



NEIGHBOURHOOD HOUSE

Formerly St. Christopher House

2015-2016 Annual Report



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MISSION STATEMENT

West Neighbourhood House has as its central purpose the enabling of less-advantaged individuals, families, and groups in the community to gain greater control over their lives and within their communities.

GUIDING PRINCIPLES

West Neighbourhood House will work in partnership with the community to promote personal and social change in order to achieve a safe, healthy and accepting society for all. To this end, we will work with our resources and the strengths of the community to:

- > build bridges within and across communities
- > promote access to full participation in society by addressing barriers such as illiteracy, inadequate incomes, unaffordable housing, and discrimination of all types
- > assist people to meet individual and family needs
- > provide the tools and opportunities for people to gain greater control over their lives and to take on leadership in the community
- > advocate for changes in social systems that will ensure dignity, quality of life, and equal opportunities for all.

STRATEGIC PIVOT POINTS

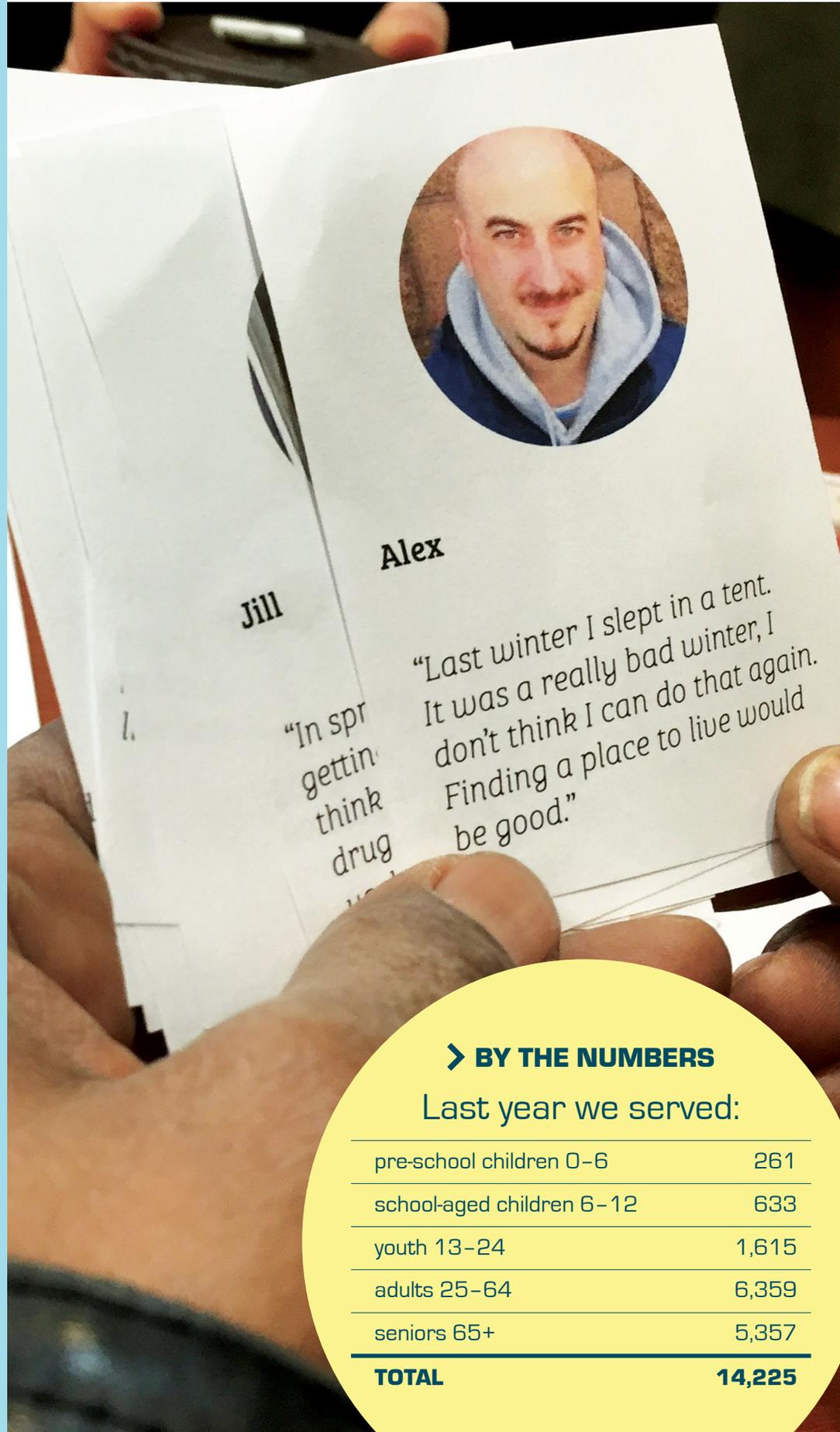
- 1 All House programs are informed by our "theory of change", including our theory of social change.
- 2 Integrate and collaborate with other organizations if/when it benefits the community served.
- 3 Use House assets, particularly properties and buildings, for sustained community impact.

ANNUAL REPORT CONTRIBUTORS

Maureen Fair
 Nelson Lynch
 Earl Miller
 Jon Sturge (select photography)
 Kaleigh Wisman
 Lynne Woolcott
 InWithForward
 WriteDesign.ca (design)



introduc



> BY THE NUMBERS

Last year we served:

pre-school children 0-6	261
school-aged children 6-12	633
youth 13-24	1,615
adults 25-64	6,359
seniors 65+	5,357
TOTAL	14,225



IS THERE STILL POVERTY IN DOWNTOWN TORONTO?

Every year at West Neighbourhood House, we do our best to react and adapt to the needs of our changing community. The neighbourhoods where we work in downtown west Toronto continue to change every year—housing prices are going up, condos are being built, and new businesses are moving in. Within these changes, poverty can be difficult to see at first glance.

However, as much as things may look different on the surface, we at West NH are aware of significant less-visible poverty in our community.

Based on information from City of Toronto Open Data, here are some recent insights into what is happening in our neighbourhoods:

- Based on numbers from 2014, there are 20,000 people living on low income within our catchment area.
- Parkdale continues to be the neighbourhood with the highest concentration of poverty while neighbourhoods like Niagara/Liberty Village are showing increasing levels of poverty.
- Between 2008-2014, the number of local kids living in

low-income households has doubled.

- Housing costs are putting a tremendous strain on many local households. We believe many young adults in the Liberty Village condos have large mortgages. In our area, tenants pay an average of \$1,041 in rent per month, which is 62% of the income of someone working minimum wage. Any significant downturn in employment rates and/or rise in interest rates will create financial hardship and possibly jeopardize housing security.

In addition to the poverty we see every day in our programs, there are also many people struggling

financially behind closed doors. We are committed to continue serving less-advantaged individuals in our neighbourhoods and look forward to working with our neighbours in the years to come to ensure this community is an inclusive place to live.

Thank you for taking the time to learn about the work we do. If you have any questions or feedback, please do not hesitate to get in touch. <

CONTACT US

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Tracking progress on the three ‘pivot points’ of our strategic plan

West Neighbourhood House has completed the first year of our latest Strategic Plan. Our three “Pivot Points” represent key decisions that are central to the House’s future position in the community.

**PIVOT POINT #1:
All House programs are informed by our “theory of change”, including our theory of social change.**

Every West Neighbourhood House program has a clear and explicit rationale for our choice of activities and our use of resources. Work is underway program by program to ensure that our interventions are based on the most current evidence available, including many behavioural insights from our work with InWithForward, the social innovation lab embedded in the House since November, 2015.

In addition, with the Board’s Strategic Planning Committee, we identified stages of programming to meet the needs of the diverse community we serve:

Stabilize with activities such as safety plans for abused women, settlement supports for newcomers (e.g. the influx of Syrian refugees), access to basic needs in the Meeting Place, employment, crisis intervention, home supports;

Strive with skill-building activities such as adult literacy, academic upgrading, Music School lessons, after-school sports and recreation, after-school homework support, seniors fitness classes;

Thrive together with activities that bring individuals together to create mutually supportive peer networks such as the Portuguese Women’s 55 Plus group, the Seniors Social Media Club, Toronto Song-Lovers Choir, many volunteer opportunities, and summer day camp groups;

Drive toward social change with activities such as community development, our annual Community Sweep, local and sectoral planning (e.g. coordinating community health care), convening multi-stakeholder groups to develop alternative public policies (e.g. on the Informal Economy), and advocacy.

**PIVOT POINT #2:
Integrate and collaborate with other organizations if/when it benefits the community served.**

Over the past year, West Neighbourhood House has continued to deepen and expand our collaborative relationships and planning with valued local partners such as Sistering, PARC, and St. Stephen’s Community House.

In addition, the House has been an active leader within the Toronto Neighbourhood Centres network as well as with other agencies, hospitals, and funders serving seniors and people with mental health issues and addictions in order to innovate and improve service delivery.



THANKS TO EARL MILLER

ON BEHALF OF the rest of the Board of Directors and staff of West Neighbourhood House, I want to thank Earl Miller for his thoughtful and strong leadership as Board President for the past two years. Earl contributed wisdom from his extensive experience with non-profit Boards to promote inclusive and constructive dialogue. As Executive Director, I want to thank Earl for being generously available and helpful to me as well as for his solid support for the House and the community we serve.

Maureen Fair, Executive Director



BOARD OF DIRECTORS Left to right, back row: Doug Roth, Matthew Regan, Chander Chaddah, Emily Paradis, Ed Segalowitz, Sandra Cruickshanks, Shaida Addetia (staff), Lynne Woolcott (staff). Front row: Gillian Kerr, Rona Abramovitch, Earl Miller (Board President), Maureen Fair (staff), Tamara Ferris. Missing: Reilly Latimer, Margaret Pereira, Dave Sohi, Alfredo Tan, John Yip.

PIVOT POINT #3:

Use House assets, particularly properties and buildings, for sustained community impact.

The Board's Property Committee, in collaboration with the St. Christopher House Community Endowment Board, reviewed initial considerations for determining the future use of the 248 Ossington property:

- Continuing to meet priority community needs

- Respecting diversity and promoting inclusion locally
- Financially responsible
- Respecting our history of serving west end communities

Through this process, we identified more questions to resolve and possible opportunities to explore in the year ahead.

Another asset of the House is the remarkable team of volunteers and staff. West Neighbourhood House and the

community we serve are fortunate to have such strength in the many people contributing to our work: donors, funders, volunteers, members and supporters.

As Board President and Executive Director, we thank each of you. <

Earl Miller, Board President and Maureen Fair, Executive Director



Hermon and Meselch at the
After-School Program

‘My daughter grew up here’

‘It’s a great program for people who can’t afford childcare. It helps me a lot,’ says Hermon, whose daughter, Meselch, has been in the After-School Program for four years. She is now in Grade Four.

Hermon is a single parent who works full-time. Having access to subsidized after-school care for her daughter makes it possible for her to support her family. Not only is she able to work full-time because of the After-School Program, she feels great about where her daughter spends her afternoons.

‘It’s so nice and welcoming here. I chose this program because it was diverse.’ For Hermon, it is important for her daughter to be in an environment where there are children from lots of different backgrounds. Meselch attends the After-School Program in Holy Family School in Parkdale – one

of the three schools in which West NH operates After-School Programs in west Toronto.

Out of the small but lively space in Holy Family School, the After-School Program staff prepare arts and recreational activities for the kids as well as a daily snack. ‘[My daughter] loves the program,’ said Hermon.

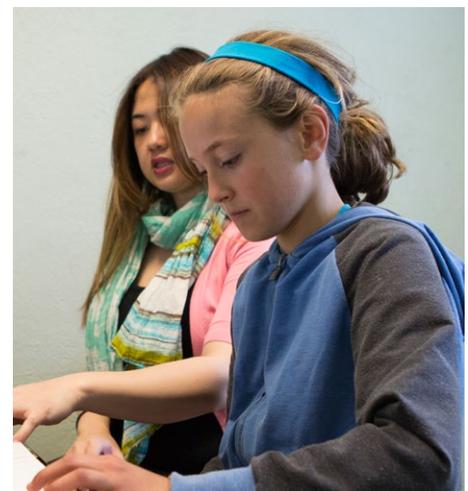
In the summertime when the After-School Program is on hiatus, Meselch takes part in the Summer Camp offered by West Neighbourhood House. Taking a moment to reflect, Hermon realized her daughter has spent a lot of time at

the House, ‘My daughter grew up in this program.’

Hermon isn’t looking forward to the day when her daughter will have to move on from the After-School Program when she turns 12, but she is certain that she will come back to volunteer when she gets older. We hope your mom is right, Meselch! <



Silk screening original designs in the Newcomer Youth Program



All lessons in our Music School are taught by professional musicians

CHILDREN AND YOUTH PROGRAMS AT A GLANCE

- 93 students played, learned and had fun in our fully-enrolled After-School Program which operates in four locations Monday through Friday.
- 74 children aged 6-12 attended our Summer Camp.
- 160 children (0-6) along with their parents, caregivers, and grandparents played, learned, and got to know their neighbours in our Pre-School Drop-In Program.
- The Newcomer Youth Program was enhanced to address the longer term settlement and integration of local youth and thereby supported 343 youth. We also provided programming for newcomer youth in four high schools.
- The Youth Silk Screening Leadership Development Project went mobile. Youth travelled to other youth-serving organizations, taught silk-screening, and mentored other youth about building their own businesses.

Helping adults ACE their way into college or university

For those who have been out of school for a while or are new to Canada, jumping into college, university, or an apprenticeship right away can be too big a leap. The Academic and Career Entrance (ACE) program, recognized by Ontario Colleges and Apprenticeships as the equivalent of Grade 12, helps participants get ready for the next step in their educational journey.

The ACE program, which is delivered in partnership with George Brown College, takes place in a small class setting with both teacher-led and self-directed activities. For Jennifer, she needed this program to build her skills before going back to school — “It has given me a chance to get back into learning mode and get a bit of my confidence back before going to go to college or university.”

The community-based approach to the ACE program is something that works well for many participants. Classes take place in an informal but structured setting where participants can ease back into a learning environment at their own pace. One-to-one tutoring support (provided by qualified volunteers) enhances the support for the students.

Past participants in ACE have gone on to study at schools such as George Brown College and the University of Toronto, studying everything from accounting to youth work.

Multiple supports under one roof

While some people sought ACE out on their own, some came from other

programs within the House. Luis, Paul, and Sidney were all participants in the General Educational Development (GED) program at West NH. Through that program, a worker referred them to ACE so they could take the next step in their studies.

West NH’s multi-service delivery model has also benefitted Jennifer. As a mom, she appreciates the support from the House that is enabling her to stay in the ACE program. “[West NH staff] are linking me up with the Summer Day Camp which is important... [my child’s] school ends in June, but this course goes until August. So without [childcare] this would be a challenge. They have been very helpful”. With her child taken care of in the same location where her classes take place, she will be able to complete the ACE program.

The needs of participants at West NH are diverse and cannot always be met by just one program. One of West NH’s strengths is its holistic approach to service delivery — being multi-service means that we are able to support people in multiple ways. <



Participants in our settlement programs came together to recognize the contributions of refugee women at our Refugee Rights Day celebration



Luis, Sidney, Paul, Jennifer, Sientayehu came to ACE at different points in their lives but are all here to prepare for the same thing — further education



ADULT PROGRAMS AT A GLANCE

- 265 people maintained their housing with the support of our Peer Led Eviction Prevention Program.
- 180 Meeting Place members earned income through the sale of handcrafted goods in our store.
- 360 Meeting Place members who are First Nations engaged in culturally specific activities facilitated by an Elder and program staff.
- 66% of job seekers in our WEST Employment Services and Training Program found jobs. An additional 15% pursued further education and training.
- 672 people improved their literacy skills and/or upgraded their academic levels (e.g. high school certificate, college preparation, etc.).
- 1,474 newcomers received settlement supports from our staff who speak Hungarian, Arabic, Farsi, Dari, Tibetan, Hindi, Tamil, Tagalog, Spanish, Portuguese, Urdu, and English.
- 220 women and 50 child survivors of domestic violence received individual and group support, crisis intervention, safety planning, interpretation, and/or advocacy.
- Our Financial Empowerment and Problem Solving program assisted 1,915 people and brought over \$3.2 million into their pockets and into our local community.



IWF FILM On their way to viewing an apartment Pat and Vanessa tell Brit, IWF filmmaker, about the challenges street-involved adults face trying to secure housing. The film can be found on their website torontoinout.ca.

‘In With Forward’ turns the social safety net into a trampoline

“We make, test, and spread social services and neighbourhood networks. **In** homes and systems. **With** people, professionals, and policymakers. To move lives **Forward**.” — *InWithForward*

What is InWithForward?

InWithForward (IWF) is a small international team of social scientists and designers who generate and prototype new interventions for people using social services. They have been embedded in the House since November 2015, working in our Meeting Place Drop-In with and for street-involved adults.

What are they doing at West NH?

The Meeting Place is an important resource for street-involved adults—we provide the means to meet basic needs such as showers, laundry, a kitchen

for making their own food, social interaction, crisis interventions as well as coordinating access and advocacy for other services such as healthcare, housing, addiction treatment, and legal help. Thanks to funding from the United Way Innovation Fund, the Metcalf Foundation, and the Ontario Trillium Foundation, West NH is able to learn from InWithForward about possible new approaches to help positive changes in Meeting Place members and the services and systems affecting them.

How do they do it?

They observe. Then they make prototype activities and test them with Meeting Place members and staff to see what works, what can be tweaked, and what needs to be thrown out.

Some of the ideas tested to date include:

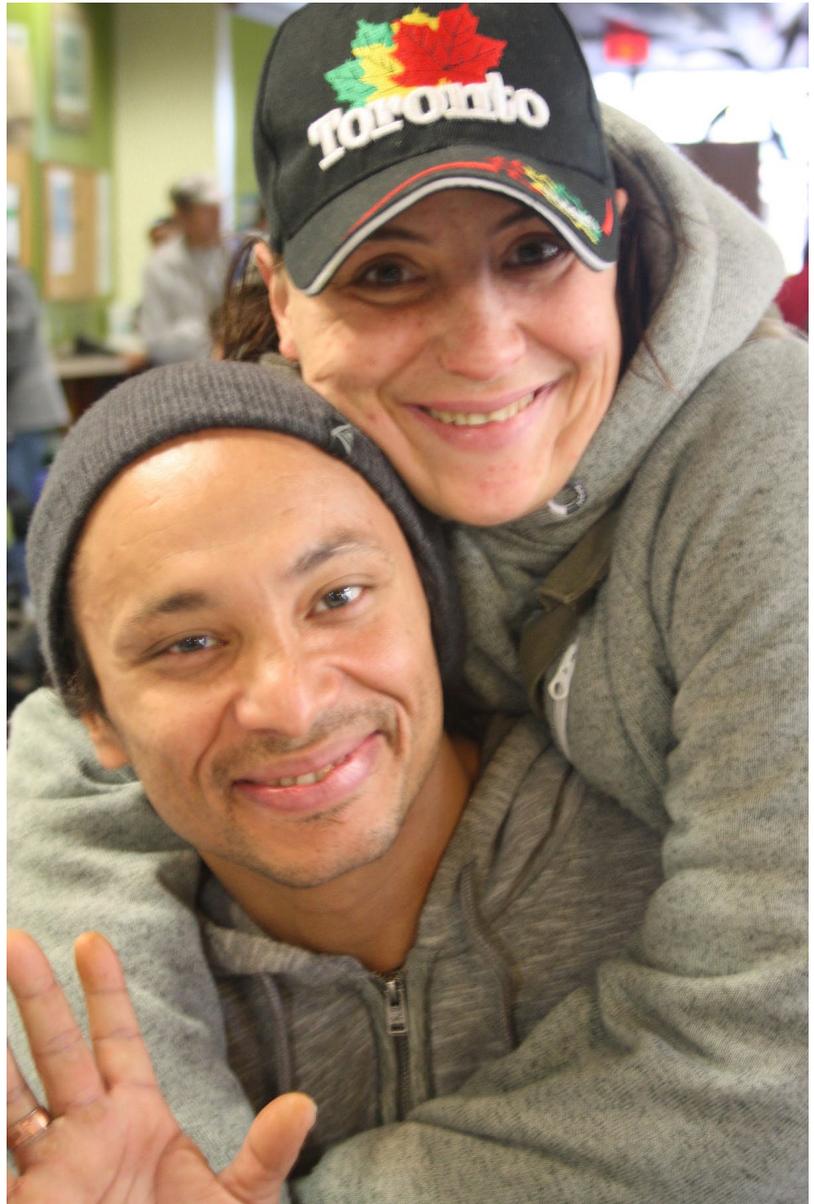
- “UforU” to stimulate new interests, with many diverse speakers coming to the Meeting Place to share their expertise on topics such as neuroscience, aromatherapy, memory mapping, and writing comedy;



REWARDS (above) IWF started a free workshop series for drop-in members called UforU. As part of testing out what incentivizes folks to come to UforU sessions, they developed a points system. Here Chantelle redeems her points for a sushi lunch with the IWF team.

DAY IN THE LIFE (right) The IWF team accompanies folks on their daily routines. They spent a day with Jason and Anita where they travelled to other agencies to get transit tokens, walked along Spadina Ave. looking for fruit, saw Jason and Anita's home, and visited another drop-in for a meal of hot dogs and beans.

EMOTIONS (below right) Drop-in members were asked to select stickers corresponding to how they were feeling that day. IWF tested a hunch that they could segment people by their emotions. Here Carlos demonstrates his many feelings.



- “Grounded” to gather and present rich ethnographic details from service-users to system designers such as government policy-makers;
- Segmenting street-involved adults by motivations and aspirations and tailoring interventions accordingly. For example, people who are grieving losses would benefit from different supports compared to people who are contemplating making significant changes, such as going into an addictions treatment program.

To read more about the work they are doing in the House, please visit the project's website at torontoinout.ca. <



Marie builds community with support

Marie gets people talking. 70 years old, she has been living at West Lodge Senior Supportive Housing in Parkdale for just over a year and has certainly found a sense of community in the building.

“It don’t cost nothing to be friendly,” she says. She has been able to get some of her most quiet neighbours to open up and have conversations with her. She attributes this ability to her years working as a bartender “As a bartender you are mother, father, priest, you name it. I must have social worker written on my forehead”.

When Marie’s husband passed away two years ago, the transition to life without him was incredibly hard. After spending some time in hospital, she eventually found housing in the TCHC West Lodge building where she set up her new life in a bachelor apartment.

Although Marie can do most things on her own, she has to use a walker to

get around and her arthritis makes it difficult to open jars or do much with her hands. Her neighbour in the building uses West Neighbourhood House’s Parkdale Assisted Living Program (PAL) and mentioned Marie’s difficulties to West NH staff. At first, Marie was reluctant to accept any help, but after her neighbour found her unresponsive on the floor one day after a medication mishap, she decided to start using PAL services.

Now with the help of a PAL Personal Support Worker, Marie gets assistance with cleaning, laundry, shopping, as well as receiving regular check-ins. “They take care of me,” Marie says. Marie admits she can be stubborn when

it comes to accepting help, but it is clear she is happy to have a little assistance. Knowing that there is ongoing support from PAL makes her feel more secure about her future: “If I get immobile, then they can help out with that.”

With the sense of the community that Marie cultivates in the building in conjunction with the support from PAL, she is settling into her new life at West Lodge—and by the sounds of it, she is helping other people settle in too! <

Some of the services that PAL provides:

- > 24 hour on-site emergency response
- > help with personal care, bathing, dressing, toileting
- > medication monitoring
- > light housekeeping duties
- > light meal preparation
- > shopping and/or banking

SENIORS PROGRAMS AT A GLANCE

- > West NH supported 1644 seniors and people with disabilities in their homes through: 53,220 hours of personal and home care; 21,097 days of care to Assisted Living and Supportive Housing residents; and 2,487 home visits and security checks.
- > Health promotion activities were offered 6 days/week; 169 seniors regularly participated in these restorative yoga, falls prevention classes and/or self-care groups.
- > The membership of Portuguese Women 55+ doubled since the program’s integration into West Neighbourhood House in 2014. The group meets at 248 Ossington Ave. every Saturday for social and recreational activities.
- > Provided 15,260 rides to seniors to attend medical appointments and/or day programs. These rides assisted those who are no longer able to travel by TTC and are ineligible for Wheel Trans.



of PAL



Marie, a resident of West Lodge Supportive Housing



Yoga class at our Parkdale Elderly Person's Centre



Last year, volunteers delivered 39,460 meals throughout the community, and helped seniors to live independently



Volunteers assist in Community Sweeps where we hit the streets and talk to people about what's happening in our community

Active in our neighbourhood — on refugees, planning, voting, friendship

Community advocates, volunteers, donors, neighbours — WestNH worked with many people this year to respond to issues and build a community that includes everyone.

Syrian Refugee Sponsorship

The Syrian refugee crisis was a prominent international story that filtered through our community in many ways.

Our Immigrant and Refugee Program, particularly our Arabic-speaking worker Banah, worked with dozens of Syrians here in Toronto who are desperately working to bring their relatives safely to Canada. Banah also met many Syrian families at the airport when the first large wave of government-assisted refugees arrived in January and February.

For many people, learning about the Syrian refugee crisis was a call to action. Community members asked us “how can we help?” In October, we held a Syrian Refugee Assistance

Forum held where local politicians, staff from other agencies and community members learned about the sponsorship process. West NH partnered with two sponsorship groups to bring over Syrian refugees—the Verity Women’s Club sponsorship group and the Parkdale Sponsorship Group. Once the families arrive, they will have the benefit of West NH expertise in settlement as well as a ready-made support network of individuals eager to help them establish and integrate.

For those who were unable to become sponsors themselves, West NH set up a Sponsored Refugee Fund for people to contribute to the sponsorship of a family. The response was overwhelming! As a result of this fundraising, West NH is sponsoring

a refugee family from Syria who will arrive in 2016.

It was terrific to see such response from the community and we were honoured to act as a hub to bring people together to take action.

Parkdale Community Economic Development (PCED) Planning Project

The Parkdale Community Economic Development Planning Project was created by our partner, PARC, to explore the question “how can we protect diversity, affordability, and inclusivity in Parkdale, while also promoting equitable development for shared wealth building and decent work?” The project is not an attempt to stop change, but to work together to create a plan for the future to ensure Parkdale continues to be a healthy, inclusive, and just neighbourhood.

West NH staff have been involved every step of the way in this project

as an active partner with PARC and many other local groups. We work with agencies like PARC to create collective neighbourhood impact. We are stronger when we work together!

Voting workshops

Leading up to the federal election last fall, West NH held six workshops about voting. Youth, adults, and seniors discussed the logistics of voting (e.g. who can vote, how to vote), civic literacy (e.g. how is a Prime Minister chosen, what do different levels of government do) and issues that workshop participants felt strongly about.

Fatima, a participant in the Newcomer Youth Program, took part in one of our voting workshops. “Since we couldn’t vote yet, we talked about who

we would vote for and why,” she said. She noted the importance of conducting these workshops with the Newcomer Youth Program. While she comes from a family that discusses politics at home, she realizes that not everyone is aware of the basics of Canadian democracy. “Some people’s families don’t talk about voting, some people’s do”.

Neighbours becoming friends

More local volunteers are getting involved in the House through groups like Liberty Village Cares – a Facebook community group formed by Liberty Village local, Jagger Long. This group has fundraised for the House in addition to recruiting many volunteers. They continue the west end tradition of neighbours helping neighbours. <



A Syrian refugee sponsorship group getting support from our Syrian Settlement worker, Banah



Talking about voting with a group of newcomer youth

COMMUNITY DEVELOPMENT AT A GLANCE

- > With our Community Action Group on Social Issues and others people living on a low income, we made submissions on the Toronto Poverty Reduction Strategy, the Provincial Changing Workplace Review, and the Provincial Long Term Affordable Housing Strategy.
- > We delved deeper into practical and policy options for the informal economy. This year our Metcalf Foundation project focused on young adults in the informal economy
- > The Financial Empowerment and Problem Solving Program (FEPS) (developed by West NH and replicated in Agincourt and Jane-Finch) expanded to Ottawa and Kitchener-Waterloo. This partnership of 5 community agencies with Prosper Canada combines FEPS and local knowledge to address local “money matters” for low-income people.
- > West NH volunteers were amazing! 11 cyclists delivered “Meals on 2 Wheels” spring, summer and fall; 40 first-time volunteers helped out over the holiday season; and 12 corporations supported 105 employees to volunteer.

HOW WE SERVE OUR COMMUNITY

Pre-school children

- Pre-school children
- Growing up Healthy Downtown: drop-in for families with children ages 0-6, workshops and special events for parents
- Partnership with Parkdale-High Park Early Years Centre: drop-in, settlement supports and structured activities for children and their caregivers

Parents

- Community Parents Outreach Project: provides workshops for newcomer families
- Portuguese Fathers' Group: parent skill-building, social activities
- Parent Advisory Networks
- Parents for Action Now: advocacy on issues concerning parents

School-aged children

- After-School programs: social and recreational activities, homework support
- Winter Break, March Break, and Summer Camps
- Parkdale After-School Tutoring Program
- Individual support to children who have experienced violence in the home

- Music School: individual lessons, recitals, concerts, children's choir and special events
- After-School Opera Program

Youth

- Newcomer Youth Program: skill development, mentorships, special events
- Youth after-school tutoring
- Youth leadership programs
- Toronto Youth Job Corps: life skills, pre-employment training and job placements
- Youth Employment Fund: supporting youth to access training and full-time paid work

Adults

- Woman Abuse Program/Transitional Support Program: outreach, individual and group support
- West Employment Services and Training: one-to-one employment support, skills development, career exploration, job search and job retention support, and connecting with employers

- Financial Empowerment and Problem Solving: individual case work on financial problems, workshops, income tax clinics, public education, policy development, and knowledge transfer and program replication to other organizations and cities
- Immigrant and Refugee Services: settlement, volunteer tutoring and mentoring, workshops, outreach and support to homeless newcomers
- Adult Literacy: individual tutoring, groups and small classes
- Academic upgrading and preparation for post-secondary education
- General Educational Development (GED): preparation for high school equivalence certificate
- Computer training and internet access: individual and group tutoring with volunteers, and workshops
- Meeting Place Drop-in: basic needs (showers, laundry, telephones, computers), mental health and addictions case management, Aboriginal ceremonies and group supports, community kitchen, odd jobs. Information about and referrals to healthcare, income supports, legal services, housing
- Parkdale Meeting Place Drop-In: evening social and recreational activities, information and referral to healthcare, legal services, housing
- Music School: individual lessons, recitals, adult choir, concerts and special events
- Space provided for Narcotics and Alcoholics Anonymous groups



West NH staff member, Orlanda, prototypes a new concept for the reception desk at our All Staff Assembly



Our Newcomer Youth Program provides local youth with opportunities to get involved with sports, arts, and community

Seniors and people with disabilities

- Client and Family Services: intake, assessment and case management, crisis intervention, caregiver support, income tax clinic and home visits
- Alzheimer's and Frail Elderly Day program: supervised care in a group setting with multicultural activities and special events for those with Alzheimer's Disease and cognitive and/or physical impairments
- Home Support Services: homemaking, personal care, and respite care for caregivers
- Assisted Living Services for High Risk Seniors and Supportive Housing: support with activities of daily living through homemaking, personal care, and response to emergencies 24/7
- Visiting, Social and Safety Program: regular monitoring and socializing in people's homes and friendly connections via social media.
- Meals on Wheels: delivery of hot or frozen meals to homes, 6 days a week
- Transportation: member of Toronto Ride, providing rides for appointments, shopping, and social activities
- Social dining, daily lunch and special events
- Health promotion: weekly workshops, health clinics, self-care groups, yoga, Zumba.
- Seniors Community Development: leadership development, Health Action Theatre by Seniors (HATS), and intergenerational programs
- Elderly Persons' Centres at 248 Ossington Ave., and Westlodge Ave., and Springhurst Manor: social drop-in, fitness and recreational activities, Members' Council, self-help groups, volunteer team, and social learning clubs
- Home at Last Program: accompanying seniors home upon discharge from hospital in partnership with other agencies

All age groups

- Recruit, screen and match volunteers and students to programs and projects
- Informal Economy Project
- Neighbourhood Change Project
- Community Advisory Group on Social Issues
- Public education and community consultations

Our sincere thanks to our supporters

West Neighbourhood House appreciates the support of the following funders and donors in 2015–16. We also thank the 586 individuals who supported us financially this year.

Federal Government

Employment and Social Development
Canada

Canada Summer Jobs
Immigration, Refugees and Citizenship
Canada

Settlement Directorate
Public Health Agency of Canada
Health Programs & Services

Province of Ontario

Ministry of Children and Youth Services
Ministry of Citizenship, Immigration and
International Trade

Citizenship & Immigration Division
Ontario Seniors' Secretariat
Ministry of Community & Social Services
Community Services Branch

Ministry of Tourism, Culture & Sport
Community Programs Unit
Regional & Corporate Affairs Division

Ministry of Training, Colleges and
Universities

Employment Ontario

Toronto Central Local Integrated Health
Network

City of Toronto

Children's Services Division
Shelter, Support & Housing Division
Social Development, Finance &
Administration Division
Toronto Employment and Social Services
Division
Toronto Arts Council

Foundations

Aqueduct Foundation
CHUM Charitable Foundation
Canadian Tire Foundation
The D.H. Gordon Foundation
The McLean Foundation
George Cedric Metcalf Charitable
Foundation
The Harold E. Ballard Foundation
Harry A. Newman Memorial Foundation
The Henry White Kinnear Foundation
McCarthy Tetrault Foundation

The J. W. McConnell Family Foundation

Ontario Trillium Foundation

Project Engagement

Rainbow Foundation

RBC Foundation

St. Christopher House Community
Endowment

The Toskan-Casale Foundation

Toronto Foundation Geoffrey B. Scott
Memorial Fund

Toronto Foundation Vital Ideas Fund

Toronto Foundation Wilkinson Family Fund

United Way Toronto and York Region

Corporations, Local Businesses & Employee Groups

241 Pizza

7-Eleven

AstraZeneca Canada Inc.

Caldense Bakery

CampbellCraft Consulting

Canada Running Series Inc.

Costco

CIRV Radio International

Designer Fabrics

Dufflet Pastries

eBay

Enterprise CarShare

Estoprint Ltd.

Field Wolfson Stover Financial

Firkin on King

Fix-My-Office.ca

FreshCo

The Grow Op

House of Horvath Inc.

Imaginus Canada Limited

Ismaili Centre

Italian Canadian Savings and Credit Union

Jolera Inc.



Staff cheered on the fabulous runners, walkers, and wheelers who fundraised for West NH at the Scotiabank Toronto Waterfront Marathon

Kiwanis Club of Casa Loma
 Life Design Systems Insurance Agency
 Loblaws
 Logas Corner
 Long & McQuade
 LUSH Fresh Handmade Cosmetics
 Madras Masala
 Marques Maintenance Service
 McDonald's
 Metro
 Mountain Equipment Co-op
 New Spiceland
 No Frills
 Office Central
 Oliver Publishing
 Ontario Power Generation Employees & Pensioner's Charity Trust
 Paula Bowley Architects
 Procon Group Ltd
 Raising the Roof
 RBC Royal Bank
 Samosa King
 Serano Bakery
 Shoppers Drug Mart
 Sports Exclusive

Starbucks
 Steam Whistle
 Subway
 TD Bank Financial Group
 TD Bank Group
 The Toronto Star Fresh Air Fund
 Tim Hortons
 Toronto Art Therapy Institute
 Toronto Public Library
 Venezia Bakery
 Vina Pharmacy
 Wind Mobile Corporation

Kids Up Front Foundation
 Liberty Village Cares Group
 Needlework Guild of Toronto
 Ontario Library Association
 Prosper Canada
 Queen Victoria Public School
 Rotary Club Parkdale - Highpark
 Royal Ontario Museum
 Senhor Santo Christo Catholic School
 St. George's Adult Literacy Program
 Toronto Association of Neighbourhood Services
 Toronto Catholic District School Board
 Toronto District School Board
 Toronto Housing Company
 United Way Canada (designated donations)
 United Way of Peel Region (designated donations)
 United Way Toronto and York Region (designated donations)
 West Neighbourhood House Seniors Fund/ Members Council

Associations, Sources of Designated Donations

11 Division Toronto Police Officers
 Art Gallery of Ontario
 Charitable Impact Foundation (designated donations)
 CUPE Local 3393
 Donate A Car (designated donations)
 Dumbledore's Army
 Elementary Teachers' Federation of Ontario
 Givins/Shaw Junior Public School
 Holy Family Catholic School



OUR LOCATIONS

- › 248 Ossington Avenue ①
- › Meeting Place and Administration
588 Queen Street West ②
- › Parkdale Community Programs, Newcomer Youth Space, Parkdale Meeting Place
1497/1499 Queen Street West ③
- › Supportive Housing and Elderly Persons Centres
20 West Lodge Ave. ④
Springhurst Manor, 1447 King Street West ⑤
- › 1033 King Street West ⑥

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WEST

NEIGHBOURHOOD
HOUSE

Formerly St. Christopher House



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GET INVOLVED at West Neighbourhood House

Volunteers allow us to offer programs to over 14,000 people in our community each year. Whether you have a little or a lot of time, whether you are looking to give back to your community or to learn new skills, you can become a West NH volunteer.

Visit westnh.org/volunteer to find out how to get involved.

