



NEIGHBOURHOOD
HOUSE

Formerly St. Christopher House

2017-2018

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.

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introduc



Neighbours working together for community benefits in new developments.



Job Fair success: A local employer, himself a former House volunteer, welcomed a new employee to his team!



New developments must include community benefits

West Neighbourhood House has long tried to promote a welcoming and inclusive neighbourhood. Our vision is a community with room for everyone to mix together, with opportunities to build bridges across differences in income, age, racialization, gender, immigration status, abilities, and the many other ways that people get sorted and segregated.

West Neighbourhood House is not against higher density developments. However, increasingly we have become concerned about the imbalanced process of approving new developments. Local community needs are routinely minimized. We see increased population density eroding the quality of physical

and social infrastructure that was already heavily used. In addition, there is very little truly affordable housing included in the new developments.

We will continue to wholeheartedly welcome and build bridges with the new residents moving into the neighbourhood. At the same

time, West Neighbourhood House is joining with local residents, new and old, to speak up and speak out about the need for more local community benefits, such as parks, affordable housing, and community space, as new developments add thousands of people to this area. <

DOWN FOR THE COUNT

At West Neighbourhood House, we count a lot. We count the number of people in each of our programs, the number of participant visits or contacts, the number of people seen in groups, and more.

What we are not able to count is the number of unique individuals we serve. Since some people in our community use more than one program, they may be counted twice or more, and drop-in programs cannot always count everyone. Streamlining our data collection is an ongoing project, but thanks to the support of volunteers from CIBC introduced to us by the United Way, we are developing an 'e-solution' to ensure our data accurately reflects the number of participants we serve.

Data is also not all about numbers and outputs. Through ethnographic data and participant feedback, qualitative data complements and enriches the numbers we collect. Next year, we plan to have better and richer data for you! <

> BY THE NUMBERS

Last year we served:

Pre-school children 0-6	273
School-aged children 6-12	567
Youth 13-24	1,657
Adults 25-64	6,918
Seniors 65+	4,845
TOTAL	14,260

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West Neighbourhood House has become more intentional in its work

West Neighbourhood House uses the Strategic Plan priorities (or “pivot points”) to direct the use of our resources and to prepare for the future, as uncertain as that future may be. This is the last year of the current Strategic Plan that guided the Board and staff.

PIVOT POINT #1:

All House programs are informed by our “theory of change”, including our theory of social change.

West Neighbourhood House has become more intentional in its work. Program by program, staff are examining activities to make sure all our actions lead toward the desired outcomes of positive personal change for participants and social change in the community.

With our partner agencies in the Grounded Space collective, we made steps to embed the ongoing use of ethnography (research on people and diverse cultures), creative design tools, and human behaviour research so that our theory of change is as relevant and well-developed as possible.

In addition, we are using better data in our program planning. We have more work to do to improve our data quality but over the past year, staff demonstrated their shared commitment and interest to capture and communicate the full value of our work.

PIVOT POINT #2:

Integrate and collaborate with other organizations if/when it benefits the community served.

West Neighbourhood House staff continuously monitored opportunities

to contribute to an improved system of care. West Neighbourhood House was and is part of planning with many partners for better systems of supports for:

- newcomers to Canada (Newcomer Settlement Outreach Program, Local Immigration Partnership);
- women affected by gender-based violence (Gender-based Violence Consultation and Support Networks);
- unemployed people (West Toronto Employment Partnership);
- pre-school children and their parents (Growing Up Healthy Downtown);
- people with healthcare needs (Home at Last, Mid-West Toronto Local Collaborative, Integrated Community Care Council, etc.);
- people living on low-incomes (Financial Empowerment and Problem Solving Collaborative and National ABLE Steering Committee)
- residents of Parkdale (Parkdale People’s Economy Project); and
- residents of the GTA in general (Toronto Neighbourhood Centres, United Way Anchor Agencies).

This year, we drafted a “commitment to collaboration” statement based on staff experiences in many successful partnerships. We continue to let it be known that we are open to explore the range of integration actions, from partnerships to mergers, as long as there

are clear benefits for the community we serve.

PIVOT POINT #3:

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

This past year, the Property Committee of the Board of Directors explored options presented by potential partners interested in redeveloping our Dundas and Ossington site. The Property Committee also considered both current and future space needs of the community we serve, providing significant input into the Board’s development of a new Strategic Plan.

At the same time, staff and Board members monitored and participated in local planning consultations involving large-scale developments in our area. West Neighbourhood House is interested in these developments to ensure that there are positive net community benefits for existing and new residents in our neighbourhoods as intensification occurs.

THANK YOU

The Board and staff had a very productive year together, partially due to dealing with routine decisions quickly so more time could be spent deliberating. As Sandra Cruikshanks, departing Board member, noted “the consent agenda approach has allowed us to think and have meaningful conversations about important issues affecting the House. I believe we’ve come to better solutions that address thorny issues and clear perspectives on emerging opportunities.”

As Board Chair and Executive Director, we thank the Board members



BOARD OF DIRECTORS Left to right, back row: Reilly Latimer, Stephanie Poole, Sandra Cruickshanks, John Yip, Martha Goodings, Lynne Woolcott (staff), Isabel Palmar (staff). Front row: Gillian Kerr, Maureen Fair (staff), Earl Miller (Board President), Aziza Elwin. Missing: Rona Abramovitch, Shaída Addetia (staff), Chander Chaddah, Lambrina Nickolaou (staff), Emily Paradis, Margaret Pereira, Prasad Rao, Ed Segalowitz, Alfredo Tan.

for their voluntary contributions to the governance of a complex community organization. We thank the other 946 volunteers and 235 staff who repeatedly and creatively contribute to the community we serve. We thank the 732 donors and the 33 funders for their support for this community. Most of all, we thank the diverse community members we serve for their continued trust in our work. <

— Earl Miller, Board President and
Maureen Fair, Executive Director

A huge thank you to our Leadership Donors!

While we always appreciate everyone's support, some stand out for their generosity to West Neighbourhood House this year. Their strong support helps the House to remain responsive to community needs; experiment and test new practices with our community as well as various sectors; and contribute 'on the ground knowledge' to the development of public policy.

We thank Mark Satov for his magnanimous contribution that is allowing us to focus on organizational development in the face of sector, technology and workforce changes.

We also greatly appreciate the generosity of Rona Abramovitch, Carolyn Archibald, Barbara Ritchie, Stan Meek and Joseph Sheehan. Their ongoing support for and confidence in the House helps downtown west Toronto daily.

Leighthon is off to a good start under her grandmother's watch

While Leighthon's 99-year-old great-grandfather joins a seniors program upstairs, two-and-a-half-year-old Leighthon and her grandmother Anabela attend West Neighbourhood House's parent and child drop-in program downstairs. This family might be one floor and 97 years apart, but all four generations visit West Neighbourhood House as often as they can.

For Anabela and Leighthon, West Neighbourhood House's caregiver and child drop-in program has become an invaluable part of their weekly routine. The drop-in program provides the space for children and caregivers to draw, create, and play together. "There couldn't be a better place," says Anabela, "and free too! There's not much for free in this world."

Anabela helps her son and daughter-in-law with child care whenever she can. Before they were in school, sometimes Anabela had all four of

her young grand-daughters at home during the day. West Neighbourhood House's drop-in program provided extra support for Anabela during those busy mornings. In a city where affordable access to child care is disappearing, this kind of support is becoming more and more important to families. "It's not only good for them, it's good for me," says Anabela, "parents [and grandparents] can do a lot, but everybody needs some help."

Thirty years ago, Anabela also raised her two sons in the neighbourhood.

She is thankful that programs like West Neighbourhood House's drop-in program are available for her and her grand-daughters now. "I always tell my friends, the program prepares them for school better than we could at home, it's a big difference," Anabela says.

The drop-in program introduces families to new social experiences and helps young children become familiar with a classroom environment.

When Anabela first started bringing her two older grand-daughters to the drop-in program as preschoolers, they were thrilled. Anabela is certain they were also better prepared to enter Kindergarten because of West Neighbourhood House. "They go to school and they are already counting," says Anabela. The drop-in program

CHILDREN AND YOUTH PROGRAMS AT A GLANCE

- Due to School Board changes, our After-School program closed at one school and grew at Pope Frances School. We had 36 child care spaces, where students learned, played, and had fun in the fully enrolled program that operates Monday to Friday.
- Our four day a week caregiver/child drop-in program continued to grow with as many as 40 children attending daily. The number of dads and grandfathers bringing little ones kept growing and they are now 10% of the caregivers. Grandfathers also joined our Saturday Fathers' Group, a social recreation and parenting group for fathers and children.
- 627 youth participated in our Newcomer Youth Program activities such as: skill development, tutoring, social-recreation, youth leadership and mentoring, and social enterprise through the silk screening program.
- 119 newcomer youth received one-on-one supports for post-secondary education, employment, income supports (i.e. scholarship applications), and volunteer opportunities for civic engagement.
- 82% of youth participating in Toronto Youth Job Corps (an intensive, pre-employment program for youth-at-risk) successfully completed their paid pre-employment program.



Anabela (left) and Leighthon attend the parent and child drop-in at West Neighbourhood House

introduces families to new social experiences and helps young children become familiar with a classroom environment. Children explore music, movement, and storytelling in a nurturing space that strengthens the foundations for school success.

Leighthon's older cousins are in school full-time now. Even though she finds it easier to manage with just Leighthon at home, Anabela still brings Leighthon to the drop-in program regularly. "For me, I want to give her as much as I can," Anabela says. That includes time at West Neighbourhood House exploring the indoor play space and developing all the tools Leighthon will need for school. <



At work on paint sites, Toronto Youth Job Corps participants practiced the life and work skills learned in our workshops.

THE LEARNING RECIPE:

Individualized plans within a strong learning community

“I love coming to school and coming to my classes” says Vera. Three days a week, Vera comes to classes as part of the Adult Learning Programs at West Neighbourhood House. “When I miss days, you know something must be wrong,” she says laughing.

Four and a half years ago, Vera decided she wanted to work towards taking her high school equivalency (GED) exam, but she was unsure of her

skills in reading, writing, and math. It made her feel embarrassed not to know what to do to prepare for her GED. Then she heard about West Neighbourhood

House’s Adult Learning Programs from a friend.

The Adult Learning Programs provide English-speaking adults with focused support and tutoring in reading, writing, math, and computers. It is designed to support people based on what they need at any point in their learning, including anything from basic literacy and math to college entry or employment upgrading. The program creates and supports a diverse community of learners wherein each of their unique goals, experiences, and timelines are taken into consideration. This allows everyone to find a place in the program that fits them.

In providing flexible and individualized support, West Neighbourhood House’s Adult Learning Programs reach learners like Vera and Steve, no matter where they are in their goals.

While Vera mentions the time she spends on math and writing, it is the sense of community she finds especially important. “People embraced me here. Now,” Vera says, “coming to school is like coming home.”

STEVE’S STORY

Like Vera, Steve was also involved with the Adult Learning Programs. He completed West Neighbourhood House’s Academic and Career Entrance (ACE) Program in February. The



Vera has inspired staff, other participants, and her daughter, who is also going back to school.

Adult Learning Programs at West Neighbourhood House allowed Steve to juggle family life and his commitment to school. “My son was born while I was in the ACE Program,” says Steve.

It was Steve’s growing family that made him want to finish school more than ever. “When I first started coming, I was just coming,” Steve says of his first few weeks at West Neighbourhood House. “For me, school is something you have to want to do. [Having] my kids made me *want* to do it,” says Steve.

This April, after completing the ACE Program, Steve applied to George Brown College. While he is still waiting to find out if he was accepted, Steve is certain he learned more at West Neighbourhood House than anywhere else. For Steve, West Neighbourhood House was a big part of the road to George Brown College. “They even helped me with the OSAP application,” Steve says.

In providing flexible and individualized support, West Neighbourhood House’s Adult Learning Programs reach learners like Steve and Vera no matter where they are in their goals. <



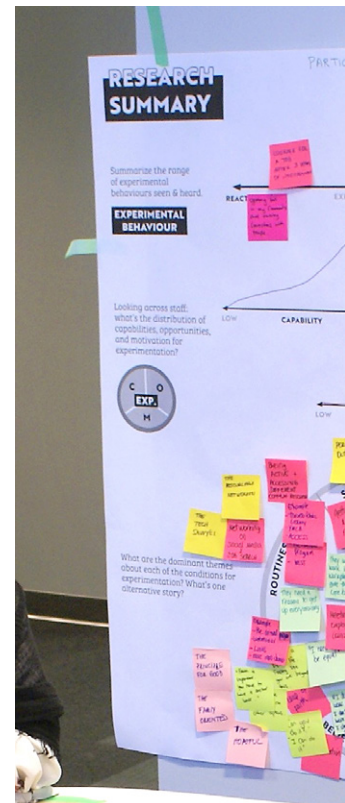
We wish Steve continued success in his studies!

ADULT PROGRAMS AT A GLANCE

- 548 people improved their literacy skills and/or upgraded their academic levels (e.g. basic literacy, high school certificate, college preparation, etc).
- 2,529 Meeting Place members received services including: mental health and addiction supports, access to showers and laundry, information and referrals, and social-recreational activities.
- 328 Indigenous Meeting Place members engaged in culturally-specific activities facilitated by an Elder and program staff.
- 162 people maintained their housing with the support of our Eviction Prevention Program.
- 2,207 newcomers received settlement supports from our staff who speak Arabic, Dari, English, Farsi, Hindi, Hungarian, Portuguese, Spanish, Tagalog, Tamil, Tibetan, Spanish, and Urdu.
- 238 women and 42 child survivors of domestic violence received individual and group support, crisis intervention, safety planning, interpretation and/or advocacy.
- 70% of job seekers at our WEST program (West Employment Services Toronto) secured employment.



Grounded Space allowed staff to challenge assumptions and be thoughtful about how our work affects participants' day-to-day experiences.



Complex problems deserve thought

It's hard to tackle big problems. Large-scale issues are often systemic

Many 'solutions' also leave the very people most affected by these issues out of the process of addressing them. West Neighbourhood House understands that complex social issues require creativity, resourcefulness, and inclusion of all stakeholders. That is why we strive to embed social research in our work and be innovative in all we do. Projects like **Grounded Space** and **U4Seniors** are representative of West Neighbourhood House's commitment to innovation and people-centred development.

Grounded Space

While we know our programs and sector make a difference in people's lives, we want things to get even better, faster. Building on our history of innovation, we joined Grounded Space, Canada's first Social Research and Development

collective. We partnered with InWithForward and other community agencies with a shared ambition to go far beyond meeting people's basic needs. We want to enable people to flourish and that requires our attention to helping people find meaning and purpose in their lives.

Nine House staff have become a team of newly trained researchers and innovators. They gathered information and analysed data from participants, non-participants, front-line workers, and managers. Next, they will design solutions that build greater opportunities for participants and test those solutions.

It is not always easy to think through the 'why' and 'how' questions, and Grounded Space challenges us to look at things differently. However, by collecting ethnographic data and taking the time to reflect on our work, we are better able to discover new ways to facilitate people achieving their goals and to collaborate across programs, sectors, and communities. This ongoing process of action and reflection positions us to truly have an impact.



Thoughtful solutions

Complex and do not lend themselves to simple, tidy solutions.

At West Neighbourhood House, we are applying social research and design methodology to sticky problems that many House participants face — like unemployment and underemployment.

U4Seniors

The U4Seniors project challenged traditional ideas about what it means to be a student. The project was designed to address social isolation among seniors, while empowering them through new learning opportunities. This innovative idea stemmed from a series of challenges.

Accessibility, language, and literacy constraints can often limit the extent to which seniors participate in social activities, essential to well-being. We knew a creative approach would be needed to meet these constraints and we knew seniors themselves needed to be part of the process of creating the project that was right for them.

Our collaborative solution was a new take on an old idea. U4Seniors was a microcosm of a university experience. Launched as a multi-session learning experience that spans five modules, each module focused on a new skill or experience chosen by participating seniors and then shaped by a 'Learning Curator.' Subjects included a variety of experiences from mindfulness training and brain fitness to social media. Seniors

were also trained as ethnographers to gather stories from other seniors that might speak to social isolation. In this way, participating seniors also became ambassadors, helping others become more engaged with their community, while brainstorming new ideas for possible future programming.

Many of West Neighbourhood House's seniors did not get to experience college or university early in life. With U4Seniors, they got a new opportunity to don a cap and gown since every module also culminated in a final graduation ceremony and a chance to celebrate their successes. <



Kaye feels Enhanced Home at Last allowed her to be independent and keep her dignity.

Kaye is at home to stay, thanks to the new Enhanced Home at Last program

With asthma and other chronic lung issues, Kaye had become accustomed to a number of health challenges. When she got sick in November, however, she knew right away something was different. “I couldn’t breathe, I couldn’t walk from the kitchen table to my front door,” says 81-year-old Kaye.

When she got to the hospital, Kaye’s doctors discovered that the Myelodysplastic Syndromes (MDS) she had been diagnosed with almost a decade before, had stopped responding

to previous treatments. She spent 10 days in the hospital and was informed she would need regular blood transfusions for the rest of her life.

“When I came home from the hospital, I was a real mess,” says Kaye. She was struggling to adapt to the now weekly blood transfusion schedule and she found other elements of living alone had become more challenging too. “I was trying to do everything on my own and I felt like I had fallen through the cracks.”

Kaye was introduced to West Neighbourhood House’s new, Enhanced Home at Last program a few weeks later. “I just latched onto it, it was what I needed,” says Kaye.

The goal is to better meet their changing needs before people require more hospital care.

The Enhanced Home at Last program was developed last year to respond to the finding that the Toronto-Central Local Health Integration Network (TC LHIN) area has the highest rate of hospital readmissions (within 30 days of discharge) in Ontario. The TC LHIN invited West Neighbourhood House and our Home at Last network of community agencies to come up with a proactive solution.

Home at Last already works with 18 hospitals and rehab centres and nine partner agencies to assist patients upon hospital discharge. Increasing and enhancing home care after a hospital discharge supported Kaye. Kaye, and others like her, are at a higher risk of returning to hospital due to multiple or high-risk health factors. Those extra weeks of support can make a big difference in those first crucial 30 days after coming home from the hospital.

SENIORS PROGRAMS AT A GLANCE

- 89% of people said that the programs, services, or care they receive from West NH meets their needs.
- 90% of participants said that staff treat them with courtesy and respect; staff listen carefully and explain things in an understandable manner. Participants were grateful to walk into West NH and have their questions answered without having to make an appointment.
- 90% of participants said they feel that West NH programs and services help them feel more confident and continue living at home.
- 94% of Meals on Wheels participants are satisfied with meals they receive and said the program is reliable.
- 89% of participants said they would recommend West NH to their family and friends.

While the enhanced program is still evolving, this extended support facilitated by West Neighbourhood House and nine partner agencies served more than 65 people in the first five months of the program. The goal is to better meet their changing needs before people require hospital care.

Most importantly, Enhanced Home at Last helps Kaye, and others like her,

get the help they need while keeping their independence. Kaye knew what kind of help was best for her and West Neighbourhood House was able to facilitate supports from its partner, Storefront Humber, to meet her needs. "I can't say enough good things," says Kaye. <



Thanks to our active seniors who also volunteered across the House.

Working together to build a better downtown west Toronto

Sometimes community development takes shape at an individual or family level and sometimes change happens locally or at a larger societal level. The community development work in our Immigrant and Refugee Services program this year addressed personal, systemic, and even global challenges in our community.

Families Reunited

At the height of the Syrian refugee crisis, many families were separated by distance and the fear that they might not be able to help their loved ones come safely to Canada. We saw how inspired the local community was to help bring

these families together, but we also saw that many community members did not know where to begin to help.

West Neighbourhood House created a Fund so that anyone could contribute money towards sponsoring a family and other neighbourhood groups

reached out to our Immigrant and Refugee Services team to support them in navigating the complexities of the sponsorship process.

We were immediately overwhelmed by the outpouring of support. We quickly raised the \$35,000 needed to sponsor a refugee family and became a trustee for two neighbourhood sponsorship groups.

Sponsors and our supporting staff team from Immigrant and Refugee Services also realized settling in Toronto requires more than just money. Community members volunteered to find furniture for arriving families. Our local



This family reunion was made possible by many contributors — thank you!



Financial Empowerment and Problem Solving (FEPS) volunteers and staff celebrated at our Volunteer Recognition event.

credit union, IC Savings, helped arriving families set up their first Canadian bank accounts and arranged a weekend job for a father so he could take English classes during the week. Host families and community sponsors found housing for new families, collected boots and winter clothing, and learned more about how to enrol children in schools.

Youth Advocating for Youth

Our Newcomer Youth Advisory Council members have only been meeting since early 2018, but already they have big plans for change.

The Newcomer Youth Advisory Council was created for youth to discuss issues that are important to them and to support other newcomer

youth. Driven by passion, the Council focuses on action, namely leadership development and contributing to their 'dream' society. This summer, the youth plan to attend festivals to promote civic engagement and encourage youth voter turnout. They also want to visit Youth Advisory Councils across the city to build partnerships to better integrate the voices of newcomer youth.

Each month they receive training on topics chosen by them, such as communication or power and privilege, to develop leadership skills. "We are becoming the facilitators now," says 17-year-old B.B. who joined the Council its first week.

West Neighbourhood House celebrates the youth, neighbours, and community members who work with us and with each other to make this city a better place to live for all. <

"Our group is extremely grateful for the guidance and support we have received from West Neighbourhood House. West Neighbourhood House has helped animate our group's work and linked it to a broader tradition, context, and commitment to community building."

—Community Member, Private Refugee Sponsorship group trustee by West NH

This April, nearly two years since the sponsorship process began, our final sponsored family arrived at Pearson Airport. They were welcomed by a team of staff and by their host family, relatives who themselves arrived several years ago. The two families had not seen each other in over 10 years; it was a powerful moment for everyone.

COMMUNITY DEVELOPMENT AT A GLANCE

- > Our Financial Empowerment and Problem Solving program (FEPS) assisted 2,160 people and brought over four million dollars into their pockets and the local community.
- > We continued to partner with four organizations in Toronto and Kitchener to spread FEPS to low-income Ontarians. As a collaborative, we helped over 15,000 people gain access to over \$43.5 million in tax credits and benefits.
- > Our 946 volunteers helped people in our community through delivering meals, visiting seniors in their homes, supporting learning, completing taxes, and much more.
- > We led or presented at 13 multi-stakeholder roundtables/conferences that focused on poverty and financial services, social innovation, mental health and housing, community health planning, community policing, and the work of neighbourhood centres.
- > Our work on the informal economy continued to spark public policy development. John Stapleton developed two papers "A Fortune Left on the Table: Why should low-income adults have to pass up government benefits" and "Low-income adults in the informal service economy: Tax cheats ... or survivors and community builders?" to extend public discourse.



Meeting Place participants, volunteers, and staff left the city to reflect, develop skills, and plan for the year.

HOW WE SERVE OUR COMMUNITY

Pre-school children

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

Parents

- *Community Parents Outreach Project:* workshops and settlement support for newcomer families
- *Fathers' Group:* parent skill-building, social-recreational activities
- Parent Advisory Networks

School-aged children

- *After-School programs:* social-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
- 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, job placements
- *Youth Job Link:* supporting youth to access training and summer paid work

Adults

- *Women's Empowerment Program/Transitional Housing Support Program:* outreach, individual and group support
- *West Employment Services and Training:* one-to-one employment support, skill 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 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,

supporting sponsorships of refugee families

- **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, workshops
- **Meeting Place Drop-in:** basic needs (showers, laundry, telephones, computers), mental health and addictions case management, Indigenous 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, special events
- Space provided for biweekly Narcotics Anonymous group

Seniors and people with disabilities

- **Client and Family Services:** intake, assessment and case management, crisis intervention, caregiver support and counselling, income tax clinic, home visits
- **Alzheimer and Frail Elderly Day Program:** supervised care in a group setting with multicultural activities and special events for frail individuals and those suffering from Alzheimer's Disease or cognitive impairments
- **Home Support Services:** homemaking, personal care, 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 and social learning clubs
- **Meals on Wheels:** delivery of hot or frozen meals to homes, 6 days a week
- **Transportation:** member of Toronto Ride, provides rides for appointments, shopping, social activities, Day Program

- **Health promotion:** weekly workshops, health clinics, self-care groups, yoga, Zumba, and Arts Studio
- **Seniors Community Development:** leadership development, Health Action Theatre for Seniors (HATS), intergenerational programs, and Portuguese Women 55+
- **West Active Living and Learning Centre (WALLC) at 248 Ossington Ave., Westlodge Ave., and Springhurst Manor:** social drop-in, fitness and recreational activities, Members' Council, volunteer team, and social dining, daily lunch, and special events
- **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
- Partner in Parkdale People's Economy Project
- Public education and community consultations

FIX THE 6IX

West Neighbourhood House continued to trustee Fix the 6ix to support their work on homelessness in Toronto. Launched by York University students in 2016, Fix the 6ix distributes goods and gift cards to shelters and marginalized individuals across Toronto. Entirely volunteer-driven, their work has increased awareness of homelessness and has brought new books, toiletries, and grocery cards to hundreds of people in 2017.



Our sincere thanks to our supporters

West Neighbourhood House is grateful for the support of the following funders and donors in 2017–18. We also thank the 732 individuals who supported us financially this year.

Federal Government

Employment and Social Development
Canada

- Canada Summer Jobs
- New Horizons

Immigration, Refugees and Citizenship
Canada

- Settlement Directorate

Public Health Agency of Canada

- Health Programs & Services

Province of Ontario

Ministry of Advanced Education and Skills
Development

- Employment Ontario

Ministry of Children and Youth Services

Ministry of Citizenship and Immigration

- 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

Toronto Central Local Health Integrated
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

Aston Family Foundation

Canada Running Series Foundation

CHUM Charitable Foundation

Community Foundations of Canada

D.H. Gordon Foundation

McCarthy Tetrault Foundation

George Cedric Metcalf Charitable
Foundation

Harry A. Newman Memorial Foundation

PayPal Charitable Giving Fund

Raising the Roof

St. Christopher House Community
Endowment



Parkdale Road Runners raised funds for leadership programming for newcomer girls and mentored these newcomer girls who ran in the Scotiabank Toronto Waterfront Marathon for the House.

The Henry White Kinnear Foundation
 The Ontario Trillium Foundation
 The Toronto Star Fresh Air Fund
 Toronto Foundation — Wilkinson Family Fund
 United Way of Peel Region
 United Way of Toronto & York Region
 United Ways of Canada

Corporations, Local Businesses & Employee Groups

Ampro Logistics Inc.
 Argyle PR
 AstraZeneca Canada Inc.
 Canada Running Series Inc.
 Caldense Bakery
 CIBC Community Investment Fund
 CIRV Radio International
 Dufflet Pastries
 Gluskin Sheff + Associates Inc.
 Habits Gastopub Inc.
 Hoffman-La Roche
 Imaginus Canada Limited
 Italian Canadian Savings & Credit Union
 Jolera Inc.
 Loblaw's Inc - Save It Forward Program

Longview Asset Management
 Marques Maintenance Service
 Metro — 100 Lynn Williams St
 Metro — 80 Front St E
 Metro — 2208 Lakeshore Blvd W
 Metro — Bloor/Spadina
 No Frills — 222 Lansdowne Ave
 No Frills — 3730 Lake Shore Blvd W
 Opera Bob's Public House
 Paula Bowley Architects Inc.
 Penny Candy Jam
 Portlands Energy Centre L.P.
 Procon Group Ltd
 RBC Royal Bank
 Scotiabank
 Sparkrock
 Stabren Holdings Ltd.
 Suncor Energy
 TD Bank Group
 Team TELUS Cares
 The Health Institute
 The Ten Spot
 Venezia Bakery

Associations, Sources of Designated Donations

Bell Canada Employees Fund for Community Services
 Benevity
 CUPE Local 3393
 Donate A Car
 Dumbledore's Army — Victoria College, U of T
 Givins/Shaw School Council
 Hoplogia Social and Recreation Fund Inc.
 Kiwanis Club of Casa Loma
 Long & McQuade
 Needlework Guild of Canada
 Ontario Feisters
 Ontario Library Association
 Ontario Power Generation Employees & Pensioner's Charity Trust
 Parkdale Roadrunners
 Royal Ontario Museum
 Toronto Police Officers, 11 Division
 Toronto Police Officers, 14 Division
 West Neighbourhood House Fixthe6ix Committee
 West Neighbourhood House Seniors' Fund/Me



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



DONATE

West NH relies on the generous donations of its supporters. To become a supporter today, visit westnh.org/donate

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 learn new skills, you can become a West Neighbourhood House Volunteer.

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

