directly to the Board of Directors.

The Board is responsible for the overall health of The Neighbourhood Group and is charged with defining the goals of the organization, establishing the strategic plan and setting governance policies. New members to the Board of Directors can be elected each year at our Annual General meeting with all members of The Neighbourhood Group being eligible to run. Board members identify gaps in expertise, perspective and diversity and make recommendations for recruitment. Once elected to the Board, new members are given a thorough orientation to the organization, and continue to have access to educational and training opportunities throughout their term.

The Board adheres to a succession plan that identifies and prepares Board members for leadership positions including serving on: Board Committees, as Board and Committee Chairs and in Executive Officer positions.

Board meetings are held six times per year. The agendas for upcoming meetings are posted on our website, generally by the Wednesday prior to the meeting. Minutes of meetings are posted to the website once they have been approved by the Board.

Meetings are open to the public, except for those parts held in camera. Community members are welcome to participate.

➤ **Please see our website for further information.**
www.theneighbourhoodgroup.org



➤ BOARD OF DIRECTORS 2018-2019:

Mary Christie, Chair
Marguerite Rea, Vice-Chair
Philip Fernandez, Vice-Chair
Samira Viswanathan, Vice-Chair
Robert Gore, Treasurer
Jennifer Rae, Secretary
Maureen Armstrong
Tim Hughes
Lloyd Ileky
Thierry Kagubari
Craig Knowles
Sapna Thakker

➤ BOARD COMMITTEES 2018-2019:

Executive:
Mary Christie, Marguerite Rea,
Philip Fernandez, Samira Viswanathan,
Robert Gore, Jennifer Rae,
Elizabeth Forestell (*ex officio*)

Finance:
Robert Gore, Mary Christie,
Leighton Taylor (*ex officio*)
Elizabeth Forestell (*ex officio*)

Innovations Fund:
Mary Christie, Samira Viswanathan,
Philip Unrau, Pamela Gawn,
Suchana Pandey, Elizabeth Forestell

**Friends of
The Neighbourhood Group:**
Jennifer Rae, Bruce MacDonald,
Joanne Pratt, Judith Robertson,
Julia Bass, Kim Galvez, Leith Drury,
Mona Elshayal, Murray Campbell,
Veronica MacDonald, Laina Gibson,
Jenny Lewis, Jafar Alawi, Nina Safary
Nana Shamba, Pamela Gawn,
Safia Hirsi, Dylan Harte,
Robert Hewitt, Philip Unrau,
Elizabeth Forestell



It is always such a pleasure
for me to have the opportunity
to bring greetings from the
Board of Directors.

We have had another busy year as The Neighbourhood Group continues to develop new programs and initiatives based on the needs of our community. An excellent example is our neighbourhood banking initiative that you will be hearing much more about. We have also been able to offer financial literacy seminars this year and are working to make the information available in a number of different languages.

We are, again, in a state of flux with so many changes taking place on the part of our funders, but our tremendous team of managers and staff, under Liz Forestell’s leadership, continue to work hard to make our presence known and to advocate vigorously for the much-needed programs and services that we offer.

Everyone works so hard and with such integrity to deliver vital programs and services with the highest standards while always respecting the dignity of our clients and the expectations of our funders.

It seems more important than ever that – we each one of us – make a stronger commitment to our community, to our neighbours, friends, and families, to lend a hand, lend a voice, to be thoughtful and helpful.

Thank you,
Mary Christie, Board Chair

Message from the Board Chair



I know I say it every year, but what a year!

From the end of our last AGM, where we went straight into preparations for CARF Accreditation, to just a month ago when we settled our first TNG Collective Agreement, it's been another action packed year.

We've had some exciting growth, like our new Teesdale Food Bank and some great additions to our programs and services for seniors. Our signature fundraiser, I Heart Neighbourhood, brought new partner agencies and a higher yield this year.

The year was not without challenges. Changes in government policy, new legislation and shifts in funding models all have an impact on our work, and sometimes threaten our very ability to continue to provide high quality services. We continue to work with our partners to challenge and advocate when we need to, while continuing to weather the storm, serve our neighbours and find innovative solutions to problems.

As I write this, I just came from our Bright Ideas Symposium, where ideas were popping up all over – great thoughts on ways to make our neighbourhoods stronger. This is our 8th year for this event – if you want to see what was discussed, drop into Central Neighbourhood House and have a look at Tanya Gerber's wonderful graphic records on our walls.

None of this work would be possible without the support of the Board of Directors, our incredibly dedicated volunteers, our donors and funders, and our amazing, talented, passionate staff team. Thank you so much for all you do!

Respectfully Submitted,
Elizabeth Forestell, President & CEO

Message from the President & CEO



It is my pleasure to be part of this organization and the wonderful people who make it work so well. I see The Neighbourhood Group as key to meeting the needs of the neighbours we serve and I am proud to be part of it!

The Neighbourhood Group has concluded the fiscal year ended March 31, 2019 with operations at a modest net income for the year.

I feel that we are well positioned financially to support the breadth and depth of programs and services to our communities and to those we serve in those communities who rely on the support our programs provide.

Our Foundation reserves continue to be sufficient to support existing as well as new initiatives where the opportunity for program enhancement arises. These reserves have accumulated over the years from bequests and other donations to the organization.

Of course this is all possible due to the commitment of our staff and volunteers who make The Neighbourhood Group run so smoothly.

It is my pleasure to be part of this organization and the wonderful people who make it work so well. I see The Neighbourhood Group as key to meeting the needs of the neighbours we serve and I am proud to be part of it!

Sincerely,
Robert Gore, Treasurer

Treasurer's Report

The Neighbourhood Group Community Services

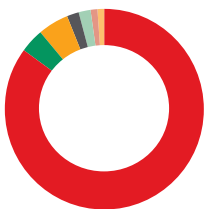
Excerpted Statement of Operations
Year Ended March 31, 2019

	2019	2018
REVENUES		
Fees	\$7,400,288	\$7,294,158
Grants	12,755,693	11,168,462
United Way Support	1,141,004	1,123,971
Other	1,074,211	1,184,864
Total revenues	22,371,196	20,771,455
EXPENDITURES		
Wages and benefits	18,533,443	17,379,480
Occupancy costs	709,222	698,251
Program expenses and employer incentives	1,817,474	1,373,441
Purchased services	312,620	338,629
Travel	413,001	412,913
Offices and general	296,190	256,163
Other	238,558	292,802
Total expenditures	22,320,508	20,751,679
Excess of revenues over expenditures for the period	\$50,688	\$19,776



REVENUES

- Fees 33%
- Grants 57%
- United Way 5%
- Other 5%



EXPENSES

- Wages and benefits 83%
- Occupancy costs 3%
- Program expenses 8%
- Purchased services 1%
- Travel 2%
- Offices and general 1%
- Other 1%

The Neighbourhood Group Community Services

Excerpted Statement of Financial Position
Year Ended March 31, 2019

	2019	2018
ASSETS		
CURRENT		
Cash and cash equivalents	\$2,360,086	\$1,716,979
Marketable securities	871,798	834,704
Accounts receivable	1,137,393	1,031,175
Prepays	200,123	158,142
Restricted investments - held as collateral	401,348	401,914
Total Current	4,970,748	4,142,914
Restricted investments - Day Care expansion	12,016	12,016
Equipment and leasehold improvements	280,710	320,469
Total Assets	\$5,263,474	\$4,475,399
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$2,543,880	\$1,317,431
Deferred contributions	829,896	1,339,800
Total Current	3,373,776	2,657,231
Fund held in trust - Day Care expansion	12,016	12,016
Deferred capital contributions	222,134	201,292
Total Liabilities	3,607,926	2,870,539
Fund Balance		
Net Assets	1,655,548	1,604,860
Total Liabilities and Fund Balance	\$5,263,474	\$4,475,399

Strategic Plan

How we Build.

The Neighbourhood Group (TNG) is in the third year of our **2017 - 2022 Strategic Plan**. This year we were able to reach a number of milestones and make considerable progress on reaching others.

Our Strategic Priorities remain:

► Deepen our response to community needs

This year we were able to improve our services to the community by enhancing the diversity and coordination of our volunteer resources. An increase in volunteers with a more multicultural background makes our connection with our neighbours more meaningful to them and to us!

When we were asked to open a Food Bank in a high need neighbourhood in the East End, we said yes! Working with the volunteers, residents and agency partners to reopen the Teesdale Food Bank has been an amazing experience.

Our new Safe Seniors program provides high impact support to seniors who have been homeless and have ongoing needs. A small caseload and enhanced financial supports makes transformative change in the lives of these seniors.

Our work with children and youth was pumped up this year as we had an opportunity to bring our Youth Outreach Program to Regent Park, making more solid connections between our east end and downtown child and youth programs, which made possible some great program enhancements like winter adventure camps for youth and more opportunity to work together on special events for Summer Camp.

We've added many new goals to our efforts on this priority area, keep in touch for updates.

► Demonstrate the value and importance of investing in our community development approach

Our big piece of work in this area this year was renewing our Accreditation with CARF – we achieved that with flying colours in June 2018, and added our Adult Day Programs to our list of accredited offerings. This is our third year of accreditation.

We've been working with partners in the community to enhance our work and theirs, focusing on collective impact processes and working on our communications materials and methods to make sure we are getting the message out about our work, how we do it, and why we do it.

► Grow a strong, resilient and leading organization

This year we focused on strengthening our internal structures and processes so we are well equipped to do our community building work and provide high quality services. We revamped our entire Information Technology system, and began the process of digitizing our human resources and payroll information in one system. We strengthened our Finance department for better reporting and control, and are looking forward to improving our management information systems with a new client information program in the coming year.

One of the very important things we did this year to keep us strong was to reach a new Collective Agreement with our union, CUPE 7797. With this three-year agreement settled, we are ready to work together to take on the challenge of this very important work!



Children & Youth Programs

Impacting young lives.

The Neighbourhood Group provides services and support to children as young as three months old, all the way through their developing years and into young adulthood. Daycare, summer camps, after-school care, tutoring, homework club, specialized youth programs and more allow us to play a vital role in the lives of marginalized children and youth.

Meaningful activities, community engagement and support for children, youth and their families including those who are considered to be most vulnerable.

- Boyz 2 Men
- Girls Night
- KickStart, Sports, Challengers, Boxing, Cooking and Free Style Fridays
- Leaders in Training
- Summer & March Break Camps
- Tutoring
- Weekend Youth Club
- Young Women's Club
- Youth Awoken
- Youth Outreach Program

The quiet heroes of our Children & Youth team - Foad's Story

Oftentimes, the work of our Youth Outreach Workers (or YOWS as they are affectionately known) flies under the radar as they are out in the community making connections with marginalized youth. But our YOWS make an undeniable difference in the lives of young people in our neighbourhoods.

Prompted by the surge of shootings in Regent Park last summer, The Neighbourhood Group was awarded funding to expand our YOW program to downtown. Maimuna Hassan and Foad Karimian are wonderful additions to our YOW team, along with Camille Hutchinson and Khalid Barra, YOWS in the east end for the past five years. They all make a huge impact to youth and the community.

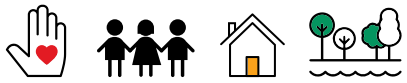
Here is what one of the youth had to say about Foad:

“What really stood out to me about Foad is how he connects with us on another level. He’s not just a youth worker; he’s a person we can count on in difficult times. It’s always a positive time when Foad is around, pushing us toward the right path, and the right way. He is forever calling, messaging, and checking up on us. He dedicates so much time and care, and, honestly, I haven’t seen anyone connect with youth the way he does. If you ask me, he’s more than just a youth worker. He’s a positive role model for this generation. And he plays a big part in our future.”

As Foad puts it “these young people face real issues. Just the other day, I had to go to the jail to bring one of them home – his mom had no idea where he was. I go where I need to go to be there for them and if that means hanging out on a street corner, going to their home or school, or even going to jail, that’s what I’ll do. For the kids I help, you have to first establish trust and rapport, before you can even think about connecting them with programs and getting them on the right track”.

“If you ask me, he’s more than just a Youth Worker”

➤ Our Youth Outreach Workers (YOWS) helped **120** of Regent Park and Taylor Massey’s most vulnerable youth.



➤ **75 YOUTH** benefited from being a part of Youth Awoken, a vibrant, inclusive group for marginalized youth.



➤ **146 KIDS** from high-need communities went to Summer Camp where they made new friends and made great memories.





Community Development

Finding solutions, opening doors, affecting change.

Much has changed since 1911 when concerned neighbours joined together in response to appalling living conditions of newcomers in our neighbourhoods. And our strong commitment to making our neighbourhoods a better place remains. It’s all about working with our community to find meaningful, lasting solutions that work.

Initiatives include our Action for Neighbourhood Change, Bright Ideas Symposium, Regent Park Bake Oven Animator Project, and the Repair Café.

Bringing community members together to address issues affecting them and their neighbourhoods, working together to build a healthy, vibrant community.

- Action for Neighbourhood Change
- Community Access Program
- Financial Advocacy and Literacy
- Food Security and Community Gardens
- Housing Trusteeship Program

My Dream - Malika’s Story

“I am lucky to live in the community beside The Neighbourhood Group!”

I migrated to Canada alone and not knowing how to speak English, I was fearful of looking for support. I felt isolated and lonely without friends and family.

Then I heard about the Central Neighbourhood House location of The Neighbourhood Group, and I began to attend the Women’s Program. Here I’ve made friends for life. They even offer the program in my language Bengali. I was so happy!

I began learning English in the English Conversation Circles and I really felt like I belonged. The best part has been the leadership skills and confidence I’ve gained. I have a voice now and am no longer fearful to advocate for myself and my community.

I felt thrilled when the staff asked me to take leadership on community safety issues. For the first time in my life and with the help of the wonderful staff, I was able to put together a project proposal with other community members on community safety. Thanks to Central Neighbourhood House and The Neighbourhood Group for making such a difference in my life!

My dream was always to be surrounded by friends and community and I got that from being at The Neighbourhood Group.”

“I have a voice now and am no longer fearful to advocate for myself and my community”

► 493 women are part of our Women’s Program which is offered in Bengali, Tamil, Mandarin, Somali and Swahili. A warm, welcoming group that provides advocacy and support, and enjoys Yoga, Tai Chi, celebrations, good food and lots more.



► Our Annual Bright Ideas Symposium looks for that next great idea to fund while building community. Friends, neighbours and innovators come together for a day of exciting presentations and thought-provoking, lively discussion.





Community Access Programs

Making better lives.

At The Neighbourhood Group, we work alongside our neighbours to help build better lives for all members of our community through programs including community dinners, housing access programs, social supports and more.

Providing practical support, counselling and nutritious, tasty dinners for people who are marginalized.

Community Crisis Response and Intervention
Community Dining
Family Support Programs

A place of belonging - Jeremy's Story

Over 20 years ago, in partnership with Variety Village, we developed the Friday Night Friends program. Friday Night Friends is a safe, accepting place where young adults with developmental disabilities can meet, make friends and have fun. They come together every Friday at our 11 Main Street location in the lovely Adult Day Program space where they enjoy dancing, music, games, meals and more. The group often goes on outings around the City, including taking in an exciting Toronto Raptors game.

Jeremy has been attending Friday Night Friends for the past 15 years. He is a lively, energetic young man who has Downs Syndrome. He lives with his mother, Mary Ellen, who is his main caregiver, and he is Uncle Jer to his sister's two children who live close by. He and Mary Ellen enjoy a close relationship, however, it is very important for both to have time and space of their own. To this end, Jeremy attends a variety of programming in the community including our Friday Night Friends.

Jeremy has made many good friends at Friday Night Friends and he especially likes the program leaders, Sunny and Emily. Sunny and Emily are volunteers and they put their heart and soul into ensuring the program is fun, inclusive and that all members have input into what they do. Jeremy is really looking forward to the upcoming 'Prom' day. He plans to dress up and enjoy some dancing and good eats.

The Friday Friends recently enjoyed a trip to a local pub, The Grover. As Mary Ellen puts it, "seeing them enjoying themselves at a pub was wonderful – it was just a group of young people getting to be young people." That's all she really wants for her son, to live life and be happy. And by all accounts, Jeremy sure is!

“Just a group of young people getting to be young people”

➤ At our PAID program (Partners for Access and Identification Project), we helped **7,285** homeless people get their identification, a key factor to getting housing and to getting back on track.



➤ Street Survivors provided intense support to **48** homeless and marginally housed individuals to find housing, access financial supports, advocacy, counselling and more.





Employment Services

Finding meaningful work and much more.

Located at 3036 Danforth and open to anyone across the Greater Toronto Area, our Employment Centre offers a wide array of programs, services and support for those looking for work. Services include specialized training programs for people with mental health issues, training and employment programs for youth, and pre-employment programs for newcomers. We have a Resource and Information Centre, Career Counselling and Job Development, and a multitude of interactive workshops.

Full-service Employment Centre to help people find real jobs, including specialized programs for newcomers, at-risk youth and those with mental health problems.

- Career Counselling
- Job Development
- Moving Forward
- New Knowledge, New Steps
- Resource & Information Centre
- Youth Job Link
- Youth Works

Moving Forward

“Being a participant in the Moving Forward program was one of many turning points in my life. It was only after talking with Michelle, my Counsellor, that I thought it would be a good fit. She was very kind and patient, and explained that the focus of the program would be on health and well-being. I really liked this so I scheduled the intake.

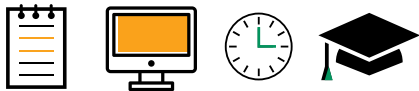
I had no idea how eye opening it would be because it made me reflect on my anxiety, and just how much it was impacting my life.

During my six weeks participating in Moving Forward, I learned so much from the knowledgeable and experienced facilitators, and made friends with other participants who were going through similar challenges in their lives.

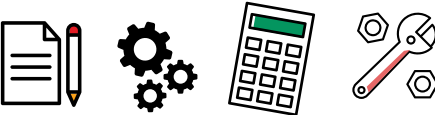
Moving Forward helped me learn to deal with and understand my anxiety by gaining skills to manage it, as well as unlearn my anxiety associations to be ready in situations I want to be in.

Before I was a participant of Moving Forward, I was at a crossroads in my life. I kept looking back and I really needed support to continue to pursue my dreams and fulfill my goals. With the help of Michelle and other staff at the Moving Forward program, I can honestly say that I am taking better care of myself now. I am passionate about social justice and youth work, and am now working in the helping field. I can see myself doing this for the next 20 or 30 years. Thanks to Moving Forward I now have the ability to continue on my journey.”

➤ Employment Centre Counsellors and Job Developers worked with over 1,074 clients helping 746 find work and 160 return to school.



➤ 96% of New Knowledge, New Steps clients who are all newcomers, achieved their goals including finding employment, pursuing education, and completing further training.



“ Made me reflect on my anxiety, and just how much it was affecting my life”



Independent Living & Seniors

Bringing care home with dignity, respect and caring.

Helping seniors and adults with disabilities to live purposeful lives at home is at the heart of our Independent Living Division. Our array of programs and services help seniors and adults with disabilities to stay living at home with dignity and belonging, where they are happiest.

In-home visits from Personal Support Workers, meals delivered by friendly volunteers, rides to medical appointments, visits to our specialized day programs, and much more, mean a world of difference to those we help.

Helping seniors to live independently and with dignity in the community.

Adult Day Program
Akwasti
Cantonese and Mandarin Programs
Client Intervention and Assistance
Congregate Dining
Friendly Visiting
Home at Last
Homemaking
In-Home Service
Meals on Wheels
Personal Care
Respite Care
Security Checks
Social & Recreational Programs
Stroke Survivors
Supportive Housing
Transportation and Toronto RIDE

“I absolutely love it here!” - Brenda’s Story

Brenda lived with her husband and four children in The Beaches for 42 years. She taught ballet and was very busy with volunteer work at her church. As her children grew older and started families of their own, Brenda’s family grew to include eight grandchildren and two great grandchildren.

Sadly, Brenda’s husband became very ill with Parkinson’s and dementia, and eventually passed away. Brenda’s own health was failing and she knew she needed more support. This was when she moved to one of The Neighbourhood Group’s Seniors buildings, a move she and her husband had been planning to make together for a long time.

Brenda says “I can have help whenever I need it, while still having my own apartment and own private space. The staff are amazing, so caring and kind.”

Brenda accesses our Personal Support Worker services and participates in our recreational programs offered right in the building. She does yoga, Pilates and the arts program, and regularly attends the lunches and dinners in the tearoom.

She also receives Meals on Wheels delivered each day by friendly volunteers and uses our transportation program for rides to medical appointments.

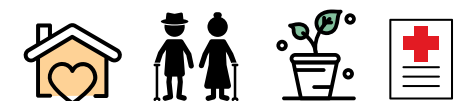
As Brenda puts it, “growing old makes you wonder how many things you can do and for how long you can do it. But there’s no fear in this building, there is always someone to help you out no matter what or when. I love it here.”

“There’s always someone to help you out, no matter what or when.”

➤ With the help of over **88** dedicated volunteers, we delivered **35,526** Meals on Wheels to seniors living in the community. Just as important as the meal is the visit and check-in from our friendly volunteers.



➤ Over **220** Personal Support Workers provided **303,584** hours of care to help over **2,000** seniors stay living at home safely and with dignity.





“ Love Living here” - Paul Living at Norm Houghton

“Since moving to 11 Main, I’ve been so happy. I have a lovely accessible unit and it’s so much easier for me to move around now. The staff are fantastic especially my Personal Support Workers. They help with cleaning and meals, which is just what I need to stay living on my own. I’ve made many new friends here and am really enjoying living in a building with families. I am not so lonely anymore. The best part about living here is knowing help is just steps away. The maintenance people and superintendent are so friendly and willing to help. I am so excited about the recent improvements made to our shared courtyard area and can’t wait to get gardening in the wheelchair accessible gardens!”

Our Homes:

Cecelia Murphy Building, at 11 Coatsworth, offers a variety of apartments for seniors, with access to all TNG support services, including on-site dining, bingo, carpet bowling, and more, keeping our seniors active, engaged and happy!

Community Link House, at 2802 Danforth Avenue, is a specialized 25-unit apartment building, offering a safe home to previously homeless or marginally housed seniors with complex needs. Through a partnership with the Community Occupational Therapists Association, we help residents integrate into the community and live independently and with dignity.

The Norm Houghton Complex comprises **11 Main Street** and **680 Kingston Road**. Kingston Road houses independent seniors, with support available as needed. 11 Main Street is a 62-unit, rent-g geared-to-income and market-rent building for families and singles. It’s a perfect housing combination!

For seniors who require 24-hour non-medical support, **Jean Dudley House** and **O’Connor House** are lovely home settings, where residents receive personal care, nutritious meals and a wide range of social activities.

Neighbourhood Link Homes

Safe, affordable housing with a caring touch.

For the past 28 years, Neighbourhood Link Homes and The Neighbourhood Group (TNG) have maintained a unique partnership managing affordable supportive housing. Properties are owned by Neighbourhood Link Homes, with management and support provided through The Neighbourhood Group. A collaboration that continues to work beautifully.

Our residents are in great hands with a team of highly qualified housing and support staff. Access to personal care, congregate dining, social and recreation programs, as well as the added comfort of friendly staff and volunteers who check-in daily, brings independent living home.

Provide supportive and affordable housing to seniors, singles and families.

- Cecelia Murphy Building, 11 Coatsworth Crescent
- Community Link House, 2802 Danforth Avenue
- Jean Dudley House, 143A Stephenson Avenue
- Norm Houghton Complex, 11 Main Street and 680 Kingston Road
- O’Connor House, 570 O’Connor Drive





Enriched by our Syrian families

New neighbours, new friends.

Last September, we were delighted to finally welcome the Alqutaits, the third Syrian family sponsored by Friends of the Neighbourhood Group (FNG), a melding of TNG staff, volunteers, community members and neighbours.

Seeing the family of eight come through the doors at Pearson Airport was a dramatic moment. Since then they have successfully eased themselves into their new life in Canada with the support of our first two families, the Zakaryas and Tarakjis. The Alqutaits have connected to their community in Mississauga and found new friends. Everyone is learning English, enjoying school and finding work. They are a strong, resourceful and loving family who enrich our lives, just as the first two families have. As Philip Unrau, lead of the FNG committee says, “all three families have given us so much more than we have given them. Watching them thrive has been a remarkable experience.”

As for the Zakaryas, Ammar is excelling in his full-time position as an accountant, Nour has achieved her Food Handling certificate and Dalia will soon realize her goal of entering university. Her younger teen sisters and the twins are happy at home and at school.

The Tarakjis are doing well with Nezar promoted at Shoppers Drug Mart, Doha continuing with her ESL and their two children enjoying school and friends.

We salute Lifeline Syria, good partners in this amazing journey, and the outstanding support of our settlement worker Jafar Alawi, who has earned the title of “Uncle Jafar.” Together, our donors, volunteers and staff can all feel good about helping three families find new lives and opportunities in Canada.

➤ In addition to supporting the three families, Jafar has supported 77 OTHER NEW Canadians to settle.



“All three families have given us so much more than we have given them. Watching them thrive has been a remarkable experience.”



Settlement Services

Building connections and community.

Hugh and his family moved to Canada from sunny Jamaica with hopes for a bright future. Leaving behind his long career as a pilot, he began a new job in the medical field, and was enjoying life in his new home surrounded by family and friends.

Hugh’s world changed drastically when he suffered a severe stroke. Forced to take early retirement, he faced the challenge of adjusting to life.

With his kids grown, Hugh was able to secure supportive housing in a local non-profit building. However, it was challenging to cook as he once did, and restaurants were too expensive.

Hugh heard about The Neighbourhood Group’s Community Dinner program for newcomers, seniors and those

who are marginally housed or homeless. And the best part is that it’s offered in his building!

Hugh is thrilled to enjoy a home cooked delicious meal among friends. He’s even able to take food home with him.

Hugh says, “The Community Dinner is not only providing me a good meal, it’s healing my loneliness. Being with people is so important and the Community Dinner gives us this opportunity. I can talk with friends who speak my language (Spanish) and share my joy with them. There are many newcomers, particularly new Ukrainian and Hungarian refugees, who come to the dinner and enjoy the good Canadian food. **No matter what situations we face, great food with great company brings us real happiness.”**

➤ 6,100 HOME COOKED MEALS SERVED

Thank you Second Harvest for the donation of food, and to our dedicated volunteers who shop, cook, serve and clean-up.



➤ OVER 194 NEWCOMERS

participated in our lively Conversation Circles and Healthy Lifestyles workshops and 495 diverse women were part of our Women’s Program.



“The Community Dinner is not only providing me a good meal, it’s healing my loneliness”.

Our Volunteers

Heart and soul of our work.

Our volunteers are the absolute best and make such a difference to all we do at The Neighbourhood Group. Last year, 1,649 volunteers provided an astounding 35,952 hours of service. That's equivalent to over 19 full-time staff.



We rely on our volunteers to help us provide essential services to the community:

- Delivering a nutritious meal to an isolated senior through Meals on Wheels
- Helping newcomers learn English or to use computers
- Tutoring, mentoring and coaching at-risk children and youth
- Visiting vulnerable seniors or escorting them to medical appointments
- Serving a tasty dinner to marginalized people at our Community Dinner
- Teaching yoga to our Newcomer Women's groups
- Cleaning, painting, gardening and other tasks at our supportive housing locations
- Distributing toys and gifts to people who have so little during the holiday season
- Doing income taxes for people who are struggling to make ends meet

....and much more!



For more information about volunteering please go to: <http://www.theneighbourhoodgroup.org/become-a-volunteer/>

Congratulations

to these volunteers who received Ontario Volunteer Service Awards this year:

FENG HUAN CAO	5 YEARS
LUU TO	5 YEARS
SANH TRAN	5 YEARS
KINH TRIEU	5 YEARS
SANDY WONG	5 YEARS
PEI CHU CHEN	10 YEARS
WING YEE QUAN	10 YEARS
ZHEN SHI	10 YEARS
ELLEN YUET LING KUNG	15 YEARS

HUGE Thanks to all of our wonderful volunteers!!



Meet Rosemary...

Rosemary is a star volunteer we can always count on no matter what. She is kind, dependable, hardworking, and always has a smile. She is multi-talented doing everything from helping newcomers learn English at our Conversation Circles, completing income tax returns for low income clients, handling complicated mailings from our Communications & Marketing department, supporting at special events, doing administrative work in our volunteer department, organizing and distributing food at our Food Bank and more. Her unwavering dedication to being at the Food Bank last winter through the non-stop snowstorms and treacherous conditions was so appreciated as we were working hard to get this new program off the ground. We hope to have Rosemary on board for many years to come!

Thank you to our Funders & Donors

The Neighbourhood Group would like to acknowledge the vital support of our funders. With these ongoing consistent sources of income, we are able to provide innovative, essential services for people of all ages, abilities and backgrounds.

Thank you to our generous funders.

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Toronto Central Local Health Integration Network
Toronto Star Fresh Air Fund
United Way Greater Toronto

Our generous donors make it possible for us to provide quality programs and services to those who need us.

As the needs of those we serve grow more complex and the cost of providing services continues to rise, our fundraising efforts are more important than ever. Fundraising also allows us to be nimble and respond effectively to the changing needs in our community.



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Building Strong Neighbourhoods Together

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416.691.7407

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349 Ontario Street
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416.925.4363

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PHOTO CREDIT: Donna Braybrook | www.dlkphotos.com
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