



ABOVE & BEYOND

2023-2024
Impact Report



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



Our Mission

The Neighbourhood Group Community Services 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.



Jennifer Hartviksen
Board Chair



Bill Sinclair
President and Chief Executive Officer

The Neighbourhood Group Community Services is known to all as a place where staff and volunteers go above and beyond to provide care, support, and advocacy to meet the whole needs of people, families, and neighbourhoods!

Together we provide extraordinary support for people in need, but also tackle the big issues and crises that touch all of us everyday in a big urban city. Thank you for reading our Impact Report and the powerful stories of Andrew, Ella, Fatimot, Farzana, Luca, Masha, Wilbert and more.

There are many highlights from 2023/2024, but we especially want to welcome Kensington-Bellwoods Community Legal Services and Downsview Childcare into our group! The path to justice for many of our participants includes free community legal services, and the path to prosperity for many of our families includes affordable childcare. In addition to these Downsview and Kensington locations, we also opened three new offices in partner hubs in Scarborough this year, with the focus of providing holistic services to youth, women, and families. We are proud to be building successful and sustainable neighbourhoods in Toronto.

On behalf of the Board of Directors, we want to express our sincere appreciation for all of our incredible and dedicated staff, volunteers and peer leaders, our generous donors and funders, and our neighbours who fight for a better Toronto.

A YEAR IN PICTURES



Participants from the Youth Arcade Studio pose by the murals they painted in the alleyway between Bellevue Ave. and Augusta Ave.



Offering free haircuts in shelters is one of the added services we provide in SafeSpot, a peer-run harm reduction program.



Thanks to the generosity of companies like RBC Capital Markets, we shared healthy food and fun at events like the annual summer barbeque at our Norm Houghton supportive housing residence.



Volunteers served up nutritious meals and holiday cheer at one of our holiday dinners.



The National Day for Truth and Reconciliation was recognized across the organization, with special events at our Corner Drop-in, and educational projects at our childcare centres.



At our Repair Café, volunteers fixed broken items while teaching people, all with the goal of creating a more sustainable society.



Everyone got into the spirit to show our pride at the Toronto's annual Pride Parade.



Residents enjoyed their furry friends at Pet Palooza, a gathering of people in our supportive housing who receive assistance for their pets through Tango's Pet Fund, founded by Sonia Yung.

Services and Programs

In 2023–2024, The Neighbourhood Group Community Services' in-person and online programs helped improve the lives of **47,815** vulnerable people in priority Toronto neighbourhoods.

➤ Childcare

11 provincially-licensed childcare centres provided safe and enriching childcare for **1,127** children, ages newborn to 12 years. Locations include:

- Bellevue Ave.
- Canoe Landing Centre
- Downsview Public School
- 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 **3,849** 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
- Kick Start
- Kidz Klub
- Legacy

- Newcomer Youth Drop-in
- Steps2Success
- Summer Camps
- Youth Arcade Studio
- Youth Awoken
- Youth Outreach Workers
- Youth Recreation & Leadership

➤ Community Development

Working alongside community members to address issues and build better neighbourhoods helped **4,616** people through advocacy, education, mediation and support. Programs include:

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



➤ Employment Services

Programs, workshops, training, resource centres, individual counselling and job development helped **5,182** job seekers prepare for and find employment with specialized programs for newcomers, at-risk youth, and people with mental health challenges. Programs include:

- Better Jobs Ontario
- Carry On
- Connections
- Enhanced Services
- Employer Services
- 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 **538** 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 **5,492** 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
- Home at Last
- In-Home Services and Personal Support Workers
- Meals on Wheels
- Respite Care
- Seniors Active Living Centres
- Stroke Survivors
- Transitional Care
- Transportation and Toronto RIDE

➤ Legal Services

Kensington-Bellwoods Community Legal Services helped **1,396** people living on low incomes resolve issues with tenant rights, immigration and refugee status, and income security (CPP, OAS, ODSP & OW). The clinic also provided public legal education workshops, shared information at community events, advocated for more equitable laws and policies from all levels of government and participated in community development initiatives in partnership with other agencies and non-profit organizations.

➤ Newcomer Services

English classes, workshops and settlement support helped **4,745** newcomers successfully adapt to 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 **108** community groups fulfill their mandates to improve social and economic justice. Some include:

- Alliance For Equality of Blind Canadians
- Crescent Community Service
- Emotionart
- Moss Park Women's Group
- South Asian Advisory Group
- Youth4Youth



➤ Urban Health & Homelessness Services

Holistic case management, harm reduction and poverty reduction services improved the mental and physical health of **20,870** 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 challenges. Programs include:

- Clinical Care and Case Management Services
- Community Connect
- Corner Drop-in
- Crystal Meth Project
- Employment Program
- Eviction Prevention (EPIC)
- Harm Reduction Services
- HIV & AIDS Prevention
- Integrated Prevention and Harm Reduction (iPHARE)
- Kensington Market Overdose Prevention Site
- Mobile Shelter Support Program
- Partners for Access and Identification (PAID)
- Peers in Emergency Departments
- Peer and Park Outreach
- Peer Training and Development
- Safe Seniors Supported Housing
- SafeSpot
- Street Survivors
- Toronto Community Action Team (TCAT)
- UHN Stabilization Centre
- Voluntary Trustee Program

Defined by dreams

Farzana's Canadian journey continues as she helps other newcomer women

Farzana had high hopes for her life in Afghanistan, with a Public Administration and Policy degree and years of experience at a renowned non-profit. Unfortunately, the turmoil there shattered her dreams, leaving her with nothing but the clothes on her back and a heart full of hope yet to be abandoned.

After immigrating to Canada, her initial days were confusing and overwhelming as she faced the daunting task of starting a new life in a foreign land. However, Farzana found solace at The Neighbourhood Group Community Services, thanks to the shared experiences of fellow Afghan newcomers.

Programs for newcomers provided Farzana with the support and resources she needed to navigate her new environment, including settlement services, adult education, employment opportunities and a connection to her new community. This was most felt in the Women's Program, where newcomer women from all backgrounds gather to share their experiences and support each other.

"The essential services I accessed through the Women's Program helped me bridge the gap between my past experiences and my new life in Canada. What really helped me turn the corner was when I started volunteering. I found a new purpose and a way to give back. That led me to a summer job and a role as a Women's Outreach Assistant, and now as a Women's Program Outreach Worker.

"When I think about my journey, and the challenges I faced when I arrived, I know my life is no longer defined by what I lost, but by my new dreams and goals. I am committed to helping other newcomer women like myself, to empower them and help them navigate their new lives in Canada."

93%

of newcomer women found the Women's Program greatly helped them adapt to life in Canada





Shared vision

Through the Trustee Hub, neighbourhood organizations gain essential support and expertise to improve their communities

As Toronto continues to grow, so does the income gap. Caught in that gap are underserved populations in the city, like youth, newcomers and people who live in racialized communities. Grassroots organizations spring to life to help people like these who are in danger of falling through the cracks, much like how the Trustee Hub came to be. Leveraging mentorship, as well as fundraising and administrative resources of The Neighbourhood Group Community Services, the Hub empowers these grassroots groups to tackle the pressing issues within their communities. Together, we strive to improve the lives of people in our neighbourhoods, and strengthen the communities themselves.

108 grassroots groups gained financial and organizational expertise to better serve local communities in 2023-2024



Trustee Spotlight

Mental Health Matters truly follows its mandate to improve the mental health and well-being of marginalized youth in Regent Park. Led by youth for youth, this initiative offers free mental health services that help young people cope with the traumas and issues they face growing up in the city. By working with Mental Health Matters, youth better understand their behaviour, learn strategies to help them cope, and increase their sense of self-worth, all while reducing stigma and fostering community resilience.

Good fences make good neighbours

Evangeline used our free Community Mediation service to resolve an ongoing dispute with her neighbour

The broken fence was only the latest of many issues with Evangeline's neighbour. A major barrier to solving the problem was that the owner lived abroad. But after several emails went unanswered, Evangeline went looking for help.

"On the City of Toronto's website, I saw The Neighbourhood Group (TNG) as the organization the city uses to handle disputes between neighbours. I heard about TNG's Community Mediation before because someone I know got a mediation training certificate from them some years ago. The answer to my problems was obvious.

"Thankfully, the owner agreed to mediation. My husband said we should focus on the fence instead of other past issues, but when we were meeting, the owner was angry about the other things and especially that we sent him a letter some years ago. Part of the reason why mediation works is that you have to listen to the other side and we did just that. We appreciated how straightforward the process was and that it helped us better understand each other.



"In the end, the owner agreed to pay half the fence cost. And we agreed to communicate by email, and WhatsApp for emergencies. We're very happy with how things turned out."

300+

community mediations in the Greater Toronto Area reduced conflict and improved communication among participants last year



A hub of activity

Our youth wellness hub helps young people who struggle with poor mental health

The Taylor-Massey Oakridge neighbourhood has seen a dramatic increase in anxiety, depression, violence and the risk of suicide among youth since the pandemic. To alleviate the traumas faced by young people in the community, The Neighbourhood Group partnered with Access Alliance to create our youth wellness hub at the Access Point on Danforth.

Replicating our successful health clinic housed at the Youth Arcade in Kensington Market, the hub combines mental, physical and sexual health services in a safe space. This reduces barriers and stigma for young people struggling with poor health who now have a place to access nurses, therapists, social workers, youth workers, and referrals to employment and other essential services.

Soo is one of those youth.

"I used to be anti-social. I'd find everything boring and not talk to other people much. Someone told me about Youth Awoken at the hub because it's fun and everybody there is nice and understanding. I already knew about The Neighbourhood Group because I went to the Kickstart after school program, but Youth Awoken was new.

"I'm glad I tried it because Youth Awoken helped me with my mental health by offering inclusive activities where you don't do things all on your own. I made new friends and don't feel so alone. Life now has drastically changed to the better - my number one resource for support is Youth Awoken!"

Suicide is the **2nd** leading cause of death among youth aged 15-24



Employment is knocking at your door

Andrew got his career on track through Opportunity Knocks

"I was trying to ease my way back into the workforce after a two-year recovery from a serious head injury. I really felt that I wasn't hireable or a good candidate due to the large gap in my work history. My confidence was shot and my appearance wasn't exactly polished. This made getting interviews and finding career direction difficult. I'm lucky my Employment Advisor suggested I try Opportunity Knocks, a training program for youth.

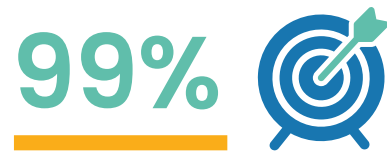
"Through the five-week training and 12-week work placement, I learned many things to help my career – interview and resume skills, financial literacy, legal advice, contacts, and professional training in first aid/CPR, conflict resolution and customer service. I improved practical life skills too, like teamwork and healthy eating on a budget. I also did a vocational assessment to better understand my strengths, aptitudes, temperament, work styles and areas for growth, which provided me with a basic road map for my work journey.

"Being part of Opportunity Knocks showed me I wasn't alone. My classmates helped take away my fear and rebuild my confidence.



And since we all shared the same goal of finding employment, we encouraged each other the whole way.

"Everything led me to land two jobs as a CPR instructor and as an extra-curricular instructor in a company called Extra Ed. That's all because of Opportunity Knocks."



99% of at-risk youth completed their Opportunity Knocks training to further their employment goals



A lifeline to happiness

Services like our Adult Day Program and Client Intervention and Assistance help seniors like Mary live happily and independently

"When I first moved to my new seniors' apartment building, I felt lonely and isolated. I was employed but on sick leave and was not sure how I could pay my rent. The superintendent told me The Neighbourhood Group could help. Staff listened to me and were comforting. They explained the process and how they could help me until my apartment was adjusted for rent geared to income. Before my sick benefits ran out, they helped me apply for my private and senior's pensions and prepare my income taxes.

"Throughout that time, I wanted to keep busy and see people so I wouldn't be so lonely. The Neighbourhood Group already had a day program in my building, so I started going. It made me happy to meet new friends in my building, do chair exercises to stay fit, have homemade lunches and learn new things in the engaging programs. There's a painting class, yoga, holiday celebrations and day trips.

"I am very grateful to live in my seniors' building and be

connected to the staff who are always helping me and supporting me. Time goes by fast every day and I am not lonely anymore. The Neighbourhood Group has truly been a lifeline that keeps me and many seniors happy and active. Thank you!"



50%+ of seniors in Toronto have incomes at or below the poverty line

Making a difference, one person at a time

As a peer worker, Masha helps people in shelters struggling with homelessness, substance use, and mental health issues

“Working at The Neighbourhood Group Community Services (TNGCS) has been life-changing for me. When I joined the organization in May 2023, I never imagined the profound impact it would have on my life. TNGCS didn’t just offer me a job; they extended a hand of support and opportunity when I needed it most.

“The journey began when TNGCS visited the shelter where I was staying, offering peer positions to people with lived experience like myself. This gesture of inclusivity and empowerment spoke volumes about the organization’s values and mission. I eagerly interviewed for the position, knowing that it was a chance to not only rebuild my life but also to make a difference in the lives of others.

“From day one, TNGCS welcomed me into a supportive and nurturing environment. They provided comprehensive training and guidance, equipping me with

the skills and knowledge necessary to excel in my role. But more than that, they fostered a sense of belonging and purpose within me—a feeling that I had something valuable to contribute, despite the challenges I faced as a newcomer.

“As a peer at TNGCS, I’ve had the privilege of connecting with people who have faced similar struggles to my own. Whether it’s providing emotional support, responding to overdoses, connecting clients to community resources, or simply lending an empathetic ear, every interaction has been meaningful and rewarding. Knowing that I can offer hope and encouragement to others going through tough times fills me with a profound sense of fulfillment.

“Moreover, my time at TNGCS has been instrumental in my personal and professional growth. I’ve honed my

communication skills with the opportunity to be empathetic and compassionate, and learned the importance of resilience and perseverance. These skills are invaluable in my role as a Shift Lead and serve as a foundation for my future aspirations.

“Above all, working at TNGCS has shown me the transformative power of community and support. It reminded me that we are never alone no matter what challenges we face—and that by coming together, we can overcome even the greatest obstacles.

“I am immensely grateful for the opportunity to be part of the team because of the positive impact it has had on my life. As I look to the future, I am excited about the possibility of continuing to grow and evolve with TNGCS, changing lives and making a difference in the world, one person at a time.”

27,343

overdose prevention activities and harm reduction supports were provided by peer workers in shelters last year





Better together

Gwen and Wilbert maintain their independence at Jean Dudley supportive housing

Finding supportive housing for one senior can be tough. For a couple, it can be impossible. Fortunately for Gwen and Wilbert, Jean Dudley House was the perfect spot.

After suffering a stroke three years ago, Wilbert needed the care only supportive housing could provide. At Jean Dudley House, personal support workers are available around the clock, and residents can access our other essential services like Meals on Wheels, transportation, and even our Adult Day Program.

“It was easy for Wilbert when he moved in to Jean Dudley House a few years ago and the staff could help care for him. Then when I had a heart attack, I couldn’t live on my own. You have no idea how happy I was when I found I could move there too. It’s exactly what I needed.

“The staff are amazing and always helpful. They know how everyone here needs something different. Being here with Wilbert lets us live independently with the support we need. And the other people here are

so much fun. It’s a lovely, homey place. There’s even a garden here and I’m very excited for that. Honestly, as soon as I moved in, I felt like I’ve been here forever.”

11,000 

hours of care are given each year from personal support workers at Jean Dudley House

Legal lifeline

Ella found much-needed help for her legal issues at Kensington-Bellwoods Community Legal Services

For people struggling to find affordable help for complex legal issues, the search can be daunting. Fortunately for Ella, Kensington-Bellwoods Community Legal Services (KBCLS) was just around the corner.

Since 1982, KBCLS has been steadfast in its mission: to help people living on low incomes resolve issues with tenant rights, immigration and refugee status, and income security (CPP, OAS, ODSP & OW). They also promote public legal education, law reform initiatives and community development in our neighbourhood.

“One of my friends was in the same situation as me and went to KBCLS. She had nothing but good things to say about Lee, the immigration lawyer and the clinic, and highly recommended that I do the same. As a single mom with kids living in Canada without status, KBCLS was a blessing. They helped tremendously and walked me through everything. Lee worked very hard for me and I appreciate that so much. She was amazing!



“Now I have no worries about myself, my boys and our future. I am legally in Canada now and can visit my mom and family in Malaysia who I had not seen for 20 years. I love Lee! I love KBCLS! I love Canada! Thank you so much!”



Kensington-Bellwoods Community Legal Services resolves almost 600 cases per year for people living around the poverty line

Refuge from persecution

Fatimot found solace and acceptance in Rainbow Connect, a program for LGBTQ+ newcomers

Warning: The following story references sexual abuse and domestic violence.

"I grew up in Nigeria. At university, I became close with my roommate who then became my partner. She was a year older than me so she left a year before me. To hide my sexuality, I got a 'boy-friend'. Because of him, I was a rape victim, and couldn't get close to anyone for some time.

"After I graduated and started working, I fell in love with a man from France and got pregnant. We weren't married so to avoid the pressure of being an unmarried mother, I went to France to have my baby. Then I found out he was married with three kids and he abandoned me in a shelter. I didn't know anyone in France and returned to Nigeria.

"Four days after returning, my sister died. There was no one to look after her two children so I took care of them as my own. Eventually I got married and had another child. But there was no love in that marriage. My partner from university also wasn't happy in her marriage. So when her husband was away on business, I went to visit her.

Her husband came home early and caught us. He was furious and started beating her. She was yelling at me to run. That was the last thing she said to me. I haven't heard from her since 2009.

"I got my kids and fled to France since my first child was French-born. I found out later that my partner gave her husband fake locations to buy me time to escape. And that he kept on harassing my family after I was gone. But being in France wasn't easy. We had no family here, and no money. I slept on the street with my kids. It was only when I got temporary papers that I could get a little cleaning work to support us. After a short time, I was told my papers weren't valid and had to leave within 30 days. I couldn't go back to Nigeria. It wasn't safe for me or my kids. Luckily with help, I was able to get to Canada.

"It was tough at the start. We were living in a shelter and we only had a few clothes. I was so lonely and depressed. But a friend told me about Rainbow Connect.

When I came there, they didn't turn me away! Everywhere I'd been, people rejected me because of my kids, immigration status, or my sexual identity. But not here. Meeting people at Rainbow Connect, I saw there were so many people like me. They became my family, my sisters. In a few months, I felt strong enough to share my story with them, like I'm sharing now.

"A few years ago, staff at Rainbow Connect helped me get my official status in Canada. The hearing was supposed to be long but when I spoke, it was done in only 10 minutes. Today, I have a good job and a three-bedroom apartment. I want to give my kids a good life, especially with what they went through. I still come to Rainbow Connect today. They gave me back everything I lost. They gave me back my life."

95% of people in Rainbow Connect fled their countries as refugees





Priority child care

The Downsview Child Care Centre gives peace of mind to parents like Vince

As the population of Toronto grows, essential community services are not keeping pace. For families already struggling near the poverty line, those services are essential. This is truly the case in the Downsview neighbourhood.

Designated by the City as a Neighbourhood Improvement Area, Downsview is one of the poorest in Toronto and continues to lack support services. That makes the Downsview Child Care Centre a critical service for residents in the neighbourhood.

Opened in December 2023, the Centre is a lifeline for parents in the community. The Centre provides a nurturing, inclusive space where children thrive through social, emotional, cognitive, and perhaps most importantly, fun programs. For parents like Vince, the availability of local, quality child care is crucial.

"In Downsview, we couldn't find any centre that had affordable before and after school care. The only ones were pretty far away. With it getting more and more expensive to live in Toronto, that made it very difficult to accommodate our work schedules with our son Luca's school. And we weren't comfortable with the child cares we did find.

Life is much easier for us at Downsview. We can go to work without the added stress of worrying about dropping Luca off and picking him up. We feel very good about this Centre because he really seems to enjoy it there. He's in good hands and I know we can trust them to care for Luca. We are so relieved!"



lower average household income in Downsview than Toronto average



Donor Roster 2023-24

Thank you for your generosity!

As visionary donors, partners and funders, you bring opportunity and possibility to life. Your kindness helps people improve their lives and the communities in which they live.

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+

1 Anonymous
Freedman Family
Rochelle Rubinstein -
Emerald Foundation
Sonia Yung
The Ontario Trillium
Foundation

Jane and Oliver
Lennox-King
Judy & Alan Broadbent
Lynda Hamilton -
Edper Investments
Limited
Patricia Lepage
RBC Foundation
Sprott Foundation
The Catherine and
Maxwell Meighen
Foundation
The Lawrason
Foundation
Toronto Arts Council
Toronto Star
Vinny Bhathal

B & B Hamilton
Fund at Toronto
Foundation
Beekay Foundation
Bell Let's Talk
Community Fund
Bill Sinclair
Blackbaud
Bob & Mary Gore
Bob Cronin
Brian Maxwell
Canadian Online
Giving Foundation
Care Management
Solutions
Carla Brown
Chi Chiu Yau
Chris Makris
Clayton Gytoku
Fund at Toronto
Foundation
Connie & Theodore
Marras
CP24 CHUM
Christmas Wish
Cynthia Bliss
Danforth Morningside
Mennonite Church
Daniels HR Corporation
David C. Rich
David Crawford &
Julia Holland

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

2 Anonymous
Akler Browning LLP
Alisha Kaplan
Alterna Savings and
Credit Union Ltd.
Andrea Boctor
Andrea Rosen
Anna Binswanger-
Healy
Anthony Mancini

David Reed
Donna Dasko
Edward Stephen
Elizabeth R. Redelmeier
Emily Winsor
Erion Insurance Group
Francis Low
Gloria Jean Thomas
Gordon Hamilton
Harold Durnford
Fund at The United
Church of Canada
Foundation
Helen Thorpe
Hitesh & Kimberley
A. Patel
Jacqueline Solway
Jane M. Wilson
Jean Reeves
Jennifer Hartviksen
Jennifer Rae
Jennifer Rigney
Joe C. K. Kwok
Jonathan Medline
Kate McMurray
Kevin Fisher
Kevin Fretz
Kin-Fan Young-Tai
Kyle Gossen
Lynn Eakin &
David Young
Marc Savoie

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

2 Anonymous
Aston Family
Foundation
BrookField Asset
Management Inc. -
Jack Cockwell
Charitable Impact
Foundation
Charities Aid
Foundation
Canada
Deltera Inc.
ECHO Foundation
Estate of Josephine
Jenkinson
Intact Insurance
J.P. Bickell Foundation

David Reed
Donna Dasko
Edward Stephen
Elizabeth R. Redelmeier
Emily Winsor
Erion Insurance Group
Francis Low
Gloria Jean Thomas
Gordon Hamilton
Harold Durnford
Fund at The United
Church of Canada
Foundation
Helen Thorpe
Hitesh & Kimberley
A. Patel
Jacqueline Solway
Jane M. Wilson
Jean Reeves
Jennifer Hartviksen
Jennifer Rae
Jennifer Rigney
Joe C. K. Kwok
Jonathan Medline
Kate McMurray
Kevin Fisher
Kevin Fretz
Kin-Fan Young-Tai
Kyle Gossen
Lynn Eakin &
David Young
Marc Savoie

Matt Broadbent
Michael Craig
Miriam Newhouse
Mitchell Rose
Professional
Corporation (o/a
Rose Dispute
Resolution)
Music Performance
Trust Fund
Nicolette Agnew-Ogg
Pam Oiyee
Pat McNamara
Phoenix Kunsel
Rachel Barkley
Rachel Harding
Randall Boyd
RBC Capital Markets
Reid Rusonik
Robert Tomovski
Robin A. Green
Rosemary Chan
Rotary Club Of
East York
RP Investment Advisors
Samira Viswanathan
Serkan Eskinazi
Shannon Stanojevic
Sheri Ellis
Shona Godwin
Signatures Shows Ltd.
Steve Hirshfeld
Susan Loube
Thomas Chon
Thomas Keane
Tracy Cooper
WeirFoulds LLP
Yanny Chi Yan Lee
Zou Xue Fu

Caring Neighbours: \$100 - \$999

10 Anonymous
10475793 Canada Inc.
- Matthew Ma
Abbas Sabur

Adam Beatty
Adam Starkman
Adam Vanderlip
Adrian Pel
Ahmad Goudarzi
Ai Len Kwan
Aimee Jessop
Akua Delfish
Alan Kwok
Alana Dobbs
Alda Neves
Alexandra Conliffe
Aline Tso
Allan W. &
Nadia Hawkins
Alphonse Barikage
Amana Manori
Amber Daugherty
Amina Yassin-Omar
Andrew Duncan
Andrew Haisley
Andrew Milne-Allan
Andrew Munroe
Andrew Pruss
Anibal Mello
Ann Graham
Ann Steer
Anna Dodd
Anne Curtis
Anne Marie Guchardi
Annette Dreidger
Anthony Morgan
Anthony Van Leeuwen
Arturo Aster
Ash & Danae MacLeod
Asha Chiba
Ashley Thompson
Atin Bhattacharya
Avery Krisman
Avneet Sidhu
Barbara Fischer
Barbara Hall
Barbara Titherington
Bernard Johnpulle
Beth Kesselman
Bette Walker
Beverley Koven

Bevonie Brown
Bi Rui Yu
Biju Sebastian
Bik Fung Nye
Birinder Sidhu
Bloor Street
United Church
Bo Sing Lee
Bob Smith
Brendan Maher
Brent Lawson
Brent Vickar
Brett Wolfson-Stofko
Bruce A. Weber
Bruce Cooper
Bryant Ramdoo
Bryna Levitin
Canada Tour
System Inc.
Candida Garcia
Carol A. Thompson
Catherine Hennessey
Catherine McVitty
Catherine Siemens
Catherine Tallerico
Celia Denov
Celina Marchese
Charles Andrew
Barclay
Charles B. Gordon
Chi Ming Wong
Ching Chu Wong
Chris Chong
Chris Janson
Christina M. Cameron
Christina Robinson
Christopher Augello
Christopher Gilbert
Christopher M. &
Mary L. Bailey
Cindy Chan
Cindy Phung
Colette Snyder
Colin Hardman
Colin R.C. Dobell
Craig Donovan
D. & J. Sankat

Dan Scrimger
Daniel Bernstein &
Tamara Jordan
Daniel Tsang
Dareen Nassar
David M. Bowering
David & Linda Bennett
David B. Ferguson
David Booz
David Getson
David Guttman
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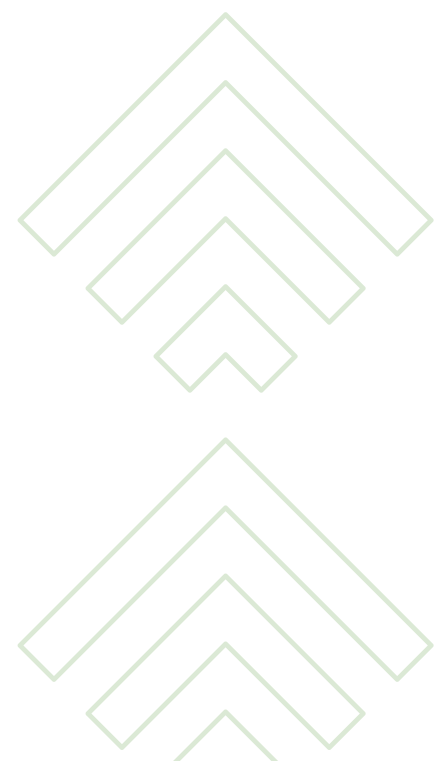
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Board of Directors

Thank you to our Board of Directors from 2023-2024. Their compassion and commitment are instrumental to help guide the overall health of The Neighbourhood Group Community Services by defining the goals of the organization, establishing the strategic plan and setting governance policies. The Board truly makes an impact on the lives of people in our community.



Jennifer Hartviksen
Chair



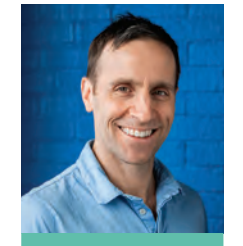
Josh Kleiman
Vice-Chair



Vinny Bhathal
Treasurer



Shannon McCauley
Secretary



Levi Cooperman



Shadi Farshadfar



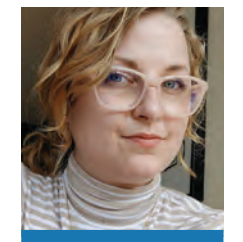
Kevin Fisher



Craig Knowles



Nero Persaud



Alena Ravestein



Shannon Stanojevic



Chana Weinstein



Gregory Wilson



Sonia Yung



**A special thank you to departing Board Members:
 Craig Knowles and Sonia Yung**

Craig's dedication and desire to improve the lives of people in our community was strongly felt on the Advocacy committee and as Chair of the Quality Committee. Sonia started volunteering on the Quality Committee before joining the Board in 2017. Her leadership and kindness were evident throughout her tenure as Chair and Co-Chair of the Board, as well as the Chair of the Quality and Governance Committees. Sonia's generosity shone through with her funding of Tango's Pet Fund, a program that helps support pets of people living in our supportive housing.

Thank you to our dedicated volunteers!

Last year, over **730** of our dedicated volunteers delivered more than **38,167** hours of essential support to our community!



Whether it's helping at our Corner Drop-in and Food Bank, giving time as a Board member, acting as a community mediator, doing community outreach, helping at income tax clinics, tutoring, or mentoring, our volunteers make a huge difference in the lives of vulnerable people in Toronto.



Volunteer Spotlight



Mauricia Harvey, Meals on Wheels and Teesdale Food Bank volunteer

Meals on Wheels

"I choose to volunteer because I want to make an impact in the lives of people who need these types of services in Toronto and reciprocally, helping myself as well by engaging with the community."

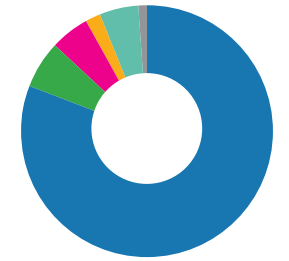
"Meals on Wheels is a great opportunity to help others who are isolated and struggle with food insecurity. But the food we deliver is just the introduction to a greater story. As human beings, we're not meant to be isolated. We're meant to connect and help each other in whatever capacity we can. With Meals on Wheels, we can interact with people one-on-one and give them a connection with other people. I've heard some people say volunteers are like their family. We give them the warmth of a friendly smile, and check in with them to see if they need any help. We give them respect and dignity."

"I absolutely love volunteering here and I'll continue to do it for a very long time."

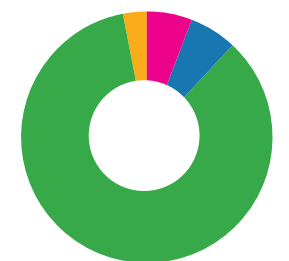
Statement of Operations and Changes in Fund Balances

Year ending March 31, 2024

	2023-24	2022-23
Revenues		
Fees		
Home and Community Care Support Services	\$ 7,368,108	\$ 5,552,367
Fees from Users	4,619,408	5,082,063
City of Toronto	3,558,526	3,341,320
Grants		
Province of Ontario	\$ 24,414,794	\$ 23,006,048
City of Toronto	14,980,263	12,526,826
Government of Canada	10,411,883	9,174,078
United Way	1,317,271	1,553,631
Other		
Partner Agencies	\$ 4,028,602	\$ 2,858,045
Trustee Funds	2,687,677	3,175,573
Donations and Fundraising Events	1,179,115	1,075,837
Investment	718,756	314,328
Amortization of Deferred Capital	209,076	–
Total Revenues	\$75,493,479	67,876,662
Expenditures		
Wages	\$ 46,939,319	\$ 40,586,605
Benefits	10,327,423	8,500,033
Program Expenses	6,491,176	6,213,134
Occupancy Costs	4,961,544	4,202,959
Purchased Services	2,763,426	2,996,585
Food Services	1,794,039	1,601,835
Office and General	1,617,491	1,271,506
Employer Wage Subsidy and Participant Support	1,170,494	1,385,967
Amortization	817,570	725,402
Promotion and Publicity	234,189	396,686
Travel	161,885	460,792
Total Expenditures	77,278,556	68,341,504
(Deficiency) excess of revenues over expenditures for the year	\$ (1,785,077)	\$ (464,842)

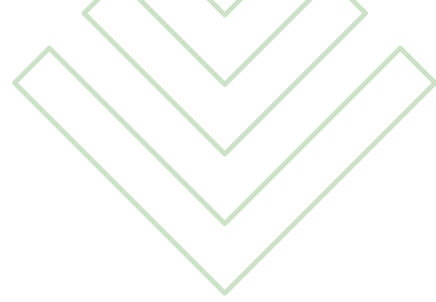


- Revenue**
- 81% Government
 - 6% Fees
 - 5% Donations
 - 2% United Way
 - 5% Partner Agencies
 - 1% Investment & Amortization



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

The 2023-2024 financial results reflect several factors, including 11% overall growth, retroactive payments and salary harmonization, rising inflation, higher demand for services, the merger with Kensington-Bellwoods Community Legal Services, and the addition of Downsview Childcare.







 @TNGcommunityTO

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www.TNGcommunityTO.org

Charitable Registration: 106887284RR0002