



# STRONGER

# TOGETHER

2019-20  
THE NEIGHBOURHOOD GROUP  
ANNUAL REPORT



**THE  
NEIGHBOURHOOD  
GROUP**

NEIGHBOURHOODS WORKING TOGETHER



**NEIGHBOURHOOD LINK**  
SUPPORT SERVICES

**St. Stephen's  
Community House**



STRONGER

TOGETHER



## On April 1, 2020, The Neighbourhood Group welcomed St. Stephen's Community House to the family

The Neighbourhood Group brings together St. Stephen's Community House, Neighbourhood Link Support Services and Central Neighbourhood House, three vital organizations with combined experience of over 200 years of building community.

No stranger to mergers, The Neighbourhood Group amalgamated Central Neighbourhood House and Neighbourhood Link in 2014. That experience ensures a smooth transition today for St. Stephen's.

As The Neighbourhood Group, we create greater opportunities to improve and enhance people's lives and the communities in which they live. Each year, we will help over 60,000 neighbours by providing more than 100 diverse services and programs from 30 locations across Toronto. And we share the same vision: to serve the public good, engage the community and achieve positive social change. The merger helps achieve that vision through three far-reaching yet simple benefits: pooled expertise, reduced costs through shared expenses and a greater voice to better advocate for vulnerable people in our community.

For the people we serve, the future is brighter

because we are stronger together.



### Central Neighbourhood House

In 1911, Central Neighbourhood House (CNH) was founded in response to the appalling living conditions of newcomers living in downtown Toronto. Inadequate housing, poverty and lack of city services like sewers, water and medical care combined to create an environment of despair. The second oldest settlement house in Toronto, CNH was established on the principle that if you want to improve the conditions of people living in poverty, you have to live and work with them as neighbours. For 109 years, CNH has done just that; working with people in an environment of respect to improve quality of life on every level.



### Toronto Homemaking Services

Formed by Central Neighbourhood House (CNH), Senior Link and WoodGreen Community Services, Toronto Homemaking Services (THS) improved community-based personal support services operating with the Toronto Central Community Care Access Centre. In 2010, THS merged with CNH to streamline access to wraparound services. Today, our Personal Support Worker (PSW) program has more than 200 staff.

### Neighbourhood Link Support Services

In 1975, residents of Toronto's east end decided it was time to take action against the isolation of many of Toronto's seniors. They shared a passion and compassion for their senior neighbours in need and felt their personal touch would be more effective than other available alternatives. Neighbourhood Link Support Services has always centered on the originating principle: people sometimes need practical support to be able to choose to live independently and with dignity in their community. Programs and services have expanded over the years to support newcomers, youth and the marginally-housed.

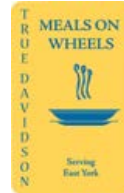


### Neighbourhood Link Homes

Founded in 1984, Neighbourhood Link Homes (NLH) operates five non-profit housing projects in east Toronto. These supportive housing units accommodate the special needs of seniors who are unable to live on their own. NLH connects seniors living in the units to the essential services offered by The Neighbourhood Group.

### True Davidson Meals on Wheels

True Davidson Meals on Wheels was founded in East Toronto in 1973. Named after Gertrude "True" Davidson, the first mayor of East York, the program began with three weekly deliveries but quickly doubled to reflect the need of the community. Over time, the menu has changed to reflect the diversity of the residents who live in the East York community. In May 2014, Meals on Wheels merged with Neighbourhood Link.



### St. Stephen's Community House

St. Stephen's Community House was started by the Anglican Diocese in 1962 as a settlement house providing community services, primarily to youth. In 1964, St. Stephen's added English classes for new immigrants, along with counselling, and job placement services. On May 24, 1974, St. Stephen's became an independent, non-denominational, incorporated not-for-profit charitable organization. Today the agency addresses the most pressing issues in our community: hunger, homelessness, unemployment, isolation, conflict, violence, substance use, youth alienation and integration of immigrants.





# A Year in photos



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10



1. Our job fairs help youth find decent work while finding the perfect fit for employers. 2. Youth programs and drop-ins keep young people engaged and active with a wide variety of fun and educational activities. 3. Friendly drivers like Alem are a key part of our essential transportation services that help seniors get to doctors' appointments, grocery stores and more. 4. Encouraging people we serve to speak out on issues that matter to them makes their voices heard and improves our communities.

5. To provide affordable childcare for working parents, we offered three new centres: Canoe Landing, Our Lady of Lourdes, and Yonge & Sheppard. 6. The dedication of our frontline workers was never more on display than during the pandemic. Staff like Richard pitched in wherever they were needed to ensure the continued health and safety of the people we serve. 7. The amazing generosity of neighbours and organizations during COVID-19 helped us provide additional hygiene and harm reduction supplies, and extra meals and food to the city's most vulnerable people. 8. Congregate dining provides hot, nutritious meals and the opportunity to socialize for isolated seniors. 9. Our Bright Ideas Symposium helps people discuss innovative projects that build strong communities. 10. Social distancing concerts and balcony bingo engaged seniors in supportive housing during the pandemic.



# Services and Programs

In 2019-2020, The Neighbourhood Group and St. Stephen's Community House helped 61,451 people with 1,017,881 visits across priority north, east and west Toronto neighbourhoods.

61,451  
people helped in...

1,017,881  
visits



## Childcare

10 provincially-licensed childcare centres provided safe and enriching childcare for 856 children, ages newborn to 12 years. Locations include:

- Bellevue Childcare Centre
- Canoe Landing Childcare Centre
- Harbourfront Childcare Centre
- King Edward Childcare Centre
- Lord Lansdowne Childcare Centre
- Ontario Childcare Centre
- Our Lady of Lourdes Childcare Centre
- Waterfront Childcare Centre
- Winchester Childcare Centre
- Yonge & Sheppard Childcare Centre

## Children & Youth Services

Drop-in, academic and employment support, mental health, arts, recreational and justice programs helped 2,307 children and youth transition through the teen years.

Programs include:

- Boyz 2 Men
- Extra Judicial Sanctions/ Measures
- Game Changers
- Gentleman's Spot
- Girls Night
- Higher State of Mind
- Integrated Model of Care
- Kensington Art Academy
- KickStart
- Kidz Klub
- Leaders in Training
- Newcomer Youth Drop-in
- Toronto Youth Equity Strategy Leaders (TYES)
- Venus
- Weekend Youth Club
- Young Women's Club
- Youth Arcade Drop-in
- Youth Awoken
- Youth Outreach Program

## Community Development

Bringing community members together through counselling, education and advocacy helped 9,565 people address issues affecting them and their neighbourhoods.

Programs include:

- Action for Neighbourhood Change
- Community Dining
- Community Gardens
- Community Safety, Crisis Response and Intervention
- Easy-Access Voicemail
- Financial Advocacy and Literacy
- SmartCash
- Teesdale Food Bank

## Conflict Resolution & Training

Community and workplace mediation, conflict management, public workshops, consulting and training helped 2,581 people resolve conflicts, and prevent future conflict from escalating. Programs include:

- Community Mediation
- Workplace Mediation and Training

## Employment Services

Programs, workshops, training, resource centres, individual counselling and job development helped 21,007 job seekers prepare for and find employment. Specialized programs for newcomers, at-risk youth, and people with mental health issues. Programs include:

- Connections
- Employment Ontario
- Job Works
- Moving Forward
- New Knowledge, New Steps
- Youth Job Connection
- Youth Job Link
- Youth Works

## Independent Living & Seniors

Supportive housing, Personal Support Workers, nutritious food, recreational services and general assistance helped 9,408 seniors and adults living with physical and/or mental challenges live independently and with dignity. Programs include:

- Adult Day Program East & West
- Akwasti
- Cantonese, Korean and Mandarin programs
- Client Intervention and Assistance
- Community Personal Care Worker Program
- Congregate Dining
- Friendly Visiting
- Home at Last
- Meals on Wheels

- Stroke Survivors
- Supportive Housing locations:
  - Cecelia Murphy Building
  - Community Link House
  - Jean Dudley House
  - L.L. Odette Place
  - Norm Houghton Complex
  - O'Connor House
- Transportation and Toronto RIDE

## Newcomer Services

English classes, workshops and settlement support helped 3,745 newcomers successfully adapt to new life in Canada. Programs include:

- Beginners Computer Skills Program
- English Conversation Circles
- Healthy Lifestyle Workshops
- LINC & ESL English Classes
- Rainbow Connect

## Trustee Services

Mentoring, financial and administrative assistance helped 29 community groups fulfill their mandates to improve social and economic justice. Some include:

- Black Women in Motion
- Inspirations Studio
- Out of the Box
- Toronto Drop-in Network
- Toronto South Local Immigration Partnership
- Weston Coalition for Community Success

## Urban Health

Holistic case management, harm reduction and poverty reduction services improved the mental and physical health of 14,019 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:

- Art Manuel House
- Corner Drop-in
- Corner Drop-in Employment Program
- HIV & AIDS Prevention
- Overdose Prevention Site
- Partners for Access and Identification (PAID)
- Peer Leadership Centre
- Safe Seniors Supportive Housing
- Street Survivors
- Toronto Community Addiction Team (TCAT)
- Vulnerable Seniors Housing Support

## Women & Family Services

Counselling, education and communal support helped 1,048 women successfully manage pregnancy and motherhood, violence, and other critical issues.

- Family Support Program
- Perinatal Settlement Support Services
- Women's Club

# STRONGER TOGETHER



**Bill Sinclair**  
President & Chief  
Executive Officer



**Cathy Hennessey**  
Co-Chair  
Board of Directors



**Samira Viswanathan**  
Co-Chair  
Board of Directors

*“Stronger Together”. These words have never been more reflective of our values. This year we faced unprecedented challenges and have come together to continue building thriving neighbourhoods welcoming to all.*

We are so amazed at the commitment of our staff and are grateful to our volunteers, Board members, peer leaders, donors and friends who have risen to the challenge during the pandemic to provide incredible care with heart, resilience and creativity. There are so many heroic stories, and we are so proud that we prevented COVID outbreaks in our housing or homecare services due to the excellent care provided by our Personal Support Workers and staff crossing the city daily to keep our senior citizens and tenants safe.

This year, the addition of St. Stephen’s Community House to The Neighbourhood Group has made us a stronger organization reaching farther across the City of Toronto to fight poverty and social injustice. We offer much thanks and farewell to our retiring, visionary CEO Elizabeth Forestell and are pleased to welcome Bill Sinclair as our new CEO.

We invite you to read this Report and the many impactful stories of Gini, Helena, Wendy, Samira, Anneka, Jason, Yang Yu, Wenjing, Sharol, Jazmin and more. They are only a handful of the more than 60,000 neighbours of all ages that access our life-changing services. Please join us today in supporting this vital work!

## Our 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.**



# REFLECTIONS FROM...

**Elizabeth Forestell** *outgoing President & Chief Executive Officer*

*Two points in time stand out in my mind when I think of the years I spent at Central Neighbourhood House (CNH) and The Neighbourhood Group. The first was my journey through the history of CNH, in preparation for our 100th anniversary in 2011.*

As I looked through hundred-year-old reports, letters and photographs, the vision of our founders and those early workers and volunteers came alive for me: the vision of a community where people are valued, respected and care for one another, where people come together in their commitment to build a healthy, vibrant city.

I saw this promise lived out again and again in the work of our staff and volunteers, but I was particularly struck by how it came alive just a few years ago when a group of those staff and volunteers came together with a pledge to bring a family of Syrian Refugees to safety in Canada. So overwhelming was their commitment and the support of our community that we soon had the resources to sponsor not one but three families; 19 people in all whose lives would be changed forever, and who would forever change and enrich those of us who know them.

It’s been 12 action-packed years culminating in a merge, wrapped in a global pandemic. As challenging as the past few months have been, I am so thankful for the time I have had here, and excited to see how The Neighbourhood Group in its latest form takes on the future. I know The Neighbourhood Group will continue to strive for that vision of our founders, and continue to make Toronto a better place for all.

## Our Vision

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



Read our commitment to fight against Anti-Black Racism and Oppression  
[www.theneighbourhoodgroup.org/ourcommitment/](http://www.theneighbourhoodgroup.org/ourcommitment/)



## Above and beyond

### Game Changers makes youth feel safe, empowered and resilient

Two feuding students avoided expulsion through mediation. One student had formal charges withdrawn by participating in restorative justice measures. Another student and family navigated the justice system and were connected to housing, mental health and primary health care resources. These are just a few examples of what the Game Changers program is all about.

P. Anneka Lynch, Youth Justice Worker, sees first-hand what Game Changers can do. “I came to the Youth Arcade when I was younger and worked there as a volunteer and Peer Leader. I even worked on the Arcade’s Born in the Hood book. But being part of Game Changers has given me broader insight into young folks in two very different settings: school, and the communal/familial setting of the new Youth Justice location at Keele and Finch. When young people feel unheard, disenfranchised and unmotivated, they can make poor decisions. Game Changers helps them find connections, so they feel safe, empowered and resilient.”

By building the bond between youth and peer leaders/staff, Game Changers helps young people in school understand themselves better so that they can make better choices in the future. Through the holistic process, staff also help young people navigate school, the justice system, and family. And our Enhanced Game Changers program goes beyond the typical 9 to 5 hours, offering help during evenings and weekends when it wouldn’t be available otherwise.

**But self-awareness doesn’t stop with the youth. “While helping with Game Changers, I’ve grown too. Just like the people we help, I’ve been able to learn, laugh and trust.”**



**Photo:** Nasrin Safary, PAID worker, fondly remembers the joy one of her clients felt when talking about decorating his own apartment with roses.

## Coming up roses

Nasrin Safary, Identification Worker in our PAID program, understands how having proper identification turns lives around.

“Trevor was 65, alone, and living in a shelter. He had many health issues and lost most of his teeth. When I met him, he had lost all of his identification. Without ID, he couldn’t apply for housing, health care, or even the most basic services. He didn’t even have proof of his entry into Canada.

“I helped Trevor apply for his replacement immigration documents, and provided an agency letter so he could get his health card and start receiving social assistance.

“Not long after, Trevor came to my office with tears in his eyes. ‘You don’t know what you did for me. I was working with all these aches and pains just to survive. I couldn’t get any help without ID.’ He shared other good news: he was applying for old age security through one of our partners, and he had his own apartment, even decorating it with little rose plants. And he was getting dentures. Trevor was so happy that he could enjoy his meals!

**“Whenever I see roses in my garden, a smile comes to my face as I think about the joy Trevor felt: ‘This was a dream for me. You made it come true. Now I can live the rest of my life in peace and happiness. Thank you from the bottom of my heart!’”**



# 8,506

people gained connections to essential rights - housing, health care and social services - by receiving government identification.



# 240

peer mediators improved their ability to resolve conflict in schools before it escalates into violence.





35,526

nutritious meals delivered allows seniors and adults who are ill or disabled to live independently.

## Bridging Lake Ontario

Helena maintains her independence and a healthy diet thanks to Meals on Wheels

“I live close to a major intersection but when it comes time to go grocery shopping, the physical distance feels as wide as Lake Ontario due to my impaired mobility and vision.”

For people who are ill or disabled, and seniors like Helena, Meals on Wheels is essential. The 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.

Contact with volunteers is the only social interaction some people have during the day. At each visit, volunteers spend a few minutes to ensure that everyone is well, and inform staff if additional help is needed.

**During COVID-19, the service is even more vital for Helena. “This is the first time since I began receiving Meals on Wheels nearly a decade ago, that I truly feel helpless from the isolation. Meals on Wheels provides not only meals. It provides hope.”**



## Giving back during COVID-19

Peer workers like Anita helped over 1,000 people staying in COVID recovery hotels

“As peer workers, we’ve been providing holistic care for people who are homeless and recovering from COVID-19 in three recovery hotels. We’re there 24-7, providing comfort items and harm reduction support to improve people’s stay, chatting with them and supporting them emotionally, and connecting them with resources. We work closely with nurses and other community workers to help people with the extra challenges that COVID and homelessness may create, especially for the issues that arise when people leave the hotels.

“My job as a Community Health Peer Leader has made me realize that sometimes all people need is our presence. The relief people feel when they know someone is advocating for them, and helping them with their own unique situation, at a time when they may be dealing with a lot, is very comforting.

“For me, I can build on my own experience to care for people, not only physically, but mentally and socially.

**“As someone who experienced substance use and homelessness, this is an amazing opportunity to give back to a community that helped me.”**



1,200+

people in COVID recovery hotels improved their mental and physical health through the compassion and dedication of our peer workers.





1,368

newcomers acclimated  
to life in Canada through  
English language classes.

## School is my home

**Wenjing loves her life in Canada especially at our Newcomer Centre**

When Wenjing immigrated from China with her family, the language barrier caused immediate issues. “Applying for health cards or taking the TTC was a problem. My six-year-old son got sick soon after landing and we didn’t know where to find a clinic.” Things changed for the better when Wenjing started taking English classes at our North York Newcomer Centre.

“I was very impressed on the first day of school. Staff were very welcoming and enthusiastic. They helped me a lot, like calling Toronto Public Health to report my son’s vaccinations.

“In class, I felt like I was part of a big family. The teacher was very dedicated and patient. We learned about Canadian culture and took trips, like to the Gibson House Museum. And we had lots of fun too, with potlucks and holiday celebrations. The first time we went to a restaurant in Canada, I ordered my own food. It was delicious!

“Seeing my improvement in English, my husband decided to start the LINC class. When I accompanied him for the language assessment, I remembered I couldn’t understand what they were asking when I did mine. Now I interpreted for my husband. I couldn’t believe I made such progress in just three months.

**“We can’t go to school these days due to COVID-19 but we have online English class every day and weekly online chats. I have new friends from school from different countries. Canada is my home now. I love Canada! I love my school!”**



Photo:  
Catherine (left), Harriet (right)

## Securing healthy food

**The Teesdale Food Bank helps people eat a balanced diet**

In Ontario, 64% of all people on social assistance experience food insecurity. The number is assuredly greater in Toronto. With the cost of nutritious food on the rise, food banks like the one at Teesdale have become essential to help people living in poverty maintain balanced diets.

Operated in partnership with the Daily Bread Food Bank, the Teesdale Food Bank is located in a priority neighbourhood and provides healthy food from all food groups to seniors, people with mental health issues, newcomers, refugees and people who are unemployed.

*Harriet lived alone for 38 years and was grateful to find the Food Bank located right across the street from her apartment. “Walking to the grocery store is really challenging and the prices are so expensive on my limited budget. The staff and volunteers at Teesdale treat me with respect and I get everything I need...milk, eggs, bread, vegetables and other Halal food. The Food Bank meets the needs of the diverse group of people in this community.”*

*Catherine came from Cameroon with her four young children. With no family here and Catherine working on her Bachelor of Education degree, life was a struggle. “As a single mother, I rely on the Food Bank to get enough healthy food for my family. I look forward to when I’ll have a job and can give back. But today, I just want to thank the donors for their big hearts.”*

**During the pandemic, the Food Bank has remained open to ensure access to nutritious food, a basic human right.**



1,400

people each year maintain  
healthy diets by receiving  
nutritious food from the  
Teesdale Food Bank.





476

women from Bengali, Tamil, Mandarin, Swahili and Somali communities gain support and a network to help them with immigration, family, school system and referrals.

Photo: Participants and staff from the Women's Program support each other on issues important to them.

## The House is a home

### Samira found support from everyone in our Women's Program

When Samira found the courage to leave her abusive husband, she didn't realize that she might lose custody of her children.

"I was isolated and alone. I tried some agencies near me and didn't feel they understood my situation. A friend told me about the Women's Program. I didn't think they could help but went because I didn't know what else to do."

The Women's Program provides a safe space for women of all backgrounds to make friends and find support for the issues that are important to them. Women receive individual counselling and advocacy, get referrals for external services, and enjoy activities like yoga and tai chi.

"I felt welcomed and comfortable right away and shared my story. Fighting for custody of my children was the most difficult time of my life. Staff helped me find a lawyer and supported me throughout the process. So did the other women in the program. Finally, I won custody. I was grateful to have that support, and still have it.

"Today, my children and I are doing well and they are thriving in school. During the pandemic, staff from the Women's Program have been so supportive, helping me navigate online programming, getting Ramadan meals and more. They check-up to make sure we're ok and provide online services.

**"Everyone in the Women's Program is part of my family. Central Neighbourhood House is my home and I miss coming there during COVID."**



## Rising to the challenge

### Jason Bourner shares the difficulties of working at our Overdose Prevention Site during COVID-19

"We're working extra hard to navigate this surreal situation of operating during the pandemic and supporting people who come to the Site. It's been tough for us since all of our funding comes from donations, but our struggles don't come close to the challenges faced by the people we help.

"For people who are homeless, it's particularly difficult. They can't really do social distancing. People have moved from shelters to tents, only to be evicted by the City. They're grateful that we're open during COVID-19. One person told me he literally didn't have anywhere else to go. Nowhere to sit down for a meal; nowhere to shower; nowhere to go to the bathroom. So many people feel isolated and have struggled with depressive episodes.

"The pandemic has had deadly consequences for all people who use drugs. Market shortages have made the drug supply more toxic than ever, causing a spike in overdose deaths. That's resulted in tremendous grief in our community, which in turn can lead to more overdoses.

"Thankfully, we have a great team that has adapted and has risen to the challenge. We've made extra efforts to distribute naloxone kits and provide training, to remind people of the dangers of using alone and how to use more safely. And we're working with all levels of our government to raise awareness about the overdose crisis, and the need for decriminalization.

**"It's a privilege to provide whatever support we can for the exceptional, resilient people who come here."**



133%

increase in visits to our Overdose Prevention Site between April 1, 2019 and March 31, 2020.





29

grassroots groups gain financial and organizational expertise to better serve local communities.

## Fulfilling their mandates

Trusteeships help grassroots groups through mentorship, administrative and financial expertise

By accessing our experience and expertise, community groups build on their visions, while we further our mission to improve the health and well-being of vulnerable people in the city. In 2019-2020, these organizations furthered their mandates through our trusteeship:

- Afghan Youth Engagement and Development Initiative
- Black Women in Motion
- BWIM Employment Program
- Butterfly Project
- Camp Kinxfolk
- Direct Your Life
- ENAGB Youth Program
- Good Sort
- HeART Communities
- Healing as One
- Inkspire
- Inspirations Studio
- Out of The Box
- Rainbow West
- Revitalization Micro Grants (Lawrence Heights)
- Rexdale Youth Mentorship
- Rise in STEM
- Save Our Somali Youth
- Serenity
- Sis to Sis
- Sister Code
- Sister Cxrcl
- Snackables
- Soundcheck
- The People’s Youth Film Program
- Toronto Drop-in Network
- Toronto South Local Immigration Partnership
- Weston Coalition for Community Success
- Youth United

### Black Women in Motion

Black Women in Motion creates culturally-relevant content, educational tools, healing spaces and economic opportunities that empower black women and survivors of sexual violence. Two of their employment programs focus on youth, and they have started researching race-based data in Toronto to correlate social determinants of health to gender-based violence in black communities. During COVID-19, Black Women in Motion established a fund to help black women experiencing food and income insecurity.



## Focus on the ability, not the disability

Wendy improved her physical and mental health through Stroke Survivors

Suffering a stroke causes major trauma, and physical rehabilitation is only part of the solution. Helping people emotionally is just as important. And our Stroke Survivors Club does just that. Instead of focusing on what people can’t do, the Club offers activities that improve physical and mental health while fostering a sense of community. Wendy knows this first-hand:

“I was experiencing balance and mobility issues. A social worker at Bridgepoint Health suggested the Together in Movement and Exercise (TIME) program at The Neighbourhood Group. Most of the other people in TIME were also part of the Stroke Survivors Club. One day, they suggested I stay for lunch and the afternoon activities. Everyone was so friendly and caring, I asked to join.

“At first, I was only going one day a week. Pretty soon it was two days. Now I’m looking at a third. I really enjoy the trivia quizzes. We have great conversations, and lots of laughs!

“I realized that before I joined, I was bored at home and lonely too. I’ve made some great friends, some I connect with outside the Club. I have so much fun at Stroke Survivors. I’d recommend it to anyone!”



1

Stroke Survivors is the only Adult Day Program in Toronto exclusively for stroke survivors.



CONFLICT RESOLUTION  
& TRAINING –  
MEDIATION TRAINING



2,581

people resolved conflicts  
and improved their ability  
to resolve future disputes.

## Embracing mediation

Spinal Cord Injury Ontario used our Conflict Resolution & Training mediation model to establish their own internal mediation team

When Sharol was researching organizations to help Spinal Cord Injury Ontario develop its own internal mediation team, she knew there was only one solution: Conflict Resolution & Training (CRT).

“What really spoke to us was the transformative model, that the participants come up with their own agreements and mediators facilitate this process. CRT staff were so supportive and encouraging that we opted not only for training but for consulting, material development and system set-up as well.

“Their support has been exceptional. CRT trainers provided a supportive environment which boosted learning, nurturing our growth and confidence. Our staff that participated said this was by far the best training they’ve received. Even with COVID-19 restrictions, CRT has been very accommodating. Training was effectively adapted to Zoom conferences and CRT trainers mentored our team as we started to accept our own cases.

“As a result of our positive experience, we will definitely sub-contract CRT to provide mediation and/or coaching services when there is a conflict of interest or situations where the increase in demand is greater than our in-house capacity.

**“We are so appreciative of all the support from CRT and feel confident with the set-up and preparation of our services. We feel like an extension of the CRT community and look forward to our ongoing relationship.”**



## Art feeds the soul

Yang Yu gained confidence and a sense of belonging in our Seniors’ painting class

Yang Yu felt isolated when she came to Canada.

“I didn’t feel good about myself. A friend was already doing some of the seniors’ programs at the Senior’s Activity Centre...dancing, the community kitchen and WeChats. I decided to try a painting class with my friend. I found that the staff at the Centre have a variety of things to do so everyone can find something interesting.

“Our painting teacher is very professional and teaches us very well, I think because she’s a senior, like us. She understands us, and teaches us according to our individual strengths.” As an artist herself, the teacher is able to use her skills and experience to motivate the class and bring out their talent. For seniors who have never painted before, their joy and sense of accomplishment encourages the teacher, and themselves.

With that encouragement, Yang sought help from our Client Intervention and Assistance service for help with government services. Today she feels like part of the community. And she’s transferred some of her colour-matching skills to her wardrobe. Her improved dress-sense boosted her self-confidence even more. **“I appreciate everything from the classes, and the emotional support I get from the Senior’s staff. I know that I’m not alone and I can always turn to the staff at the Centre for help.”**

INDEPENDENT LIVING  
& SENIORS – SENIORS’  
PAINTING CLASS



9,137

seniors improved their  
mental and physical health  
through our recreational  
programs, supportive  
housing, nutritious meals,  
transportation and  
personal care.





847

children thrive with early childhood education and play-based learning in our ten provincially-licensed childcare centres.

## Easing the burden of working parents

### Jazmin found peace of mind with the Canoe Landing Childcare Centre

“Life was complicated. As a working mom, I had to put my kids in the only childcare that was on the school bus route. That place wasn’t well-managed and it was far from home. With my husband travelling so much for work, I didn’t have any other options.

“When I found out about the new Canoe Landing Childcare Centre, I went to an information session and was so impressed, I signed up my older son, Daniel, that day.

“Childcare centres like Canoe Landing save the life of working parents, taking such great care of the kids on PA days and school closures. It’s such peace of mind knowing I don’t have to scramble for childcare on those days, and Daniel is super-happy with the staff there. He’s so enthusiastic about going and I know he’s in good hands.

**“For me, life is still busy but I am grateful for Canoe Landing. I look forward to the time when Daniel can return to his routine at the Centre after COVID-19, and when my younger son, Aaron, can join him there.”**



## Light at the end of the tunnel

### Tobi adapted to the Canadian workplace with the help of the Connections employment program

Growing up as a young man in Nigeria, Tobi dreamed of making a better life for himself. After graduating from university with a degree in International Relations, he decided to immigrate to Canada to make his dream come true. But after arriving, the challenges of establishing himself seemed too difficult to overcome.

When he found out about our Connections employment program, Tobi started to see the light at the end of the tunnel. Connections helps newcomers prepare for and find work by offering training and a paid placement, giving people that essential Canadian work experience.

“In Connections, I upgraded my computer skills and learned about business communication, the labour market and how to apply for jobs. The job search for the placement was hard but the support and encouragement of the Connections team made it possible. And the placement gave me a hint of what a Canadian workplace was like.

“I am happy and proud to share that since September 2019, I am a full-time employee as an Administrative Coordinator at a food bank. I work with a team of 15 people and could not have done it without Connections.

**“Because of the difficulties I had, in five years I’d like to have my own company helping immigrants like me.”**



75%

of people found work or furthered their education after completing Connections.





10x

the cost of childcare in Toronto is ten times the cost in Montreal.

## “If we wanted to have another child, we can’t.”

Families struggle to afford the astronomical cost of childcare in Toronto. We advocate on their behalf.

The cost of childcare in Toronto is skyrocketing. Need proof?

- 21%: the increase in childcare fees since 2014 – six times the increase in inflation.
- 26%: the number of children in Toronto who belong to low-income families – yet only 8% of families in Toronto receive childcare subsidies.
- \$21,000: the cost for infant care in Toronto - almost 1/3 of the city’s median household income.

This year, we took our advocacy to a new level.

Our focus was the city’s fall budget. We worked with The Ontario Coalition for Better Child Care and the Association of Early Childhood Educators Ontario to create awareness about the high cost of childcare through online petitions, letters to city councillors, interviews with Global, CBC and other mainstream media, social media blasts, and the creation of [@TWEforchildcare](#), a Facebook group run by two of our west-end childcare parents.

One of our childcare parents, Carolina, spoke to the city’s Economic and Community Development Committee about her struggles. “We didn’t qualify for a fee subsidy and were shocked with the cost of childcare. To afford rent and childcare, we stayed in a small apartment and sold the car. Until my husband got a better job, we lived paycheque to paycheque and ran up credit card debt. The price for childcare in Toronto is so high that even if we want to have another child, we can’t.”

Our advocacy goes beyond affordable childcare. We support fair pay and decent work for Early Childhood Educators, and during COVID-19, we advocated for the safe reopening of childcare centres to ensure the health and well-being of children, parents and staff.

**Never before have we seen such a public discussion of the vital importance of childcare to our families, and to our economy. Together, we can advocate for change in this local and national debate.**



## Caring for seniors

**Gini’s Personal Support Worker makes her feel safe and secure**

It’s a story we see too often. Growing old without the support of family and friends, and trying to live on minimal income. Just ask Gini.

“Life was challenging. I was living in a dirty building that was infested with bugs, and I recently gave up my driver’s license because I need a walker. There wasn’t anyone to help me get around or clean my apartment.” That changed when Gini came to our office and asked for assistance with a housing subsidy.

“Staff were my lifeline to connect me to the amazing 11 Coatsworth building. It’s clean and safe and I feel comfortable living here. I was given a case worker who I rely on. She’s great to talk to and helped me with an application for Wheel-Trans, and found Personal Support Workers who care for me.”

Personal Support Workers are the key for seniors and adults with illness or disability to live safely and with dignity in their own homes. Workers help people with essential services – bathing, shopping, cooking, toileting, cleaning and medication monitoring.

“Life is hard now with COVID but I am grateful for the staff support. They’ve been very creative with balcony activities such as exercise classes and bingo. I am thankful for feeling safe and clean – and so well cared for by all.”



130,000

visits by Personal Support Workers each year help seniors feel safe and secure knowing that help is always available.





200+

at-risk youth build confidence and resilience through the support of Youth Awoken.

**Photo:**  
The peer-led Youth Council from Youth Awoken develops programming that engages young people in a wide variety of activities and workshops to help them cope with substance use, family dynamics, sexual awareness and mental health.

## Self-awakening

### Veronica gained comfort and confidence through Youth Awoken

As a young woman, Veronica was withdrawn, unsure of who she was, and where she was going. Joining Youth Awoken changed all that.

Operating after school, Youth Awoken engages 200 at-risk youth through inclusive activities developed by the Youth Council, peer leaders in Youth Awoken. Programs include cooking, basketball, and group discussions about issues that are important to young people. The opportunity to participate and be supported by peers helps youth who are struggling with substance use, dysfunctional family dynamics, sexual awareness and mental health.

“Everyone at Youth Awoken made it easier for me to open up and share what I was going through, that I was having trouble at home and dropped out of school because it was too tough. I also felt comfortable enough to share that I’m part of the LGBTQ+ community.”

The support Veronica had from peers and staff boosted her confidence dramatically. She returned to high school and is one of the leaders on our Youth Council. In the past year, she graduated from high school and applied to university. She even reconnected with her father and visited him in the United States.



**“My mother is so grateful there was a place where I felt safe and secure to find myself and grow. I can be myself in Youth Awoken. It gave me the courage to not be ashamed of who I am.”**



## Getting smart about finances

### Our SmartCash project helps vulnerable people break the cycle of debt

Predatory lenders prey on people in low-income households, offering ready cash at exorbitant rates. This isn’t new. What is, is SmartCash.

Similar to the response to the Syrian refugee crisis, SmartCash is an innovation from The Neighbourhood Group Foundation. The goal is to improve vulnerable people’s financial stability by offering in-house cheque cashing. But SmartCash doesn’t stop there: in phase two, we will offer cash-advances and micro-loans at little or no interest. These services will help us provide a better option than dishonest lenders, educate people on financial literacy and connect them with reputable financial institutions.

SmartCash is possible not only through the ingenuity of the Foundation, but also by its willingness to back the project by covering any fees, losses and staff. Nor can the generosity of our partners be ignored. Alterna Bank is providing back-end support while Gilchrist installed the ATM and waived their fees.

**The impact of SmartCash will be felt by the struggling people we serve, putting them on the path to financial independence.**



\$0.00

fees for SmartCash cheque cashing helps low-income people improve financial stability.





700+

people stay connected  
each year with affordable  
voice mail.

Photo:  
Touhida Choudhury, Easy  
Access Voice Mail Project  
Coordinator, helps people  
stay in touch with friends,  
family, doctors, case workers  
and employers.

## Helping people stay connected

**The Easy Access Voicemail Project offers low cost voicemail to people in need**

Voicemail. It's a service that many of us take for granted. But think what life's like for people who can't afford it: Employers couldn't leave messages about job interviews. Doctors couldn't tell you about appointments or answer questions about prescriptions. And during emergencies, you might not receive life-saving updates for yourself or your loved ones. The Neighbourhood Group found a solution to the problem: Easy Access Voicemail.

Since 1994, we've offered personal voicemail for over 700 vulnerable people each year to help them stay connected.

*"Voicemail is invaluable to me. Before, it was difficult to receive important telephone messages. Now, I can make and follow up on appointments, register for programs, find employment and keep in touch with employers and friends." – Patrick*

*"I was in an abusive relationship. When my partner left, he cut me off his phone plan and left me incommunicado. I remembered the red and gold flyer about voicemail and signed up. Now I use it when I send out resumes, and give it out when I network. It's helped me immeasurably!" – Fernanda*



## "It felt right."

**Jean gained safety and security at the Jean Dudley House seniors' residence**

"I was very lonely living on my own. I often thought about moving but wasn't sure how to go about it or when was the right time. When I broke my hip and was recovering at Michael Garron Hospital, I shared my worries with the staff about living alone. The coordinator referred me to The Neighbourhood Group. They spoke to my daughter and I about Jean Dudley House."

With ten bedrooms and shared living space, Jean Dudley House is well suited for seniors who are unable to fully manage living independently. Staff are available around the clock at the accessible site and provide personal care and nutritious home-cooked meals. And with a wide array of stimulating recreational activities, residents maintain their physical and mental health while being part of the community.

"I had a very good feeling when I came for a tour. I remember sitting in the backyard, waiting to be picked up by Wheel Trans, when I had a peaceful feeling come over me. It felt right. After moving in, I had all the support I needed. My daughter was happy to know that staff would be there looking after me.

**"I've gotten to know the other people here. I feel better because I'm safe and secure at Jean Dudley House. Staff help me with my meals, laundry, cleaning and personal care. They're always around if something happens. It's a great comfort to me."**



24-hour

on-site support at our  
accessible Jean Dudley House  
helps seniors maintain their  
independence and dignity.





379

Young men feel connected to their community by preparing and handing out 379 meals during COVID-19 to people who are homeless.

## A Spot of Kindness

Young men in The Gentleman's Spot youth group gave back to their community

Like the many other programs in our Youth Arcade, The Gentleman's Spot provides a safe and supportive environment for youth. The Gentleman's Spot is a mentoring group for young men to discuss issues that affect them, including anti-violence, racism, gender equity and criminal justice. But what happens when social distancing temporarily closes the Arcade? According to Solomon Muyobo, the Gentleman's Spot facilitator, the youth take The Gentleman's Spot to the community.

"We try to keep our programming centred around give-backs to community members that are vulnerable. And I'm proud to say that when COVID-19 hit, the young men in this group wanted to donate their time and energy for people who were homeless. The group came up with the idea to help people on the street by purchasing and making lunches, including sandwiches, fruit and granola bars.

**"The community has embraced and praised the hard work of these young men, and the people who received the food have been incredibly grateful. Some were even moved to tears. It changed the way these young men see people who are homeless. And it shows the community that young urban men really do care about their neighbours."**



## Taking Action to Help People on the Margins

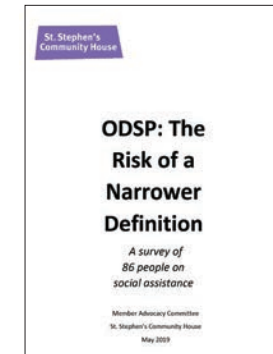
Fighting to save the ODSP

When the Provincial government proposed to narrow the definition of disability in the Ontario Disability Support Program (ODSP), people were worried to say the least. Life was tough enough with the current benefit amount but the proposed change would result in a nearly 60% drop in income. The choice between paying for rent, food and medicine would become impossible.

At The Neighbourhood Group, the choice was simple: Fight to maintain the ODSP. The campaign started with the Corner Drop-in Member Advocacy Committee (MAC). MAC members like Marie worked tirelessly to create and administer a survey to drop-in users across Toronto. "For new people trying to get on ODSP, it could be a problem. People we surveyed were very worried they would become destitute and fall into depression, crime and suicide." MAC members spread the word by writing letters to MPPs and Provincial Ministers. Media took up the case and the [Toronto Star](#) published a story about the survey and the effect of the cuts.

But the survey was only one tactic: Working with coalitions like Defend Disability and the ODSP Action Coalition, we were able to strengthen our collective voice. We spoke to a network of local physicians and nurses called the Mid-West Sub-Region Primary and Community Care Committee, and urged them to speak to the Province.

**Our actions were only one part of the push to restore the ODSP. The voices of thousands of organizations and people continue to reverberate across the Province to help people on ODSP maintain their health and dignity.**



60%

Proposed cuts to ODSP would result in a 60% drop in income.





30%

mortality rate within one year for people with endocarditis who use drugs intravenously.

## The Heart of the Matter

**Emily Brunelle helps people with endocarditis who use drugs intravenously**

Endocarditis is the inflammation of the heart's inner lining. The mortality rate in the first year is 5.5%. For people who use drugs intravenously, it's a staggering 30%. Through the Cardiac program at the Augusta Centre, we save people's lives by alleviating factors that contribute to mortality.

Emily Brunelle, Case Manager in the program, helps people with any surrounding issues. From providing referrals for primary or mental health care to assisting with applications for housing or identification, she provides personal attention to vulnerable people who may not have anyone else.

“We're helping people who don't have any community support, who haven't worked with a Case Manager before. And providing holistic services helps them in so many ways that we might take for granted. I just did a Toronto Community Housing viewing with one of my clients. He's got multiple health complications so getting him a safe home in a city like Toronto where getting good housing is so difficult...it's super exciting!

“**Getting wraparound support is only part of the issue. Most people in the program don't have the social support to help them cope. Unfortunately, stigma still plays a role. And in the midst of the pandemic, the problem is magnified. “Emotional check-ins, especially during COVID-19, is a big part of what I do. Even a brief chat to let them know someone cares goes a long way.”**



## Home Sweet Home

**Lakshmi jumped at the chance for her kids to return to St. Stephen's child care**

Quality childcare makes all the difference. Just ask Lakshmi.

“When my daughter Agneya was 6 months old, she started going to the Harbourfront Child Care Centre. We were worried about leaving her in the hands of unknown people. But as new immigrants and with both of us working, we had no choice. In less than a week, we saw how caring the staff were and how happy Agneya was there. But due to work circumstances, we had to remove Agneya from Harbourfront. It only lasted a little while but then we needed to find childcare again. When we heard about the new Canoe Landing Child Care Centre attached to the school close to where we live, we knew where Agneya and my son Jaitra would go.

“The Canoe Landing location saves us so much time and gives us so much confidence since it's St. Stephen's. We know our children are safe when we are at work, and staff always do different activities according to the children's needs.

“**While we're at home because of COVID-19, I see that my kids are missing their play time and friends at the Centre. Coming back to Canoe Landing will be like coming home...home sweet home. I trust them more than any other child care centre.”**



40%

Quality childcare in vulnerable neighbourhoods helps the 40% of all families in Toronto who live in childcare deserts.\*

\*A childcare desert is an area where three or more children have access to one licensed childcare spot.



# DONORS: thanks for a great year!

Our visionary donors, partners and funders recognize that possibility and opportunity go hand in hand. You made 2019–2020 a great year at The Neighbourhood Group and St. Stephen’s Community House.

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.

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 Susan Laffier-Fraser  
 Mei Lam  
 Kwong Lo Lam  
 Yin Lam  
 Suzanne Landau  
 Jessica Landolfi  
 Jane Laster-Gordon  
 Chow Wha Lee  
 Kay Lee  
 John Lee  
 Matthew Lee  
 Pui Ngor Lee  
 Jinny Leung  
 Yves Leveille  
 Chantel Levy  
 Eva Li  
 Jue Zhen Li  
 Kan Pin Li  
 Melissa Li  
 Shung Ping Li  
 Bernadette Lim  
 Paul Lima  
 Linda Lin  
 Yan Ping Lin  
 Eduarda Lindo  
 John Liss  
 Rachel Lissner  
 Guang Xiu Liu  
 Lan Ying Liu  
 Krysta Lombardi

Stephen A Longstaff  
 Gail Low  
 Richard Lowery  
 Adam Lowlor  
 Ying Lum  
 Martin Lundmark  
 April Luu  
 Anita Ly  
 Ngan Co Ly  
 Bonnie Lyons-Cohen  
 Kristin Lythgoe  
 Brett MacDonald  
 Joyce MacDonald  
 Andrew MacGregor  
 Yue Ying Mai  
 Kristin Malcolm  
 Terry D. Marescaux  
 Harold & Ruth Margles  
 Joanne C.S. Mark  
 Elin Marley  
 Judith Martinek  
 Karen Marzocco  
 Caeli Mazara  
 A. Maziarczyk  
 Shannon McCauley  
 Kirsteen McLean  
 Richard McLellan  
 Marsha McLeod  
 Siamak Mehraeen  
 Lucrecia Mejia  
 Barbara Mellman  
 Hayley Mezei  
 Chris Mitchell  
 Anne-Mary More  
 Maxim Morin  
 Jennifer Ng  
 Ninh Ngo  
 My Linh Nguyen  
 Shannon Nguyen  
 Van Nguyen  
 Bronwyn Oatley  
 Margaret Oldfield  
 Ontario Power Generation  
 Inc. Charity Trust  
 Phil & Stella Osagie  
 Yetunde Deborah  
 Oyegbami-Oluwo

Laura Palacios  
 Jay Paleja  
 David Palumbo  
 Lu Zhao Pan  
 Michel Paradis  
 Nicole Paroyan  
 Greta A. Pereira  
 Janet Pesklevy  
 Phan Phung  
 Joanne Pilkey  
 Fatima Pique  
 Charlie Pond  
 Peggy Poon  
 Andrew Pope  
 Dawn Porfirio  
 Natasha Porfirio  
 Janet Porter  
 Susan Porter  
 Alisa A. Posesorski  
 Alex Poutiainen  
 Adrienne Price  
 Shu Qin Qin  
 Wen Qian Qiu  
 Xao Muoi Quach  
 Misheal Rafique  
 Godha Rangaraj  
 Emily Reid  
 Fatima Resendes  
 Yvonne Ribeiro  
 Maria Rombeiro  
 John Roney  
 Frederika Rotter  
 Nicole Rumble  
 Joan Ruzsa  
 Patrick & Elda Ryan  
 Kathleen Sandusky  
 Helen Santos  
 Shelly Sawada  
 Francesca Scalzo  
 Lorraine Segato  
 Amanda Sherrington  
 Deborah Shields  
 Ming Sou Shung  
 Catherine Siemens  
 Rosa Silva  
 Glen Simpson  
 Mark Singer

The Sisters, Faithful  
 Companions of Jesus  
 Robert Sitarski  
 Brian J. Slattery  
 Zelia Soares  
 Mario Jorge  
 Sa De Medeiros Sousa  
 Jocelyn Stephen  
 Donna Sterling  
 Heather Stevenson  
 Richard Stewardson  
 Martin & Francie Storm  
 Carmelo Strazzulla  
 Anthony Suppa  
 Mary Suttcliffe  
 Andrea Swanson  
 Sarah Switzer  
 Michael Takasaki  
 Kim Eng Tan  
 Mary Tan  
 Shu Pei Tan  
 Doris Tang  
 Charles & Carol Tator  
 Angelina Taveira  
 Irv Teper  
 Bryant Thompson  
 Douglas Threndyle  
 Min Y. Tien  
 Alan Tou  
 Chon Tran  
 Matthew Tran  
 Muoi Tran  
 Stefan Treffers  
 Arthur Treloar  
 Dave Tsinovoy  
 Sarah Turnbull  
 Darina K. Vasek  
 Armando Veiga  
 Maria Veigas  
 Nunzio Venuto  
 Esther Verred  
 Marco Villalobos  
 Ruby Virani  
 Alexandra Volkov  
 Louise (Loet) Vos  
 Hanifa Wahab  
 Menka Walia

Robert Wallace  
 Marsha Wallace  
 Heung Lin Wan  
 Wen Ying Wang  
 Shyue Fen Wang  
 Zu Lan Wang  
 Feng Wang  
 Qing Hua Wang  
 Elizabeth Warrenner  
 Gavin K. Watt  
 Jing Tian Wei  
 John Williams  
 Phillip Willis  
 Ms. Wilson  
 Bernie Wong  
 Mei Lan Wong  
 Yuet Ching Wong  
 Yuet Shing Wong  
 Justin Wong  
 Nillan Wong  
 Zanaida Wong  
 Ida Wong  
 Debby Wright  
 Hai Qiao Wu  
 Lan Zhen Wu  
 Ren Yu Wu  
 Jackie Wykes  
 Rosa Xavier  
 Marshall Yarmus  
 Pi Yun Yeh  
 Chu Lan Yeung  
 Kit To Yong  
 Lorraine Young  
 Vivian Yuen  
 Su Nu Zhang  
 Xiao He Zhang  
 Fu Zhen Zhou  
 Rochelle Zorzi

**GOVERNMENT SUPPORT**

**Federal**  
 Employment & Social  
 Development Canada  
 Health Canada  
 Immigration, Refugees  
 and Citizenship Canada

Status of Women Canada  
**Provincial**  
 Ministry of Children,  
 Community and  
 Social Services  
 Ministry of Education  
 Ministry of Health &  
 Long-Term Care  
 Ministry of Tourism,  
 Culture and Sport  
 Ministry of Training,  
 Colleges & Universities  
 Ontario Trillium  
 Foundation  
 Toronto Central Local Health  
 Integration Network

**Municipal**

City of Toronto  
 City of Toronto -  
 Toronto Urban  
 Health Fund  
 Toronto Children's Services  
 Toronto Community  
 Support Programs  
 Toronto District School  
 Board  
 Toronto Shelter & Support

**Partners and In-Kind  
 Supporters**

736 Outreach Corporation  
 Access Point  
 Adelaide Resource Centre  
 for Women  
 Access Alliance  
 Multicultural Health and  
 Community Services  
 Addictions and Mental  
 Health Ontario  
 AIDS Committee of Toronto  
 Alternative Dispute  
 Resolution Institute

of Ontario  
 Asian Community  
 AIDS Services  
 Assets Coming Together  
 For Youth  
 Better Way Alliance  
 Body by Chosen  
 Butterfly – Asian and Migrant  
 Sex Workers Network  
 CAMH – Centre for  
 Addiction and  
 Mental Health  
 Canadian Centre for  
 Victims of Torture  
 Catholic Crosscultural  
 Services  
 Cecil Street Community  
 Centre  
 Central Tech Stadium  
 Chartered Accountants  
 of Ontario  
 Christie Ossington  
 Neighbourhood Centre  
 City Municipal Licencing  
 and Standards  
 Community Living Toronto  
 Concurrent Disorders  
 Support Services  
 Context Development Inc.  
 Co-operative Housing  
 Federation of Toronto  
 COSTI Immigrant Services  
 Credit Canada  
 Crown Attorney Office  
 Daily Bread Food Bank  
 Davenport Perth  
 Neighbourhood and  
 Community Health Centre  
 Diocese of Toronto, Anglican  
 Church of Canada  
 Discovering Diversity  
 Publishing  
 East Metro Youth Services  
 EdgeWest Healthcare  
 for Youth  
 Egale Canada Human  
 Rights Trust



FCJ Refugee Centre  
 First Work – OAYEC  
 For Youth Initiative  
 Fred Victor Centre  
 Friends of Kensington  
 Market  
 George Brown College  
 of Applied Arts  
 and Technology  
 Green Skills Network  
 Hassle Free Clinic  
 Hedge Funds Canada  
 Heights Development  
 Holland Bloorview Kids  
 Rehabilitation Hospital  
 House of Cool  
 Humber College  
 Inner City Health  
 Associates –  
 St. Michael’s Hospital  
 iTrain Toronto -  
 Workplace &  
 Hospitality Training  
 Jane/Finch Centre  
 JobStart  
 Joe’s No Frills  
 Kensington Bellwoods  
 Community  
 Legal Services  
 Kensington Health Centre –  
 Kensington Gardens  
 Kensington Market BIA  
 Kids Up Front  
 Krudar Muay Thai  
 Lawrence Heights Inter-  
 Organization Network  
 Mainstay Housing  
 Motivate Canada  
 Nellie’s  
 Nia Centre for the Arts  
 North York  
 Community House

NPower Canada  
 OCASI  
 Office of the Independent  
 Police Review Director  
 ONESTEP  
 Ontario Community  
 Mediation Coalition  
 Ontario Community  
 Support Association  
 Ontario Non- Profit  
 Housing Association  
 Ontario Non- Profit  
 Network  
 Osgoode Hall Law School  
 Parents for Better  
 Beginnings  
 Parkdale Queen West  
 Community Health  
 Centre  
 ParticiP ACTION Challenge  
 Peach  
 Planned Parenthood Toronto  
 Reason One – Keith Durrant  
 Regeneration Community  
 Services  
 Regent Park Community  
 Health Centre  
 Remix  
 Ryerson University  
 St. Elizabeth Health  
 Centre  
 Scadding Court  
 Community Centre  
 Seaton House  
 Second Harvest Food Bank  
 Seneca College  
 Sherbourne Health Centre  
 Sistering  
 Sketch  
 Social Capital Partners  
 Social Innovation  
 Generation @ MaRS

Social Planning Toronto  
 South Riverdale Community  
 Health Centre  
 Street Kids International  
 Success Beyond Limits  
 Sustainable TO  
 Telus  
 The Apple Store  
 The Body Shop  
 The Gerstein Crisis Centre  
 The Housing Help Centre  
 The Period Purse  
 The Stop Community  
 Food Centre  
 Toronto Alliance to End  
 Homelessness  
 Toronto Catholic District  
 School Board  
 Toronto Coalition for Better  
 Child Care  
 Toronto Community  
 Foundation  
 Toronto Community  
 Housing Corporation  
 Toronto Corporate Learning  
 and Leadership  
 Development  
 Toronto District School  
 Board  
 Toronto Drop-in Network  
 Toronto Employment  
 and Social Services  
 Toronto Foundation for  
 Student Success  
 Toronto Hostels Training  
 Centre  
 Toronto Neighbourhood  
 Centres (TNC)  
 Toronto Parks and  
 Recreation Department  
 Toronto Police Services

Toronto Preschool Speech  
 and Language Services  
 Toronto Public Health  
 Toronto Rehabilitation  
 Institute  
 Tropicana Employment  
 Centre  
 Unison Health and  
 Community Services  
 United Way Greater Toronto  
 University of Toronto  
 University Settlement House  
 Urban Arts  
 Unity Health Toronto –  
 St. Michael’s Hospital  
 and St. Joseph’s Hospital  
 University Health Network –  
 Toronto Western Hospital  
 and Toronto General  
 Hospital  
 Waterfront Neighborhood  
 Centre  
 West Neighbourhood House  
 Women’s College Hospital  
 Wood Manufacturing Council  
 Woodgreen Community  
 Services  
 Workers Action Centre  
 Workers’ Health and Safety  
 Legal Clinic  
 Yonge Street Mission  
 York University  
 Youth Psychology Services

## Board of Directors

Thank you to our Board of Directors. Their dedication, compassion and commitment helps us provide the maximum impact on the lives of the people we serve.

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 eligible to run. Board members identify gaps in expertise, perspective and diversity, and make recommendations for recruitment.



**Cathy Hennessey**  
Co-Chair



**Samira Viswanathan**  
Co-Chair



**Marguerite Rea**  
Co-Vice-Chair



**Sonia Yung**  
Co-Vice-Chair



**Robert Gore**  
Co-Treasurer



**Frank Pagliarello**  
Co-Treasurer



**Jennifer Rae**  
Secretary



**Alphonse Barikage**



**Vinny Bhathal**



**Katherine Chau**



**Mary Christie**



**Sarah Doyle**



**Philip Fernandez**



**Jennifer Hartviksen**



**Tim Hughes**



**Sarah Hurrell**



**Josh Kleiman**



**Craig Knowles**



**Amana Manori**



**Shannon McCauley**



**Rebecca Stulberg**



**Sapna Thakker**

**A special thank you to departing Board members from The Neighbourhood Group and St. Stephen’s: Yogen Appalraju, Maureen Armstrong, Lloyd Ilekyis, Thierry Kagubari, Peter Singh Khela and Gina 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 416-925-2103 x1256.*

# THE HEART AND SOUL OF OUR WORK



Over 2,000 members of the community, including service users, students, parents and grandparents, volunteered their time to support their neighbours

### Volunteer Spotlight

An integral member of the volunteer team who serves weekly home-cooked meals to over 100 guests, John is early for every shift, the last one to leave and even gives other volunteers a ride home. He always ensures safety protocols are being followed, whether it's food preparation or the safety of volunteers.

During the pandemic, John was concerned that many people who relied on the Community Dinner didn't have access to a hot meal. Knowing that it wasn't safe for seniors to travel because of health issues, John took it upon himself to deliver grocery hampers from our food bank and meals from our Community Dinner.

**"I volunteer because it makes me feel good but during the pandemic, I volunteer because there are those who need us more than ever."**

On behalf of the seniors we serve, thank you John for your commitment and passion to help those in need.

You gave almost 53,000 hours of your time! We could not do it without you. On behalf of our staff and the people we serve, thank you for your generosity!

**2,066** volunteers in 2019/2020

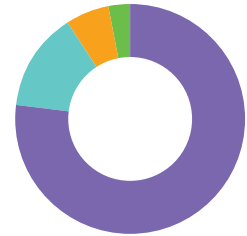
**52,713** hours of service

equivalent to over **22** full-time staff

## Financial Report:

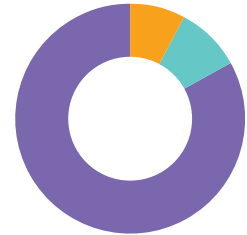
### St. Stephen's Community House

Statement of Current Operating Fund - For the Year Ended March 31, 2020



HOW WE RAISE OUR FUNDS:

- Government
- Fees
- Donations
- United Way



HOW WE USE OUR FUNDS:

- Direct Program Costs
- Administration
- Building Costs



#### Revenues

##### Fees

City of Toronto  
Childcare Parent Fees

##### Grants & Donations

Province of Ontario  
Federal Government  
City of Toronto  
United Way of Greater Toronto  
Donations and Other Grants

##### Social Enterprises

##### Interest and Sundry Income

#### Expenditures

Salaries and Employee Benefits  
Building Occupancy  
Purchased Services  
Trainee Remuneration  
Program Supplies and Expenses  
Office and General  
Food Services  
Amortization - building used for programs  
Promotion  
Employee Recruitment and Training  
Transportation and Travel  
Audit and Legal  
Membership

#### Excess of Revenue over Expenditures

*This is an unaudited Statement.  
Full Statements are available on request.*

	2020	2019
<b>Revenues</b>		
<b>Fees</b>		
City of Toronto	\$ 2,791,720	\$ 2,492,463
Childcare Parent Fees	2,119,140	2,004,791
<b>Grants &amp; Donations</b>		
Province of Ontario	6,523,947	6,996,170
Federal Government	2,927,173	2,641,769
City of Toronto	3,463,643	2,731,202
United Way of Greater Toronto	694,816	990,689
Donations and Other Grants	1,131,046	622,110
<b>Social Enterprises</b>	580,012	425,641
<b>Interest and Sundry Income</b>	150,454	106,639
	<b>20,381,951</b>	<b>19,011,474</b>
<b>Expenditures</b>		
Salaries and Employee Benefits	14,228,617	12,944,605
Building Occupancy	1,461,709	1,419,619
Purchased Services	1,007,707	976,119
Trainee Remuneration	1,055,762	1,084,838
Program Supplies and Expenses	1,174,123	1,007,349
Office and General	416,619	377,753
Food Services	319,807	353,061
Amortization - building used for programs	259,838	272,795
Promotion	109,197	77,144
Employee Recruitment and Training	57,313	71,145
Transportation and Travel	42,534	52,258
Audit and Legal	64,620	55,307
Membership	29,584	21,520
	<b>20,227,430</b>	<b>18,713,513</b>
<b>Excess of Revenue over Expenditures</b>	<b>154,521</b>	<b>297,961</b>

During this eventful year of COVID-19 and the merger with St. Stephen's, The Neighbourhood Group continued to maintain its strong financial position with a modest net income gain for the period ending March 31, 2020.

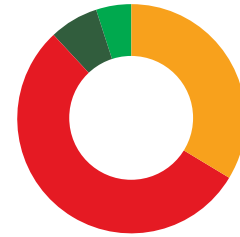
**Co-Treasurers**  
Robert Gore & Frank Pagliarello



# The Neighbourhood Group

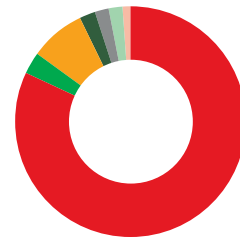
Excerpted Statement of Operations and Changes in Net Assets - Year ended March 31, 2020

	2020	2019
<b>Revenues</b>		
<b>Fees</b>		
Toronto Central Community Care Access Centre	\$ 5,311,075	\$ 4,821,047
City of Toronto	1,354,988	1,400,380
Fees from users	1,068,555	1,178,861
<b>Grants</b>		
Province of Ontario	10,080,502	10,537,326
City of Toronto	1,635,953	1,645,380
United Way Support	1,148,304	1,141,004
Government of Canada	718,464	572,987
<b>Other</b>		
Donations and fundraising events	546,265	155,438
Other agencies	387,768	373,377
East Toronto Youth Centre	246,627	193,863
Foundations	123,337	51,181
Elderly person centre	85,716	82,599
Administration support and rent	71,207	109,526
Amortization of deferred capital funding	65,643	58,337
Investment (loss) income	(39,044)	49,890
<b>Total revenues</b>	<b>22,805,360</b>	<b>22,371,196</b>
<b>Expenditures</b>		
Wages	15,508,727	15,298,006
Benefits	3,207,166	3,235,437
Program expenses	1,825,094	1,817,474
Occupancy costs	772,243	709,222
Travel	395,184	413,001
Purchased services	376,812	312,620
Office and general	348,255	296,190
Amortization	89,322	95,813
Promotion and publicity	86,899	57,260
Training and development	59,368	55,541
Fundraising	59,323	7,740
Volunteer expenses	15,110	15,064
Dues	14,502	7,140
<b>Total expenditures</b>	<b>22,758,005</b>	<b>22,320,508</b>
<b>Excess of revenues over expenditures for the year</b>	<b>47,355</b>	<b>50,688</b>
<b>Net assets, beginning of year</b>	<b>1,655,548</b>	<b>1,604,860</b>
<b>Net assets, end of year</b>	<b>\$ 1,702,903</b>	<b>\$ 1,655,548</b>



REVENUE:

- Grants
- Fees
- United Way
- Other



EXPENDITURES:

- Wages and Benefits
- Program Expenses
- Occupancy Costs
- Purchased Services
- Travel
- Offices and General
- Other

“We are extremely confident in The Neighbourhood Group’s short and long-term financial sustainability to enable us to continue to provide essential services to people in need in our communities.”

**Co-Treasurers**  
Robert Gore & Frank Pagliarello



KEY: ● Program locations



@NeighbourhdGrp  
TheNeighbourhoodGroup

**Neighbourhood Link Support Services**  
3036 Danforth Avenue  
Toronto, ON M4C 1N2  
416.691.7407

**Central Neighbourhood House**  
349 Ontario Street  
Toronto, ON M5A 2V8  
416.925.4363

**St. Stephen's Community House**  
91 Bellevue Avenue  
Toronto, ON M5T 2N8  
416.925.2103