



NEIGHBOURHOOD HOUSE

Formerly St. Christopher House

2014-2015

# Annual Report

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NEIGHBOURHOOD HOUSE

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# introduc

## 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 community.

## 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 PRIORITIES

- > Ensure our programming is community-centred and values-driven,
- > Integrate and collaborate with other organizations where appropriate,
- > Sustain community work by making best use of current physical, financial, and human resources, and
- > Improve how we connect and communicate with the communities we serve and the communities that support us.

## ANNUAL REPORT CONTRIBUTORS

Maureen Fair  
 Nelson Lynch  
 Earl Miller  
 Dulce Vanasse (select photography)  
 Kaleigh Wisman  
 Lynne Woolcott  
 WriteDesign.ca (design)



United Way  
Member Agency

Imagine Canada



# WHAT A YEAR IT'S BEEN!

**W**e are celebrating our first year under the name of West Neighbourhood House, and what a year it has been! Not only did we become accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) International, we also began exploring new ways of working that have us very excited for the year ahead.

We are always looking for ways to work more effectively to make

change in our neighbourhoods and as a newly accredited agency with a more accessible name, we have been able to make new connections and partnerships in our community to move our work forward.

In addition to looking back at our first year as West Neighbourhood House, this annual report serves as a snapshot of our activities and accomplishments over the past year. It will provide you with an overview of the

programs we provide, the people we work with, as well as where we are headed in the coming years.

Thank you for taking the time to learn more about the House and what we do in our community. If you have any questions that this report does not answer, please feel free to contact us. We want to hear your questions, your ideas, and your experiences regarding West Neighbourhood House — you are an integral part of what we do! <

## CONTACT US

t 416-532-4828  
 e [info@westnh.org](mailto:info@westnh.org)  
 w [westnh.org](http://westnh.org)  
 f [facebook.com/  
 WestNeighbourhoodHouse](https://www.facebook.com/WestNeighbourhoodHouse)  
 t [twitter.com/  
 WestNHouse](https://twitter.com/WestNHouse)

## WHAT THIS HOUSE IS MADE OF:

 6 locations

 1,200 volunteers

 41 funders

 16,258 diverse  
program  
participants

 235 Staff

 720 individual  
donors





**BOARD OF DIRECTORS** Left to right, back row: John Yip, Dave Sohi, Reilly Latimer, Matthew Regan, Chander Chaddah, Lambrina Nikolaou (staff), Shaida Addetia (staff). Front row: Rona Abramovitch, Maureen Fair (staff), Earl Miller (Board President), Ed Segalowitz, Doug Roth. Missing: Sandra Cruickshanks, Tamara Ferris, Elder Marques, Naki Osutei (on leave), Emily Paradis, Margaret Pereira.

## We strive to improve quality for our community

**T**he Strategic Plan for West Neighbourhood House establishes key priorities to keep us focused and responsive to our community. This Strategic Plan is now complete after three years with the major goals accomplished.

### **Community-centred and values-driven programming**

In July 2014, we received accreditation from CARF International for our health funded programs in the Older Adult Centre and the Meeting Place. Independent evaluators took a close look at our policies, procedures and practices and consulted with

program participants, caregivers and our partners in the community. The result was a very positive endorsement of our work as you will see with excerpts throughout this Annual Report.

We continue to strive for rigour in our program planning. Thanks to the support of the McConnell Foundation last year, West Neighbourhood House developed our own “theory of change” that plans logical steps in our activities leading to the impacts we want. With this new theory of change, we realized that better data management should be a goal for the upcoming year to make better sense of the information and statistics we gather.

This year, with InWithForward, an international social innovation lab, we saw how their use of ethnography, design principles, and new insights from other social sciences can suggest new ways to improve the lives of street-involved people in our Meeting Place program.

### Integrate and collaborate with other organizations

“Integration” is a buzzword in the community services sector that means everything from partnerships to mergers.

In 2014, we were approached by Portuguese Women 55+, (PW55+), a

group of older Portuguese-speaking immigrant women who provide mutual support as well as leadership in their community. PW55+ merged smoothly into West Neighbourhood House with their members continuing important social and health promotion activities without having responsibility for administering a separate organization.

Our Older Adult Centre and Meeting Place continue to actively work with the local HealthLinks, hospitals, and other community groups to develop a seamless continuum of health care.

### Improve how we communicate and connect with our community

One of the most significant accomplishments of this Strategic Plan is the change in the operating name of the organization. We are finishing the first full year of operating under the name of West Neighbourhood House. We believe the new name has resulted in many new faces in our locations, especially young parents, as well as in new partners such as AutoShare. We also have seen a significant rise in traffic to our website and a growing number of followers on social media.

At the same time, our good old-fashioned community outreach

continues to work. We reach out to people at local farmers’ markets, the wonderful Dundas West Fest, and other local events. Staff participate on both 14 Division and 11 Division Community Police Liaison Committees and we are involved with and provide space to local Business Improvement Area associations.

### Sustain community work by making best use of our resources

With our new name, image, and increased community outreach, we have 65 new donors. The need for donation dollars remains high. We are very grateful to everyone who gave funds to the House and we continue to find new ways to retain current donors and attract new ones.

We also greatly appreciate the dedication, creativity and skills of the staff team, complemented by the incredible gifts of time and skills of our volunteer team. In particular, we thank the volunteer Board of Directors for their excellent contributions to the governance of the West Neighbourhood House. <

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

## > BY THE NUMBERS

Last year we served:

pre-school children 0-6	994
school-aged children 6-12	895
youth 13-24	1,736
adults 25-64	8,272
seniors 65+	4,362

**TOTAL 16,258**



Superintendent Heinz Kuck and Officers at 11 Division lead a Warm4Winter campaign, sleeping “rough” outside for a night and collecting warm clothing for our Meeting Place drop-in.



Stephanie brings her three children to the pre-school drop-in program so her family can socialize with other kids and parents from the community

## ‘The vibe here is really warm’

**W**hen Stephanie and her partner decided to have a second child it was a surprise to them when they found out they were expecting twins! As their small family quickly grew (Thomas is 3 and Violet and Henry are 15 months old), Stephanie left her paid job to stay working at home with the kids.

Reduced to living off of a single income with three children, daycare was no longer an option the family could afford. By walking around in the Dundas and Ossington area, Stephanie found out about West Neighbourhood House and the programs available for little ones.

“Being stuck at home all day is hard. It’s so nice to have an urban community centre that is within walking distance.”

“The vibe here is really warm,” she says. “I walk through the door with the three kids and Samantha or Susana [program workers] just come over and [pick up] one of the babies. Everybody looks after everybody’s kids in this

program.” Stephanie started coming to the program about a year ago when the twins were only a few months old. They used to nap when they first started coming and Thomas would play, but now all three of them are running around. They come to the program about twice a

Her eldest, Thomas, has developed some strong friendships with other children.



Exercising bodies in the Newcomer Youth Basketball program



Excercising brains in our After-School Tutoring program

week and Stephanie also uses the parent relief service. "It's amazing!" she says. It allows her to run errands in the neighbourhood and take a break while she knows the kids are safe with familiar program workers. "It's great that this program will take three babies!"

Her eldest, Thomas, has developed some strong friendships with other children. The program has created a "kiddie community" that otherwise would not exist for kids this age (and their parents) in the neighbourhood.

As they say, it takes a village to raise a child, so in all likelihood it takes an even bigger village to raise twins plus one! We're glad you have found support and community at our pre-school drop-in, Stephanie. <

## CHILDREN AND YOUTH PROGRAMS AT A GLANCE

- > An additional After-School program location opened at Queen Victoria Public School in Parkdale
- > 278 youth participated in the mentoring, tutoring, social recreation and leadership development activities of our Newcomer Youth Program in Parkdale
- > 75% of Toronto Youth Job Corps participants got a job and/or pursued further education as a result of being in the program
- > Two new youth programs: Youth Coaches where youth develop leadership skills through coaching sports and the #LiveLoveLaughLonger Campaign, where youth developed a social media campaign to raise awareness around the risks of tobacco use
- > We are delighted to receive a very generous donation of \$28,000 for the Music School capital fund in memory of Helen Larkin, our first Music School Director, from her family.

# Extreme Cleaning Services gives everyone a fresh start

Over the years, Meeting Place drop-in staff have helped many homeless members find housing. However, the transition from the streets to a home is not as straightforward as one might think. A large number of Meeting Place members who have housing continue to sleep outside.

Unsuitable living conditions at home such as bed bugs and noise can be part of the reason why they decide to sleep outside, in addition to other challenges they face such as the distance of their home from community services, supports and friends.

Extreme Cleaning Services is a program developed by the Meeting Place as a part of our Eviction Prevention Program, which is funded by the City. The program not only supports people to stay in their homes in a healthy environment, but also employs Meeting Place members who are ready to work.

The Extreme Cleaning Services team consists of peer worker cleaners from the Meeting Place — Terry, Angela and Mark. The team does heavy cleaning in the homes of people who may be facing eviction due to the state of their surroundings, thereby helping tenants stay in their homes.

“Hoarding is a big problem,” says Terry. They help people to clean out excess items they have collected, or in some cases prepare homes for spraying for bed bugs or cockroaches. Mark says that working on the team has opened his eyes to the drastic situations some people can be living in: situations he is glad to help improve.

Terry and Angela have been Meeting Place members for over 15 years and

each has had their ups and downs. Being employed by Extreme Cleaning Services has been a great opportunity for each of them. Terry had his own construction business, but as he got older and his physical health deteriorated he was unable to take on certain jobs and could

The Meeting Place provides many immediate services for members and creates opportunities for people to move out of poverty.

not piece together enough hours to make a decent living. With Extreme Cleaning Services he is now working steady and reliable hours.

Angela, who also works part-time on the harm reduction team at the nearby health centre, is grateful for the Extreme Cleaning Services job not only for the steady income but keeping her busy. “When I’m not working that much it’s easy to get into trouble,” she says.

The Meeting Place provides many immediate services for members and





Terry hard at work with the Extreme Cleaning Services team



The "Monday Morning Group" taking a break from their reading and writing to celebrate with fellow learners

## ADULT PROGRAMS AT A GLANCE

- 1,300 Meeting Place drop-in members had the holistic support of case managers and program workers.
- 71% of people in our West Employment Services and Training program found jobs and 14% went on to further education and training.
- The Meeting Place Store is open 5 days a week. The shop sells handcrafted goods made by members (who make money from sales) and is staffed by peer workers.
- We monitored immigration changes closely, preparing the community for the dramatic shifts in immigration rules.
- Our Board advocated to the federal government about the importance of the current social assistance supports to refugees. Almost 20% of those who received our settlement supports were refugees.
- 685 people gained literacy skills and/or upgraded their academic levels.
- 269 women with the experience of abuse received supports such as safety plans, group work and advocacy.
- Financial Advocacy and Problem Solving program assisted 2167 people and brought \$4.7 million into their pockets and into our local community.

creates opportunities for people to move out of poverty. Along with the Extreme Cleaning Services team, there are other ways for members to find employment through the Meeting Place. We hire members to help out in the drop-in and the Meeting Place Store is staffed by peer workers.

We hope to create even more opportunities for members to find work through the Meeting Place and take on roles where they are gaining new skills and supporting their fellow members at the same time. <



# Here's what others are saying

CARF International has accredited West Neighbourhood House for three years. Here's what they said in their evaluation:

➤ "West Neighbourhood House is commended for its presence in the community. It has a good reputation, and the public views it as a resource when in need. It has developed strong community partnerships and effectively advocates for persons served."

➤ "Longevity of the staff creates consistent relationships with the persons served and the persons served value and appreciate these relationships. Staff members of the Meeting Place and Older Adult Centre make it a priority to develop relationships with persons served, thus earning their trust and loyalty."

➤ "Persons served and family members interviewed commend the staff on the excellent care and concern shown. There is a true sense of community within the organization. There is a loyalty to maintain and uphold the value of every person served regardless of his or her level of comprehension or functional abilities."

➤ "The organization is commended for its large number of bilingual staff, which allows ... culturally sensitive care to the very diverse clientele that is served."

➤ "The organization is a strong advocate for this neighbourhood and is willing and able to be a strong advocate for policy changes at the local and provincial level."

## ACTIONS SPEAK LOUDER

➤ Eleven former refugees assisted by our Newcomer Settlement Outreach Program (NSOP) wanted to give back now that they are well-established and on the way to obtaining citizenship. They worked together and were able to raise funds to cover the cost of food for 120 people who attended our Refugee Rights Day celebration.



The Big on Bloor Neighbourhood Award Parliament, Davenport, to West Neighbourhood House staff Natalie Maxwell, Samanta...



# about us!



was presented by Andrew Cash, Member of  
 ourhood House Children and Youth Program  
 ha Da Silva, Gila Raposo and Shaida Addetia



Newcomers celebrating Refugee Rights Day

## FAPS EVALUATION

An independent evaluation of our Financial Advocacy and Problem Solving Program (FAPS) showed that 84% of the new participants received entitlements which they had not previously accessed.

› "I learned how to advocate for myself. Before I used to come in to FAPS a lot. ... Recently I had a billing problem with home electricity. I was able to phone them and sort it out on my own."

— Interviewee

› "I felt like a slave before, working. Now, this is my money and I know how to save it. I have more control over it."

— Interviewee

### YOU GUYS ARE WONDERFUL

› "Efficient, friendly, made me successful. You understood my needs! You guys are wonderful ... could not have done it without you."

— Ann, past participant from West Employment Services and Training, now a medical research administrative assistant

› "Although the FAPS intervention is unique in Canada, it is actually a part of a relatively new wave of interventions internationally, which are working to integrate a financial element into broader social and economic development objectives."

— Janet Murray, Principal, Resources for Results

### THANKS FOR YOUR CARE

› "We wanted to thank you and you staff for all the care that you provided to our mom! We are so appreciative of all that you do as it can be very challenging to work in this area. Your organization and staff are exceptional for the advocacy and care that you provide for all of the participants!"

— E.J., whose mother was a participant in the Adult Day Program

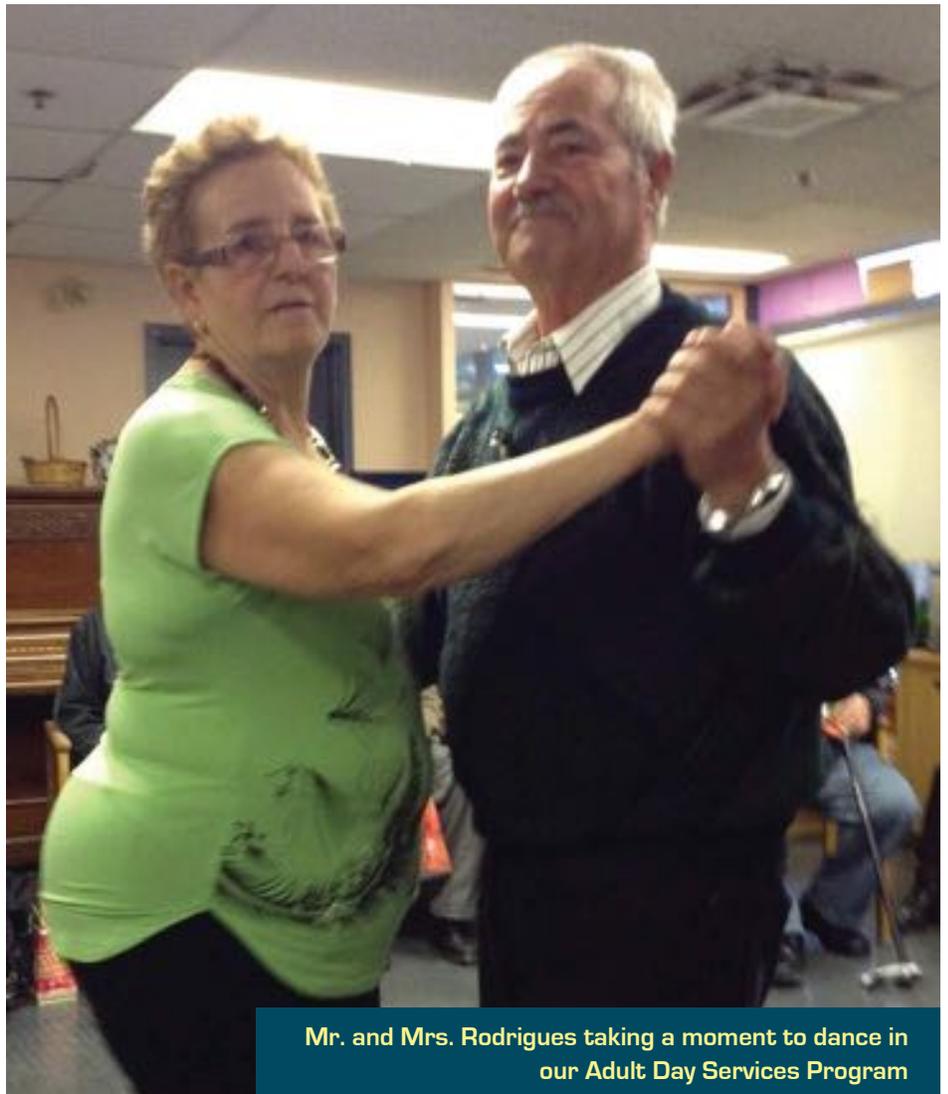
# Day program is a saviour for couple coping with Alzheimer's

**I**n the beginning, it was very hard," says Mrs. Rodrigues. Two years ago she was unable to care for her own physical health issues in addition to her husband with Alzheimer's Disease. Mr. Rodrigues would wander away with her walker and not know where he left it or misplace the cart of groceries they had just paid for.

Mrs. Rodrigues did not like the idea of sending her husband out of the house for care but it was clear they both needed support. She brought her husband to the Adult Day Services (ADS) Program.

The ADS Program provides care for older adults with cognitive impairments, many of whom have Alzheimer's Disease or dementia. A day in the program includes transportation to the program, recreational activities, meals, assistance with the activities of daily living, and access to health care professionals.

Although both Mr. and Mrs. Rodrigues were initially reluctant to leave their home for care, the ADS program has proven to be a great source of relief and support for them. Mr. Rodrigues has developed friendships in the program. Mrs. Rodrigues now has time to focus on her own health while she knows her husband is being well cared for.



Mr. and Mrs. Rodrigues taking a moment to dance in our Adult Day Services Program

## Every day is different

Even with the support of the ADS program it is still very difficult for Mrs. Rodrigues to care for her husband as his condition advances. Every day is different, "Sometimes he talks like he is okay," she says. She found great comfort and support as a participant in our Carers Group, which provides support to caregivers with loved ones in the ADS

program. In this group, she gained a better understanding of her husband's illness and learned different coping strategies. Through learning from other caregivers in the group, Mrs. Rodrigues moved from anger and denial to a better understanding of Alzheimer's as a progressive illness and how to manage the changes happening in her life.



Seniors Self Care Group having fun staying healthy

As his illness progresses, Mr. Rodrigues has gone from spending two days a week in the program to four days. He looks forward to coming now and Mrs. Rodrigues occasionally spends time at our programs for well seniors, where she comes to socialize. The ADS program has come into the Rodrigues' lives as a result of Alzheimer's Disease, but Mrs. Rodrigues does not look at it negatively. A determined and hardworking woman who emigrated from Portugal over 40 years ago, she looks at the situation realistically. As she speaks about how she has grown to trust and value the ADS program she warmly mentions "maybe one day I will be here too."

We will be here if you need us, Mrs. Rodrigues. <

## SENIORS PROGRAMS AT A GLANCE

- People who use our Adult Day Programs, Supportive Housing Services, Case Management and Homemaking Supports are very satisfied. 98.5% of participants surveyed said they would recommend our agency to family and friends.
- 125 individuals attended the Adult Day Services Program and Enhanced Adult Day Programs on an ongoing basis.
- The Home at Last program with our community partners assisted seniors home from the hospital with 2,011 hospital discharges from from 16 hospitals. 90% of these seniors reported they are satisfied or very satisfied with their trip home from hospital and the help they received at home.
- 39,483 meals were delivered by our Meals on Wheels program.
- Seniors were an inspiration for all with twice weekly exercise classes, intergenerational theatre with youth and the Seniors' Art Studio that culminated in showcase of the work of 11 diverse women.

## COMMUNITY DEVELOPMENT AT A GLANCE

- After three open stages, Stage@West has become an ongoing community event
- Democracy Talks were held across various programs and with partner agencies in the west end reaching over 350 local residents
- Poverty Reduction Strategy suggestions were submitted to both municipal and provincial governments. Over 30 West Neighbourhood House participants contributed to a public consultation about the City's Poverty Reduction Strategy
- In collaboration with the Metcalf Foundation, we convened a forum to share our learnings from "Tracking the Informal Economy, Phase 1" — a report on the impacts of the informal economy (also known as the "underground economy") on low income people. In phase 2, we continue to explore policy options and the pushes and pulls that involve people in the informal economy
- 82% of past volunteers (2013 and 2014) said that West Neighbourhood House was effective or very effective in helping them learn about people different from themselves, build new relationships, and contribute to the community

'It's very important



Maria and her daughter take in some performances at the inaugural Stage@West community event

# to know how politics works'

**I**t's really important to be engaged in your community," says Maria. Since settling in Parkdale several years ago, Maria has certainly lived by these words. Originally from Mexico, Maria had lived in a few other Canadian cities when she decided to come to Toronto.

When her daughter was one year old she began looking for a parenting group in her new neighbourhood as a way of meeting other parents and getting involved in her community. She became involved in our Parents for Action Now and our Parkdale Parent Advisory Groups where she could bring her daughter along and meet other local parents.

In these groups Maria found "other people who were new too. Maybe they have passed through what you have passed through. These groups were a good opportunity to fit in and were a great place to practice your English".

Over the years, Maria had two more children and her leadership capabilities continued to grow.

A staff member at the House suggested Maria join another group – the Community Action Group on Social Issues (CAGSI). CAGSI's mandate is to support low-income people in our neighbourhood so they can contribute to improved public policy.

Maria described CAGSI as "a great program to learn about politics, things happening in the community, and how to advocate for other people." Maria has always been one to be engaged in her community, but before CAGSI she did not know too much about how our political system worked.

"You know, I wasn't interested in politics before CAGSI. I didn't have a clue. But I think it's very important if you are a Canadian to know how politics

works". During the last municipal election, Maria was very active in her community encouraging people to get out and vote.

Not only has Maria been involved in the House for years, but now her children attend programs as well. Her kids participate in the Summer Camp, and have performed at Stage@West, a community open stage event developed by CAGSI.

"My daughter wants to perform a song at the next event," she said. "She's practicing." Maria's niece attends the Music School, and Maria has also participated in Bang the Drum (internet access program), which she hopes to attend again now that her children are older and she has more time for herself.

During her time at the House Maria has been a participant, a leader, and an advocate – not only becoming involved in the work of the House herself, but involving her family and her community as well.

You have made this House a home and we look forward to seeing you and your family continue to grow as members of our community, Maria! <



The Connie's Jam Planning Committee (pictured from left to right: Lidia Monaco, Carol Padmore, Estelle Padmore, Raymond Coburn, Bob Ellis. Missing: Jay Jackson, Janice Atkinson, Adrienne Howe, and James "Bo" Malott) won the 2014 Sir James Woods Award for Community Development for their years of work strengthening and celebrating the community of former St. Chris Kids.



Toronto Song Lovers Choir performing at our Scoff N' Scuff fundraiser for the Music School

## ALL OUR PROGRAMS

### 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 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 Space: skill development, tutoring, mentorships, special events

- 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: 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 Advocacy and Problem Solving: individual case work on

financial problems, workshops, income tax clinics, knowledge transfer to other organizations, public education, and policy development

- 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

### Seniors and people with disabilities

- Client and Family Services: intake, assessment and case management, crisis intervention, caregiver support and counselling, income tax clinic and 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

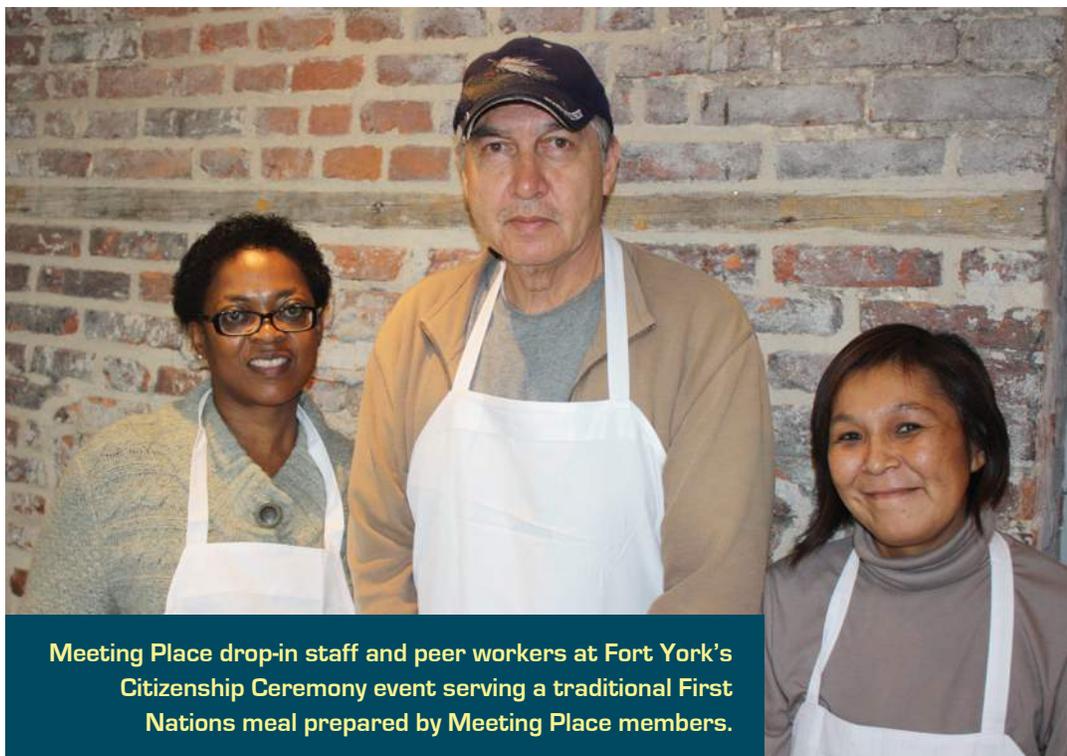
Alzheimer's Disease and cognitive impairments

- 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
- 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
- Congregate dining and health promotion
- Seniors Community Development: leadership development, Health Action Theatre for Seniors, Seniors Social Action Group

- Elderly Persons' Centres at 248 Ossington Ave. and Westlodge Ave.: 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



Meeting Place drop-in staff and peer workers at Fort York's Citizenship Ceremony event serving a traditional First Nations meal prepared by Meeting Place members.

# Our sincere thanks to our supporters

**W**est Neighbourhood House appreciates the support of the following funders and donors in 2014–15. We also thank the 720 individuals who supported us financially this year.

## Federal Government

Citizenship & Immigration Canada  
Settlement Directorate  
Employment and Social Development Canada  
Canada Summer Jobs  
New Horizons for Seniors  
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  
Ministry of Community & Social Services  
Community Services Branch  
Ministry of Health and Long-Term Care  
Provincial Programs Branch  
Ministry of Tourism, Culture & Sport  
Community Programs Unit  
Regional & Corporate Affairs Division  
Ministry of Training, Colleges & Universities  
Employment Ontario  
Employment Ontario/ Skills Development Office  
Toronto Central Local Health Integrated Network

## City of Toronto

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

Toronto Arts Council

## Foundations

Aqueduct Foundation  
Aston Family Foundation  
The Atkinson Foundation  
CHUM Charitable Foundation  
Charitable Impact Foundation  
The Echo Foundation  
The D.H. Gordon Foundation  
The Henry White Kinnear Foundation  
McCarthy Tétrault Foundation  
J.W. McConnell Family Foundation  
The McLean Foundation  
George Cedric Metcalf Charitable Foundation  
Harry A. Newman Memorial Foundation

Project Engagement  
Rainbow Foundation  
RBC Foundation  
The Grace Rodwell-Muncaster Foundation  
St. Christopher House Community Endowment  
Steps Foundation Inc.  
Toronto Foundation  
Geoffrey B. Scott Memorial Fund  
Wilkinson Family Fund  
The Ontario Trillium Foundation  
United Way Toronto

## Corporations, Local Businesses & Employee Groups

AstraZeneca Canada Inc.  
AutoShare  
Bean There Ltd.  
BMO Financial Group  
Caldense Bakery  
Canada Running Series Inc.  
Canadian Autoparts Toyota Inc.  
Common Sort



West Neighbourhood Staff and volunteers cheer on runners and walkers at the Toronto Scotiabank Waterfront Marathon

Costco  
 Cunningham LLP  
 Downtown Lumber and Building Supplies  
 Deloitte  
 Doheny Productions Inc  
 Dufflet Pastries  
 eBay Inc.  
 Field Wolfson Stover Financial  
 Fishbar  
 Gluskin Sheff + Associates Inc.  
 House of Horvath Inc.  
 IC Savings  
 Imaginus Canada Limited  
 Intact Financial Corporation  
 Lakeview Restaurant  
 Lax O'Sullivan Scott Lisus LLP  
 Lemam Group Advisory Services Inc.  
 Life Design Systems Insurance Agency Limited  
 Loblaws  
 Long & McQuade  
 Longview Asset Management

Lush Fresh Handmade Cosmetics  
 Marsh & McLennan Companies  
 McDonald's  
 The Multicultural Partnership (Prasad Rao and Rupesh Vetha)  
 Ontario Power Generation Employees & Pensioner's Charity Trust  
 Optimus Consulting  
 Paula Bowley Architects Inc  
 Pizzeria Libretto  
 Platinum Unlimited Inc.  
 Public Interest Strategy & Communications Inc.  
 RBC  
 Roberts Gallery  
 Satov Consulting  
 Scotiabank  
 Shoppers Drug Mart  
 Starbucks  
 Stephen Bulger Gallery  
 Subway  
 TD Bank Financial Group  
 The Toronto Star Fresh Air Fund

Trowbridge Professional Corporation  
 Wind Mobile Corporation

#### Service Clubs & Associations

11 Division Toronto Police Officers  
 Association of Fundraising Professionals, Toronto Chapter  
 CUPE Local #3393  
 Givins-Shaw Public School  
 Kiwanis Club of Casa Loma  
 Needlework Guild of Toronto  
 Prosper Canada  
 TD Financial Literacy Grant Fund  
 Queen Victoria Public School  
 Rotary Club of Parkdale - High Park  
 Raising the Roof  
 St. Christopher House Alumni Fund  
 St. Christopher House Seniors' Fund/ Members' Council  
 Surrey Transit Police Social

## 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**  
Become a monthly donor!  
Sign up for our monthly  
giving program at  
[westnh.org/donate](http://westnh.org/donate).

# VOLUNTEER at West Neighbourhood House

No matter what age or stage you are at, you can become a volunteer at West NH. Give back to your community, learn new skills and become a part of the House! Call 416-532-4828 ext. 105 or visit our website for current volunteer opportunities at [www.westnh.org/volunteer](http://www.westnh.org/volunteer)

