



Changing Lives

 **TNG**
Community Services

CENTRAL NEIGHBOURHOOD HOUSE
NEIGHBOURHOOD LINK
ST. STEPHEN'S COMMUNITY HOUSE

2021-2022
Impact Report

Our Mission

The Neighbourhood Group works with people at every stage of their lives, providing access to innovative and effective programs, and collaboratively building and advocating for an equitable, just, and vibrant community.

Leadership Report

Changing Lives

It is said that the true test of a society is how it treats its most vulnerable members.

Reading the compelling stories in our Impact Report reminds us of this, and how we have all been tested by the pandemic – as individuals, as an organization, as a city and as a nation. We are so proud of how The Neighbourhood Group Community Services stepped forward during the pandemic to help our most vulnerable neighbours – from the seniors living in our supportive housing, to the children in our childcare centres, to the people who are homeless and experiencing COVID-19 in our recovery centre – we jumped in with our hearts and hands.

On behalf of a grateful Board of Directors, we thank our incredible, dedicated staff, volunteers and peer leaders, our generous donors and funders, and our neighbours who made a stronger community possible.

As well as providing essential services, we also raised our voices together and made advocacy progress on homecare, childcare, affordable housing, racism and community safety. We strive to confront poverty and injustice with caring services, and with better laws and policies.

We hope you will be inspired by the life-changing stories in this Report, and are glad to be able to welcome you back in our spaces to see this vital work for yourselves. Please join us!



Bill Sinclair
*President and Chief
Executive Officer*



Samira Viswanathan
*Co-Chair
Board of Directors*



Sonia Yung
*Co-Chair
Board of Directors*

Services and Programs

In 2021-2022, The Neighbourhood Group Community Services' in-person and online programs helped 42,517 vulnerable people in priority Toronto neighbourhoods, regardless of the challenges brought on by the pandemic.

Childcare

10 provincially-licensed childcare centres provided safe and enriching childcare for up to **1,025 children**, ages newborn to 12 years. Centres include:

- Bellevue Ave.
- Canoe Landing Centre
- Harbourfront Centre
- King Edward Public School
- Lord Lansdowne Public School
- Ontario St.
- Our Lady of Lourdes Catholic School
- Waterfront Public School
- Winchester Public School
- Yonge & Sheppard Centre

Children & Youth Services

Drop-in, academic and employment support, mental health, arts, recreational, mentorship, advocacy and justice programs helped **1,879 children and youth transition** through the teen years. Programs include:

- After-School Programs
- Extra Judicial Sanctions/Measures
- Game Changers Restorative Justice

- Integrated Model of Care
- Kensington Art Academy
- Kick Start
- Kidz Klub
- MOTIV8
- Newcomer Youth Drop-in
- Peer Helpline
- Steps2Success
- Summer Camps
- Youth Arcade Studio
- Youth Awoken
- Youth Outreach Workers
- Youth Recreation & Leadership
- Weekend Youth Club

Community Development

Working alongside community members to address issues and build better neighbourhoods helped **2,166 people** through advocacy, education and support. Programs include:

- Community Dinners
- Community Gardens
- Community Development & Social Action
- Easy-Access Voicemail
- Financial Advocacy and Literacy
- Neighbourhood Pods – Mutual Aid
- Teesdale Food Bank

Conflict Resolution & Training

Community and workplace mediation, conflict management, public workshops, consulting and training helped **2,230 people** resolve conflicts, and prevent future disputes from escalating. Programs include:

- Community Mediation
- Workplace Mediation and Training
- Mediation & Conflict Resolution Training

Employment Services

Programs, workshops, training, resource centres, individual counselling and job development helped **4,540 job seekers** prepare for and find employment with specialized programs for newcomers, at-risk youth, and people with mental health issues. Programs include:

- Better Jobs Ontario
- Carry On
- Connections
- Enhanced Services
- Employer Services
- Homecare Connect
- Moving Forward

- New Knowledge, New Steps
- Opportunity Knocks
- Youth Job Connection
- Youth Works

Housing & Housing Development

Supportive housing, eviction prevention, case management and wraparound services helped **565 people** maintain their independence.

Locations include:

- Art Manuel House
- Cecelia Murphy Building
- Community Link House
- Dovercourt Place
- Jean Dudley House
- L.L. Odette Place
- Macey Place
- Norm Houghton Complex
- O'Connor House

Independent Living & Seniors

Personal Support Workers, nutritious food, recreational services and general assistance helped **10,292 seniors and adults** living with physical and/or mental challenges live independently and with dignity. Programs include:

- Adult Day Services
- Cantonese, Korean and Mandarin Programs
- Case Management
- Congregate Dining
- Friendly Visiting
- High-Intensity Support In The Home

- Home at Last
- In-Home Services and Personal Support Workers
- Meals on Wheels
- Respite Care
- Seniors Active Living Centres
- Stroke Survivors
- Transportation and Toronto RIDE

Newcomer Services

English classes, workshops and settlement support helped **2,807 newcomers** successfully adapt to new life in Canada.

Programs include:

- Beginners Computer Skills Program
- English Conversation Circles
- Healthy Lifestyle Workshops
- LINC & ESL English Classes
- Perinatal Settlement Support Services
- Rainbow Connect
- Women's Program

Trustee Hub

Mentoring, financial and administrative assistance helped **62 community groups** fulfill their mandates to improve social and economic justice. Some Trustee groups include:

- Bike Brigade
- Black Women in Motion
- Inspirations Studio
- Plantsquare
- Sister Code
- Youth Gravity

Urban Health & Homelessness Services

Holistic case management, harm reduction and poverty reduction services improved the mental and physical health of **16,534 people** who are living below the poverty line, including people who are homeless or marginally-housed, and those who have mental health and substance use issues. Programs include:

- Clinical Care and Case Management Services
- Corner Drop-in
- COVID-19 Isolation and Recovery Site
- Employment Program
- Eviction Prevention
- Harm Reduction Services
- Here to Help (H2H) Mobile Team
- HIV & AIDS Prevention
- Kensington Market Overdose Prevention Site
- Partners for Access and Identification (PAID)
- Peer Training and Development
- Safe Seniors Supportive Housing
- SafeSpot
- Street Survivors
- Toronto Community Addiction Team (TCAT)
- Voluntary Trustee Program
- Vulnerable Seniors Housing Support



Supportive Housing - Tango's Pet Health and Emergency Fund

My beautiful girl

By supporting essential pet care, Tango's Pet Health and Emergency Fund improves isolated seniors' mental and physical health

For people living near the poverty line, the choice between food, medicine and pet care can be difficult. For lonely seniors without family, the choice is agonizing. Thanks to our Board of Directors Co-Chair, Sonia Yung, they don't need to choose.

Tango's Pet Health and Emergency Fund helps isolated seniors in our supportive housing care for their beloved dogs, cats and other pets by paying for veterinary exams, medication, vaccinations, pet licences, and end-of-life care. Donna truly appreciates the support that saved her dog's life.

"Last summer, I noticed one of my dogs, Freckels, had a cough. The vet said she had an oversized heart which was causing problems with some of her other organs. I'm retired and on a fixed income so I was worried about the cost of treatment. Freckels and my other dog, Yogi, are my family. I love them to pieces and would do anything for them. Thanks to the Pet Fund, I could pay for the medication and tests which helps my beautiful girl live a normal life.

"Freckels is so happy on her daily walks and playing with Yogi. The kindness and thoughtfulness of the Pet Fund donor, Sonya Yung, made me rethink my will to include a donation for the Pet Fund. My pets and I are ever so thankful for what you have done and are doing!"

100% of pet owners in our supportive housing reduced their isolation, stress and depression through care of their pets through Tango's Pet Health and Emergency Fund





Childcare

Truly meant to be

Khai's development grew in leaps and bounds thanks to Early Childhood Educators at the Canoe Landing Child Care Centre

When Kim's family moved to Toronto from Montreal, they had no extended family or outside help to lend a hand. "We put Khai into his first child care when he was one. But when he turned three, he still wasn't talking. We knew Khai needed extra support with diverse and qualified staff. The child care at Canoe Landing was just that. We enrolled and never looked back.

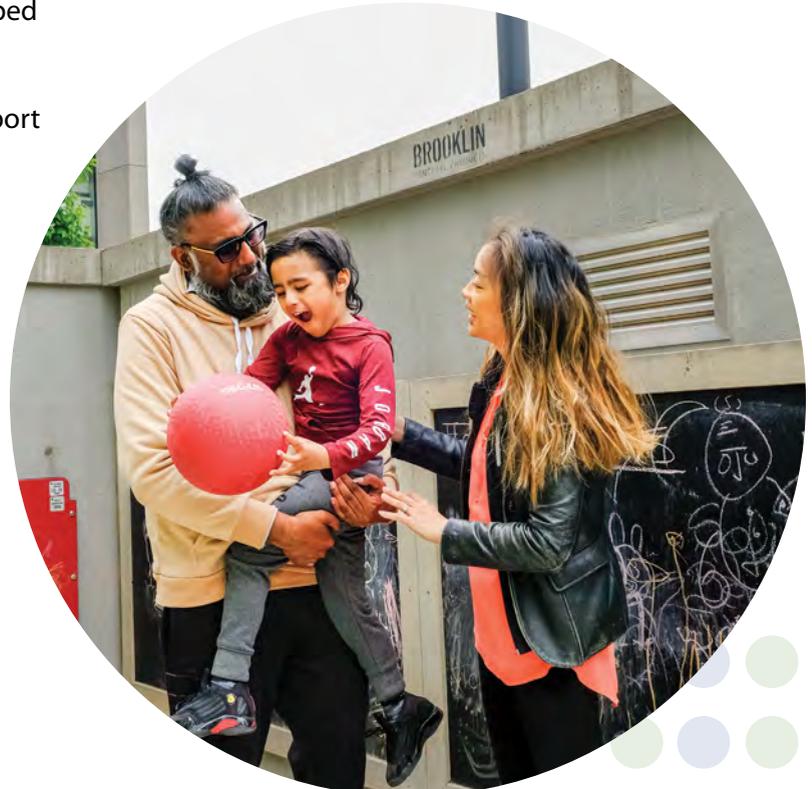
"Staff were very insightful from the start. They helped us navigate the special needs program and put us in touch with the preschool's Resource Consultant Specialist. Together, they created an amazing support program for Khai to reinforce his strengths and improve his communication and social skills, as well as his self-regulation.

"The staff embraced Khai's diversity while fostering inclusivity. It's a true testament that a loving, accepting and dedicated child care culture makes all the difference!

"Whether it's playing with the Hot Wheels cars or joining the group activities like What Time is it Mr. Wolf?, Khai is always happy to be at Canoe Landing because of his gracious teachers and friends there. We cannot thank the child care team enough for accommodating Khai with a safe haven where he can flourish and become who he's truly meant to be!"



1,000+ children thrive with early childhood education and play-based learning at our ten provincially-licensed child care centres



Steps2Success

Steps to success

Students in Steps2Success gain academic credits and self-care tools needed to graduate high school

For many young people in our communities, the dangers of violence, drugs and poverty makes graduating from high school a pipe dream. Steps2Success changes that.

As part of the TDSB's Education and Community Partnership Program, Steps2Success is offered in a safe, inclusive space outside of school where students are comfortable and empowered to learn.



100% of students enrolled in Steps2Success earned high school credits to help them graduate

"As a classroom teacher for over 10+ years now I can say that having TNGCS staff in my class has been fantastic. They have a real "gift" in being able to connect, relate and build a rapport with students. They are patient, kind and encouraging which helps to create a trusting and safe environment where students can thrive and reach their academic goals."

- Michael Gibson, OCT, Special Education Teacher, Toronto District School Board

Students are reintegrated into a learning environment to gain their high school credits while receiving holistic care for trauma, mental health, harm reduction, and self-care.

With a dedicated TDSB teacher who specializes in guidance and special education, and a youth worker from The Neighbourhood Group Community Services, young people benefit from compassion, enthusiasm, expertise, and experience.





Supportive Housing

Existing, not living

Dan's health improved dramatically after moving into our Cecelia Murphy supportive housing for seniors

"I've lived many tragic lives. Before I was ten, I was in thirty-two homes and never spoke the words, 'mom' or 'dad'. Foster care, jails, pain, sorrow and addiction were my childhood friends. My playgrounds were the streets. By the age of twelve, I was on my own for good. That was fifty years ago. Hard years.

"Early in the summer of 2021, I was sharing a ten-by-ten room for \$1200 per month, or in the hospital. I was diagnosed with squamous cell carcinoma and leukemia and my doctors gave me less than two years to live. I was in a dark, dark place. I got in touch with The Neighbourhood Group to find supportive housing. Ashley, the housing worker, was a living angel and treated my case with the highest respect and caring. I lucked out and obtained my apartment here in only 21 days.

"Living here changed my life. It's a community, not just an apartment building. Everyone is friendly and easy to get along with. The best part is the staff. You can tell they like their jobs. They are all so pleasant and always there if you need help. One day my air conditioning broke down. In two hours, staff were there with a new unit. And because it's supportive housing, I even have money now for some extra groceries.

"I've gone from severe depression to being cheerful. Being happy led to my physical health improving tremendously. I'm now in remission and my doctors are amazed at the changes. Although I still have other medical issues, I don't even need one of The Neighbourhood Group's Personal Support Workers any more. I'm feeling fantastic mentally and physically. Last year I couldn't walk a block. Today, I walk my dogs at least ten kilometres a day.

"Thanks to The Neighbourhood Group for making my final years as pleasant and secure as can be."

434 residents improve their independence and physical and mental health through our supportive housing and wrap around support





Peer Youth Helpline

Helping youth one call at a time

The Peer Youth Helpline helps young people cope with anxiety and stress

One of the biggest impacts of COVID-19 has been on people's mental health. The isolation people felt being separated from friends and family has had a lasting effect, particularly on youth. To alleviate the loneliness, we created the Peer Youth Helpline.

Staffed by peers, the non-crisis Helpline gives young people the opportunity to reach out and talk about what matters to them. Whether they are anxious, afraid or just need to connect, callers ease their stress by talking with peer youth and know that they are not alone. As one of the peers, Cassandra spoke to many young people who were having a difficult time with changes brought about by the pandemic.

"I am very honoured to be part of the Helpline team. It helped me really understand how important it is to be a support system for so many young people. Here's an example: There was a young girl I met and I suggested she call the Helpline when she's feeling down. She recently lost her grandfather and wanted to chat. At the end of the call, she told me, 'I really needed someone to talk to about how I was feeling. Thank you and the other peer workers that are willing to listen to me.'"

Nearly 400 youth gained support for anxiety and trauma by calling the Peer Youth Helpline





Refugee Sponsorship Mediation

Refuge from conflict

Refugee sponsorship groups gain much-needed support to resolve and prevent conflicts that hinder the sponsorship process

Vietnam. Kosovo. Syria. Ukraine. The number of people fleeing persecution, starvation and war has never been greater. With that demand comes increased administration, red tape, delay, and inevitably, conflict. To support refugees and sponsorship groups, we introduced a series of dedicated workshops, coaching and mediation services designed to improve the transition to the new life in Canada.

Funded by Immigration, Refugees and Citizenship Canada, this national program helps sponsorship groups and gives them the skills to manage difficult issues, decisions and conflicts that can undermine the work and lead to the breakdown and failure of sponsorship. Sharon and Helen, from the Roman Catholic Archdiocese of Grouard-McLennan, learned this first-hand.



500 refugees and sponsors will improve their ability to manage the sponsorship process and successfully adjust to life in Canada

“We heard about The Neighbourhood Group’s refugee sponsorship services through the Sponsorship Agreement Holder Association. Because we live in Grande-Prairie, Alberta, we signed up for the Zoom workshops right away. Whether it was learning to recognize our own communication blockers, applying active listening or gaining awareness of cultural considerations and power imbalances, we gained the tools we need to deal with conflicts and difficult situations in the sponsorship process.

“We now realize that conflict is part of life and is actually an opportunity for growth when it is resolved.”



Organizational Trustee Services

A hub of activity

Small grassroots groups gain mentorship, and administrative and financial expertise through the Trustee Hub

Created to address the growing need for support of innovative community initiatives, the Trustee Hub helps unincorporated grassroots groups by leveraging The Neighbourhood Group Community Services' financial, fundraising and administrative resources. Our experience and expertise improves the groups' capacity to tackle the unique issues they face and further their missions. Many of these trusted organizations support underserved populations

in our communities, including youth, BIPOC (black, indigenous and people of colour) and women.

By acting as a trustee for grassroots groups like Afghan Youth Engagement and Development Initiative, Black Women in Motion, ENAGB Youth Program, Inspirations Studio, Mommy Monitor, Rainbow West, SoundCheck Youth Arts Inc. and Wanasah, The Neighbourhood Group fulfills its own mission to improve the lives of the people in our communities, and the communities themselves.



62 grassroots groups gained financial and organizational expertise to better serve local communities in 2021-2022

"The Trustee Hub's commitment to provide individualized support for grassroots community groups like ours who are low-resourced and require dedicated assistance to build infrastructure and respond to the needs of our community has been nothing short of outstanding. The Hub is present, supportive, active, and genuinely cares about our group's success."

- Khalidha Nasiri, Executive Director, Afghan Youth Engagement and Development Initiative



Peer Harm Reduction Outreach

“Thank you for saving my life”

Outreach workers like Debra encourage harm reduction practices among shelter and encampment residents

Ten deaths a week. That’s the number of opioid overdose deaths in Toronto in 2021, a staggering 274% increase since 2015. Tackling the opioid crisis starts with harm reduction.

Employing a supportive, non-judgemental approach, harm reduction seeks to reduce the negative consequences of substance use, and improve the health and safety of people who use. To encourage harm reduction practices, peers with lived experience like Debra went into shelters and encampments looking to first build a sense of trust.

“I was an addict and felt I would never climb out of the dark hole I found myself in. After getting to know staff at The Neighbourhood Group, they suggested I use my own lived experience to reach out to other people.

“The goal was to build a rapport before I could even get to safer use. We started with simple things like snacks because people were hungry. We did things like movie nights and arts and crafts therapy. These activities helped people open up and I could refer them to services they need like PAID (our identification program), or the services at our Corner Drop-in and Kensington Market Overdose Prevention Site. We give them love so they can love themselves.

“My role as an Outreach Worker has changed my life too. When I hear someone call me and say “Thank you for saving my life”, it makes my day. I now embrace my old life in a much more positive way as it’s shaped me into the woman I am today.”

2,200 people in shelters and encampments improved their health and well-being through the trust built by Harm Reduction Outreach Workers







Newcomer Services

A little bit easier

Tsion's settlement worker helped her adapt to life in Canada

Before moving to Canada, Tsion was devastated. Her parents passed away and living with her sister caused an unmanageable financial burden and strain. Tsion made the difficult decision to immigrate with the hope of finding a new beginning and better future for herself.

Even after immigrating, Tsion struggled. She and her new husband were on Ontario Works and could only find sporadic low-paying jobs. She agonized over whether to pay for rent, essentials for her new baby, or food.

What truly helped Tsion turn the corner is the day she attended her first perinatal webinar. She learned about staying healthy during pregnancy and met women in the same situation. That bond encouraged Tsion and gave her desperately-needed support. As she spoke with our settlement workers, Tsion was able to access critical community resources.

"We live in a small apartment and everyone in the building smokes. I developed asthma and felt quite sick. My settlement worker helped me find a new home, and gave me information about the free Personal Support Worker training. She also helped me with donations for a stroller and other baby things, and helped me see a dentist for free.

"Everything she does makes my life a little bit easier. I really appreciate the special attention she gives and I know I can contact her any time I need help."

Nearly 2,900 people adapted to life in Canada through English classes, settlement services and perinatal support





#ReThinking Policing

ReThink

Encouraging community support for alternatives to policing was the heart of the [ReThink Policing campaign](#)

Overpolicing of people facing barriers happens far too often in Toronto:

- Black and Indigenous people are up to six times more likely to be carded, four times as likely to be charged and 20 times as likely to be killed by police.
- People who are homeless interact with police ten times more than the average person and receive up to 16,000 tickets per year – most of which are never paid.
- Youth are three times as likely to be stopped in street checks and four times as likely to be searched.
- People having mental health crises make up 3% of police interventions but account for 11% of all uses of force and 40% of all taser use.

The need for change is evident. It's time to ReThink Policing.



1: The first non-police response team in Toronto to help people in a mental health crisis started in March 2022

Together with Toronto Neighbourhood Centres and other agency partners, a grassroots campaign led by our Board of Directors' Advocacy Committee started spreading the word in July 2021: Police reform events included city councillors, community agencies, and organizations focused on advocacy, research and education; deputations were made to City Council and the Police Board; social media shared facts, videos, stories and messages for councillors; and media started telling the tale.

In March 2022, the pilot project with civilian-led mental health crisis response teams began. The next step? To continue police reform for the 21st century challenges faced by the city's most vulnerable people.



Connections

Finding her dream job

Carla found work in Canada after completing the Connections employment program

Arriving in Canada as a refugee from Mexico, Carla faced many barriers. But her biggest challenge was finding work in her new country, especially during COVID-19. Our Connections employment program supports people just like her.

Developed for newcomers who are receiving social assistance, Connections gives people the knowledge, training, and paid co-op placement needed to gain essential Canadian work experience. For Carla, her time in Connections not only improved her ability to find work, it taught her about work/life balance, communication techniques and emotional intelligence, and gave her certification in Customer Service Excellence. Together with the ongoing support of

Connections staff, and her degree in nutrition and Personal Training Certificate, Carla was ready to find her dream job.

“As a newcomer to Canada it was very helpful to learn the things I did in Connections, like how to improve my resume and prepare for a job interview. I practiced my PowerPoint and public speaking skills. Everything I learned taught me about the Canadian workforce. It helped me get a job at Goodlife Fitness as a personal trainer, which I love. I’m very thankful to The Neighbourhood Group Community Services for that!”



81% of all Connections graduates found work or furthered their education in their chosen field





Personal Support Workers

Care and companionship

Ashley relies on her Personal Support worker for more than just chores

Losing the ability to take care of yourself is one of the most distressing things for people who are physically or mentally impaired. Personal Support Workers (PSWs) change that. They help people live independently, not only through personal care but also through referrals to other support services and even helping prevent evictions. For people like Ashley, the personal care is essential.

“I have difficulty doing things around my home and it gets worse when depression comes on. A little over a year ago, I was going through a very difficult time. My case manager at the Toronto Community Addiction Team referred me to the PSW program at The Neighbourhood Group and I’m in a better place now because of it.

“When my PSW comes in, he doesn’t just help me with chores like cleaning, organizing my art books or any other physical thing. We talk and laugh all the time. He’s kind and respectful, and makes me smile when I’m sad. I’m so thankful for that. I don’t know how I would’ve made it without his help.”

240,000 hours of personal support work in 2021-2022 helped people live independently and with dignity





Donor Roster 2021-22

Thank you for your generosity!

As visionary donors, partners and funders, you bring opportunity and possibility to life. During the pandemic, your gifts were life-altering for thousands of vulnerable people across Toronto.

We are proud to be a United Way Greater Toronto Anchor Agency! Thank you to all our staff and supporters who donate to United Way Greater Toronto. We are also grateful to the many businesses and non-profits we work with annually through job and community service placements and joint initiatives.

Excellent Neighbours: \$50,000 - \$100,000

CNC Foundation -
Sonia Yung
Estate of Sarah
Isabelle Coleman
Community Food
Centres Canada
Emerald Foundation -
Rochelle Rubinstein
Shawn Kimel
W.C. Kitchen
Family Foundation
Jane Lennox-King
Sprott Foundation

CP24 CHUM Christmas Wish
Edper Investments Limited -
Lynda Hamilton
Greenrock Charitable Trust
The Lawrason Foundation
The Catherine and Maxwell
Meighen Foundation
C.M. Odette Philanthropic
Foundation
Estate of Liane Regendanz
Green Sanderson
Family Foundation
Francesca Scalzo
Sprott Inc.
Waste Connections
of Canada

Rachel Barkley
Karin Bergeron
The Big Carrot
The BLG Foundation
Andrea Boctor &
David Corcoran
Boston Consulting Group ULC
Edward Boyd
Randall Boyd
Carla Brown
Albert Brule
Bloom Burton Securities Inc.
J.S. Cheng & Partners Inc.
Church of St. Bede
Tracy Cooper
David Crawford &
Julia Holland
Bob & Gayle Cronin
Daniels HR Corporation
Donna Dasko
Celia Denov
Dentons Canada LLP
Keith Durrant
Lynn Eakin & David Young
Timothy Eaton Memorial
United Church
Sheri Ellis

The Embassy Bar Inc.
Erion Insurance Group
Estate of Lilian
Josephine Forbes
Mark Ewald
Glenna Fair
Greg Fisher
Kevin Fisher
Elizabeth Forestell
Laina Gibson
Bob & Mary Gore
Mary Gore
Robert Gore & Associates
Chartered Professional
Accountants
Kyle Gossen
Robin A. Green
Clayton Gyotoku Fund at
Toronto Foundation
Barbara Hall & Max Beck
B & B Hamilton Fund at
Toronto Foundation
Catherine Hennessey
Gordon Hamilton
Gordon O. Hamilton
Rachel Harding
Health Innovations Group

Dedicated Neighbours: \$10,000 - \$49,999

4 Anonymous
Viny Bhathal
Judy & Alan Broadbent
Matthew Broadbent
BrookField Asset
Management Inc.-
Jack Cockwell

Friendly Neighbours: \$1,000 - \$9,999

4 Anonymous
2754472 Ontario Inc.
(Care Management Group)
Nicholette Agnew-Ogg
Malcolm S. &
Carolyn Archibald
Aston Family Foundation

Sarah Hurrle
Jackman Foundation
Jewish Foundation-UJA
Federation of Greater
Toronto
Thomas Keane
Kilkenny Media Inc.
Sofia Kokinos
Yanny Lee
Levi Cooperman
Link Charity Canada Inc.
Susan Loube
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Geoff Grayhurst
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Recruiting in Motion
David Reed
David C. Rich
Angus Rigby
James Robertson
Reid Rusonik
Geoff Rytell
Saint Luke's United Church
Bill Sinclair
Jacqueline Solway

Adelia Sweet
Avrum Udaskin
Ingrid & Alan van Rotterdam
Samira Viswanathan
Vijay & Desirae Viswanathan
Colin & Margaret Warren
Bruce A. Weber
Jane M. Wilson
Chee Yan Lee

**Caring Neighbours:
\$100 - \$999**

6 Anonymous
360 Visibility Inc.
Samia Abedin
Mervyn D. Abramowitz
Michelle Adams
James Alberding
Tracey Albrecht
Stephanie Aldersley
Maureen Ali
Lisa Allan
Robert N. Allsopp
Dorothy Amos
Ronald Andersen
Timothy Andrade
Joselen Anesetti
Robert Appleby
Rylan Armet
Cynthia Armour
Eric Armstrong
Maureen Armstrong
Stephen Au
Denise Lo
Ruth Elaine Axler
Taylor Badhwar
Paul Bagnell
Christopher M. &
Mary L. Bailey
Marsha Baillie

Marilyn Baines
David E. Baird
Maureen Ballentine
Edna Bampton
Eileen M. Barbeau
Alphonse Barikage
Andrea Barrack
Joyce Barrass
Florence Barwell
Shannon Bates
Adam Beatty
Barbara Hall & Max Beck
Roger Beech
David & Linda Bennett
Dean Bensics
Cory Bentley
Tricia Bentley
Daniel Bernstein &
Tamara Jordan
Zina Bezvershenko
Atin Bhattacharya
Nick Biassini
Anthony Bird
Susan Tiffany Bliley
Daniel B. Bogue
Suzanne Bond
Al Bonsell
David W. Booz
Agnes Van 'T Bosch
Fatima Botelho de Sousa
John Bovos
Branislava Brasic
Gay Brema
Laurie Brema
Edem Bremner
Lynn E. Brennan
Helen J. Breslauer
Frank Bria
Sylvia Bridcut
Lyndsay Brisard
Thom Brott

Angela Brown
Carson Brule
Anne Brule
High Brule
Claire Brûlé
Julei Busch
Robert Butler
Ann Buttrick
Terry Butts
Antonina Cacciatore
Lindsay Caldwell
Ted Callaghan
Ryk Cameron
Douglas Campbell
Judith C. Campbell
Marcus Campbell
Marion Campbell &
Ellison Robertson
John Campey
Tania Camuti
Feng Huan Cao &
You Heng Chen
Amanda Capes
Anastasia Carli
Barbara Carroll
Margaret Carter
David Carter
Elizabeth Carveth
John Casola
Audrie Chad
Yuen Ling Chan
Linda Chan
Philip KK Chan
Erika Chandler
Charities Aid Foundation
of Canada
Hue Nghi Chau
Katherine Chau
Li Yun Chen
Qi Dao Chen
Maria Cheung

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Pei Va Choi	Amber Daugherty	Beatriz Ferreira	Kam Gow
Meng Choi	Jay Davey	Marlene Fine	Ann Graham
John Chon	Patricia Davey	Barbara Fischer	Carol Graham
Patricia Chong	Alison Matthews David	Margaret Fisher	Catherine Graham
Terrence Choo-Kang	Jean Marc David	Kenneth Fisher	Manuel & Lucila Granados
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Stella Chow	Diane Davy	Lindsay Fong	Elsie & Brock Grant
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Climatech Inc.	Wai Lin Der	Rachel Fonseca	Howard Green
Harue Clipsham	Madeleine Desjardins	Tekeste Foto	Nicole Greenspan
John Clipsham	Wendy L. Dicker	Rob Francis	David Gregoris
David Cohen	Elsbeth Dishington	Marc Francoeur	John Gregory
Community Counts	Colin R.C. Dobell	Todd Fraracci	Sharon Griffin
Foundation	Craig Donovan	Francine Freeman	Crocetta Gruppuso
Pat Condon	Shauna Dorskind	Thomas Freeman	Louise T. Guillemette
Judy Conning	Glenn Douglas	Kevin Douglas Fretz	Sashen Guneratna
Doris Connors	Sarah Doyle	Helena Friesen	Patricia Guo
Mark A. Convery	Annette Droidger	Whitney French	David Guttman
Christopher Conway	Will Drope	Rong Fu	Alex Hacker
Dorothy Cook	Jenny Du	Michael Gallacher	William & Mary Hall
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Ehren Cory	Frederic Duguay	Noah Genner	Bill Hall
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Charles Coupal	Diane Dyson	Ron Gibson	Margaret Hancock
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Elizabeth Crawford	Tony Eleftheriadis	Kevin Godin	Michael L. Harris
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Leslie Dampier	Elisabeth Evans	Charles B. Gordon	Eva He

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Kim Maxwell	Carroll Ng	Cindy & Nu To Phung	Andrea Rosen
Brian Maxwell	Celia Ng	Anne Pianosi	Jennifer M. Ross
Pauline Mazumdar	Wai Fan Ng	Mary Pietropaolo	Rachel Ross
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Ian McNeil	Sharon O'Grady	Phan Quan	Kathleen Scardellato
Sean Meagher	Grace Olds	Moulay Saad Rahali	Silvan Schaller
May Mei Lee	Helen Orr	Debbie Randall	Tina Scherz
Amanuel Melles	Clifford Orwin	Godha Rangaraj	Kathleen Schneider
Barbara Mellman	Clifford Orwin	Philippe Raymond	Stephen Scott
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Kathy Miller	Michael Gary Parker	Watts Regan	Pranav Shah
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Ronald Graham Morrish	Colleen Peacock	Stuart Reid	Lanny Shereck
Francis Muli	Colleen Peacock	Sarah Richardson	Debra Shime
Andrew Munroe	Geraldine Pennie	Joan Ridout	Eon Guy & Bok Sil Shin
Eleanor Connie Munson	Victoria Pensa & Michael Stewart	Patrick Riesterer	Lee Shing
Sarah Murdoch	Michael Stewart	Kathleen Riggs	Rosemary Shipton
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Grace Nalbandian	Neromanie Persaud	Roberta & Leslie Robb	Sou Peng Si
	Derek Peters CPA Professional Services Corporation	Mr. Robinson	Christy Van Sickle
		Elizabeth Rochon	

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Alicia Smith	John Tassiopoulos	Estelita Ugbinada	Barbara Williams
Bob Smith	Marilyn Tate	Lorraine Ulett	Ione Williams
Kim Snow	Kevin Taylor	Unifor 1701 & 1701-1	Peter D. Wilson
J. Francien Solitar	Paul Tetrault	Tim Utting	Janet Winhall
Julia Song	Louise Tetreau	Matthew Valic	Margarete Winkel
Mary Kay Sonier	Sapna Thakker	Jeny Varghese	Holly Winter
Yuko Sorano	Phoenix Thakur	Marilyn Vasilevich	John & Sue Wissent
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Steven Spencer	Hillary Thatcher	Donzilia Veiga	Jessica Wolfe
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Sonia Stanojevic	Archie Thomas	Nicholas Volk III	Kau Mui Wong
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Linda Steer	Lilian Thong	Kenneth Walley	Queenie Wu
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Susan Strong	Nicholas Trevisan	Don Waters	Li Yun Zhang
	Kinh Trieu	Mary C. Watson	Shuman Zhang

Annie Zhang
Meitao Zhang
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Luljeta Aliu
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Kerry Ambrose
Ethiopia Amin
Carlos Anesetti
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Gregory Aronson
Megan Aronson
Christopher Augello
John Augello
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Han Au-Yeung
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Gus Bakas
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Winsome Brandford
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Matthew Brown
Raymond & Pauline Brown
Gerald & Carol Brunton
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Jena Butts
Gillian Byrne
Ursula Cafaro
Stephanie Callan
Anne Cameron
Christina M. Cameron

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Ivi Campbell
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Lisa Carmichael
Janice Carson
Georges & Sheila Carter
Sheila Cary-Meagher
Michael Case
Suzanne Cassidy
Nell Cavon
John Chabrol
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Chi Ho Chan
Cui Hong Chan
Family Chan
Helen Chan
Ka Ling Chan
Lai King Chan
Philip Chan
Shui Chun Chan
Sing Chan
So Ching & Chun Kow Chan
Sue Chan
Wa Hing Chan
Wai Hing Chan
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James Chang
Herma U. Charles
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Garthe Chatten
Sun Nghi Chau
King Ching Chau
Maggie Chau
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Hui E. Chen
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Pei Chu Chen
Qiong Chu Chen
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Yue Fen Chen
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Gwen Cooper
Rosalind Cooper
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Harold & Ruth Margles	Kam Ching Mok	Ada Pak	Sonya Rawlings
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Sheila Maxwell	Stephanie Muise	Canada	Mary Ann Roberts
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Liz McLean	Pui Hing Ng	R. Popiel	Riet Maria Ryan
Nancy McLean	Sandy Ng	Nadia Popovici	Mario Jorge Sa
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Roy Merrens	Annette O'Connor	Yanping Qiu	Marilyn Salvador
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Maijure Selvakumarasingam	Kaleigh Starritt	Tan Tran	Judith Webb
S. Sengupta	Brian Steen	Huu Tran-Nguyen	Ross Webster
Nikki Shaffeeullah	Terry Stephan-Bernatt	Khanh Trinh	Cindy Wen
Seta Shamoun	Ted Stewart	Rita Troiano	Flora Wen
Bing Yuan Shao	Giovanni Strazzullo	Katherine Trytek	Guo Zhen Wen
Chun Xian Shen	Leonard Sussman	Nathanael Tsang	Matt Wheeler
Stanny Shen	Mary Sutcliffe	Ann Tse	Annievea White
Linda Sherlock	Carolyn Swadron	Phuong Tu	Idalina White
Yong Shan Shi	Jody Swindells	Sarah Turnbull	Joan White
Zhen Shi	Troy Taillefer	Nafis Uddin	Peter White
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Rotem Shwaizer	Jennifer Tam	United Way	Helga Karin Williams
Daniel Siddall	Mary Tam	Centriade Ottawa	Shantelle Williams
Florabela Silvia-Augello	Ming-Young Tam	Maaja Uukkivi	Jamie Williamson
Glen Simpson	Siu-Man Maureen Tam	Randy Uyenaka	Janine Willie
Tim Sinclair	Thomas Tam	Mark VanderMaarel	Phillip Willis
Varun Singla	Helen Tan	Alexandros Varoutas	Dawn Wilson
Anna Situ	Kim Eng Tan	Praveen Varshney	Debbie Wilson
Nora Skelding	Connie Tang	Maday Vazquez	Yvonne Winchur
Erin Skrypnyk-Bajor	Camie Tang-Chang	Nuno Veiga	Crawford Winter
Sheila Slattery-Ford	Charles & Carol Tator	Silvana Veiga	Barbara Witney
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Lisa Sloniowski	John Taylor	Nunzio Venuto	Steven Wolfe
Marek Slowikowski	Leighton Taylor	Erica Viezner	Melanie Wolicki
Stacey Smirniotis	Michael Taylor	Barbara Vininsky-Millar	Edward Wong
Adam Smith	Technical Adhesives Ltd.	Amy Wadley	Fiona Wong
Gloria Smith	Ethel Teitelbaum	Megan Wainman	Florence Wong
Martha Smith	Michael Teixeira	Loredana Wainwright	Isabella Wong
Virginia Smith	Barb Teoli	Robert Wallace	Joanna Wong
Joe So	Irv Teper	Patricia Anne Wallis	Lily Wong
Elza Soares	Nu Thang	Jon Walls	Mary Wong
Zelia Soares	Douglas Threndyle	Diane Walsh	Nancy Wong
Janet Solberg	Jean Tice	Wan Wan	Sandy Wong

Margaret Wood
Erica Woods
Aston Wright
Debby Wright
Lan Zhen Wu
Lisan Wu
Maggie Wu
Mr. Wu
Qiong Yu Wu
Shun Yi Wu
Taidy Wu
Xiu Fang Xia
Judy Yam
Chao Chen Yang
You Juan Yang
Yu Jie Yang
Ransome Yau
Howard Yeung
Shuk & Yee Yick
Aili Yin
Juliette Yip
Jojo Yiu
Katherine Young
Bi Rui Yu
Kam Hung Yu
Stella Yu
Xiu Chuang Yu
Mary Yuzwin
Leonora Zefi
Mei Jin Zeng
Liz Zetlin
Qin Fang Zhang
Yin Hung Anita So Zhang
Xiao Ying Zheng
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Kitty Zhou
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Geoff Horton
Irene Hunter
Sarah Hurtle
Russell Janzen
Donna Jones
Carol Kahar
Kersti Kahar
Dina Kamal
Jill Kelsall
Patricia Kishino
Patrick Lacroix
Karen Laurence
Victoria Lee
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Rebecca Lock

Veronica MacDonald
Janani Mahendran
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Ian Mallo
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Emily Martin
Karen Marzocco
Alison Matthews David
Michelle Mawhinney
Caeli Mazara
Pauline Mazumdar
Ian D. McCombe
Sophie McCormack
Mary McGowan
Kathleen McMorrow
Barbara Mellman
Andrew Milne-Allan
Lidia Monaco
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Sarah Murdoch
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James Devlan Nicholson
Laura Norris
Peter Nurse
Margaret Oldfield
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David Walters
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Janet Winhall
Kathryn Woods
Rhona Zitney

In-Kind Supporters

2 Anonymous
Afterglow Studio
Arlene Pearly-Rae
Arnie Guha
Beach Yoga Centre
Big Stretch Yoga
Bill Sinclair & Brent Lawson
Bondi Produce
Catchoo
Catholic Women's League
Charles Pachter
Charmed Aroma
Children's Book Bank
Chum Charitable
Foundation
Church of St. Bede

City of Toronto
City of Toronto Long -
Term Care Homes
& Services
Community Centre 55
Conflict Resolution Training
Daily Bread Food Bank
Dickie's Cooking School
Elly Nguyen
Foodland
Free Spirit Tours
Gadabout
Georgian Hills Vineyards
Grey Wolf Animal Health Inc.
House of Spice
Image on Promotional
Jane & Oliver Lennox-King
Levi Cooperman
London Manori
Luminosity Gaming
McManus and Campbell
Megan Ellison
Moorelands Kids
Musical Performance
Trust Fund
Needlework Guild
of Canada

New Mom Project
Organic Garage
Peter Anthony Salon
Project FoodChain
PUR yoga
Ruth S. Nadeau
Scholars Education Centre
Second Harvest Food Rescue
Shannon Stanojevic
Shaw Festival
SoltGoes Yoga by Gwen
Spring Lakes Golf Club
St. Jamestown Steak
& Chops
The Agency of Healers
The Big Carrot
The Butcher Guys/No Bull
Burgers
The Epicure Shop
The Purple Goddess
The Sweet Potato
The Ten Spot Beaches
The Warmth Initiative
Tom's Place
Wendy Marsh
Yanny Chi Yan Lee

We apologize for any errors or omissions in our Donor Roster and respect the wishes of donors requesting anonymity. Please direct any inquiries to 416.691.7407 x246.

**Thank you
to all of
our donors.**

Board of Directors

Thank you to our Board of Directors. Their dedication, compassion and commitment make an impact on the lives of the people in our community. The Board is responsible for the overall health of The Neighbourhood Group Community Services and is charged with defining the goals of the organization, establishing the strategic plan and setting governance policies.



Samira Viswanathan
Co-Chair



Sonia Yung
Co-Chair



Marguerite Rea
Vice-Chair



Vinny Bhatthal
Treasurer



Jennifer Rae
Secretary



Philip Fernandez



Bob Gore



Jennifer Hartviksen



Josh Kleiman



Craig Knowles



Shannon McCauley



Rebecca Stulberg



Sapna Thakker

A special thank you to departing Board Members: **Katherine Chau, Amana Manori and Frank Pagliarello**

These dedicated Board Members have been very active volunteers, whether serving on our Advocacy, Finance, Governance and Human Resources committees, or acting as Committee Chair, Treasurer, and as members of The Neighbourhood Group Foundation or St. Stephen's Property Board of Directors.

Volunteers

Thank you to our dedicated volunteers!

Last year, over 650 of our dedicated volunteers delivered more than 31,000 hours of essential support to our community!

Whether it's helping at our Corner Drop-in and Food Bank, preparing meals at Community Dinner, giving time as a Board member, delivering services virtually like community mediation, community outreach, tutoring, mentoring, income tax clinics, yoga and seniors social programs or stepping up to write letters and make phone calls to isolated seniors, our volunteers make a huge difference in the lives of vulnerable people.

Volunteer Spotlight

Meals on Wheels

For seniors and people who are ill or disabled, our Meals on Wheels service allows people to maintain their independence and live in their own homes. Delivered six days a week, meals accommodate people's special diets, including those with diabetes, compromised kidneys and heart disease.

"There's an absolute need for this service. The meal is crucial to seniors' independence, not only to get a nutritious meal but it also allows the seniors to see a friendly face and for us to see if they are ok."

Rainbow Connect

Rainbow Connect helps LGBTQ+ newcomers meet in a safe, welcoming space to socialize and build personal and professional networks.

"I came here as a newcomer and was looking for a sense of community. It's a wonderful journey, but not an easy path for people who are LGBTQ+. By helping coordinate the programming in Rainbow Connect, and doing the peer-to-peer chats, makes their journey a little easier."



Midge Sandiland,
Meals on Wheels volunteer driver



Kinji Yamada, Rainbow
Connect volunteer

The Neighbourhood Group Foundation

The Neighbourhood Group Foundation supports the vital work of The Neighbourhood Group Community Services to address poverty and inequity by increasing awareness, engagement and donations. Together, we helped over 40,000 people across Toronto communities in 2021-2022.

By giving through The Neighbourhood Group Foundation, you invest in innovative solutions to some of the most pressing issues facing marginalized people in our city.

In past years, the Foundation has been instrumental in implementing new approaches to some of these issues, including supporting refugee families, reaching out to isolated youth, and exploring new models of financial literacy. In 2022, the Foundation re-introduced the Bright Ideas Symposium, an event and microgrant that supports innovative ideas to improve the community with funding and support.



New gardens at our Norm Houghton supportive housing complex give residents the opportunity to do gardening and relax in their own backyard.

Neighbourhood Link Homes

For the past 30 years, Neighbourhood Link Homes and The Neighbourhood Group Community Services have maintained a unique partnership managing affordable supportive housing. Properties are owned by Neighbourhood Link Homes, with management and support provided by The Neighbourhood Group.

Together, we manage 438 units of housing for seniors and families, including 100 units of modular supportive housing for people who are homeless. Dedicated staff and volunteers provide access to personal care, congregate dining, social and recreation programs, and daily check-ins with residents.



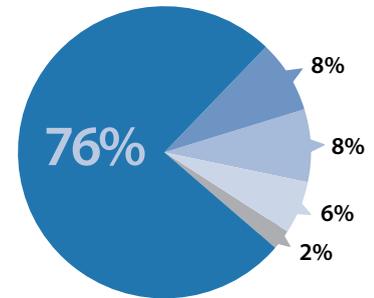
NEIGHBOURHOOD LINK HOMES



The Neighbourhood Group Community Services

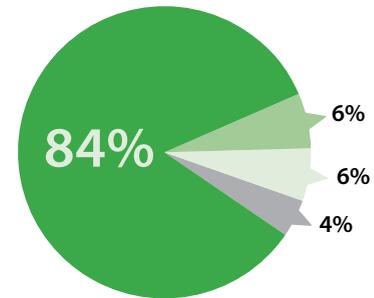
Statement of Current Operating Fund For the Year Ended March 31, 2022

	2021-22	2020-21
REVENUE		
Fees		
Fees from users	\$ 4,820,629	\$ 2,938,311
Home and Community Care Support Services	3,606,850	4,728,792
City of Toronto	2,608,498	2,226,429
Grants		
Province of Ontario	22,075,604	19,143,228
City of Toronto	9,775,713	6,825,151
Government of Canada	9,685,169	6,306,696
United Way	1,502,317	1,735,240
Other		
Partner Agencies	4,770,634	3,281,948
Trustee funds	2,447,389	1,180,198
Donations and fundraising events	1,176,169	1,473,873
Investment	153,790	208,951
	<u>62,622,762</u>	<u>50,048,817</u>
EXPENDITURES		
Wages	36,282,511	30,950,255
Benefits	7,290,406	6,121,931
Program expenses	6,912,623	4,006,673
Occupancy costs	3,492,447	2,471,857
Purchased services	2,318,016	1,810,280
Employer wage subsidy and participant support	1,656,107	864,692
Food services	1,315,973	806,642
Office and general	1,098,203	1,002,436
Amortization	886,532	685,103
Travel	397,361	352,831
Promotion and publicity	292,845	238,273
	<u>61,943,024</u>	<u>49,310,973</u>
Excess of revenue over expenditures for the year	679,738	737,844
Fund balance, beginning of year	10,136,962	9,399,118
Fund balance, end of year	\$ 10,816,700	\$ 10,136,962



Revenue

- 76% Government
- 8% Fees
- 8% Partner Agencies
- 6% Donations
- 2% United Way



Expenditures

- 84% Direct Program Costs
- 6% Administration
- 6% Building Costs
- 4% Purchased Services



   @TNGcommunityTO

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