

annual report

2018–2019

**There is a place
and a purpose
for everyone at
our House**

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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 works 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; and
- > advocate for changes in social systems that will ensure dignity, quality of life, and equal opportunities for all.

STRATEGIC PRIORITIES

- 1 Produce the most positive impact possible.
- 2 Preserve community benefits for perpetuity.
- 3 Reposition the House in the community to respond to rapid and profound external changes.

ANNUAL REPORT CONTRIBUTORS

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**United Way
 Greater Toronto**



The Refugee Rights Day Art Show is an opportunity to spotlight the talent of our newcomer youth.

Welcome to West Neighbourhood House:

West Neighbourhood House is a United Way Agency with six locations in downtown west Toronto. Founded in 1912, and formerly known as St. Christopher House, we're proud to have been serving communities in Toronto's central west end for over a century.

From babies to senior citizens, we offer a variety of programming to support individuals and families at every stage of their lives. Our vision is a community with room for everyone to mix together, with opportunities to build bridges across differences in

income, age, race, gender, immigration status, abilities, and the many other ways that people get sorted and segregated.

We know that the foundations to a decent life are rooted in security, safety, connection, and empowerment. When

BY THE NUMBERS

Last year we served:

Pre-school children 0-6	430
School-aged children 6-12	353
Youth 13-24	1,222
Adults 25-64	7,960
Seniors 65+	4,977
TOTAL	14,942

Lee, Coman, and Neil are part of our Eviction Prevention Team.



Creativity abounds at our Adult Day Services program.



WHO WE ARE

people are connected to their community, given the support they need – and the opportunity to develop their skills – then they are more likely to thrive.

From providing an encouraging space for young children to grow, to aiding our most vulnerable citizens – while continuing our fight for social justice (i.e. affordable housing) – there is a place and purpose for everyone in the House. <

A COMMUNITY WITH INFINITE STORIES

Every year, our Annual Report tells our members and other stakeholders about what progress has been made toward the West Neighbourhood House mission.

We try, as best we can, to represent the past 12 months of work by 235 staff and 1,000 volunteers, for over 14,000 program participants in just a few pages of text and photographs.

It's not possible to capture all the nuanced and interesting stories of the diverse people coming through the House, but we hope that the Annual Report paints a vivid portrait of the variety of services we offer and the

community spirit found within our walls. We want to share the inspiring stories of the people who come here, and illuminate their hopes and successes. <

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People are the heart and soul of our organization

West Neighbourhood House is a people place. In my role as Executive Director, I am privileged to see how the very different individuals within the House contribute to the success of this community.

PARTICIPANTS

Participants in our programs and community members using our space are, of course, the heart and soul of our organization. The hallways of the House are full of diverse people of all ages, each carrying their own burdens and worries but nonetheless coming together with mutual respect and care, and sometimes even with joyful singing and dancing.

You may not have known that we host and/or support self-help community member groups, including Fixthe6ix, She Recovers, Narcotics Anonymous, Build a Better Bloor Dufferin residents group, and others.

VOLUNTEERS

Our valued volunteers understand that they are relatively lucky and want to give back to others who are less fortunate. Their broad range of lived experiences and talents enrich every aspect of our work, from program delivery to governance. Those who step up to volunteer as members of our Board of Directors take on the extra responsibility of being accountable to our community.

STAFF

With deep appreciation, I also want to acknowledge our staff. Not only have they stepped up to meet new challenges such as the opiate crisis—successfully resuscitating six people who overdosed

in 2018–19 — but they have also shown a willingness to explore and experiment with new ways of working. I thank the eight staff members who stepped forward to train as “Embedded Researchers” with InWithForward so that we can begin to do more social services research and development work in the House. In addition, other staff members have joined in Toronto’s Neighbourhood Centres network of “affinity groups,” such as Emerging Leaders, Truth and Reconciliation, Community Engagement, Volunteer Coordination, Anti-Oppression, Healthcare, LGBTQ Pride, and other topics. All of this learning and connecting is to keep the House relevant and responsive to our changing community.

DONORS

Finally, thanks are owed to the many people who support the House through their donations and funding. We consider our donors and funders as partners who are helping to strengthen the civility, health, and resilience of this community and this city.

THANK YOU EARL MILLER

On behalf of the Board, staff, and members of the House, I want to thank Earl Miller for his outstanding work as volunteer Board President. Earl has many wonderful qualities, but

BOARD OF DIRECTORS

Back row (L–R):

Reilly Latimer (Treasurer), Martha Goodings, Stephanie Poole, Prasad Rao, Will Falk, Susan Main.

Front row:

Rona Abramovitch (incoming President), Maureen Fair (Executive Director), Earl Miller (departing President), Emily Paradis (Vice-President), Aziza Carrington Elwin.

Missing:

Chander Chaddah, Nicole Jacobs, Gillian Kerr (Secretary), Margaret Pereira, John Yip (resigned March 2019).



his warmth, sincerity, commitment, and wisdom about people have been especially appreciated gifts. Earl is a champion of civil and meaningful dialogue, a characteristic that has benefited our Board and management team’s partnership. Since Earl’s term is ending, he is leaving the Board, but we will continue to count on him forever as a “friend of the House.” <

— Maureen Fair, Executive Director



EARL MILLER: my strongest feeling is one of gratitude

In reflecting upon my time as Board President, my strongest feeling is gratitude. West Neighbourhood House remains true to its roots by delivering services that transform the lives of disadvantaged people and build communities.

Today, West NH pursues its mission by managing a changing world – of

blurred boundaries between health and social services, diverse populations of aging adults, newcomers fleeing crisis zones, and people in all age groups who want affordability, mobility, financial empowerment, and access to community resources.

West NH planned for the future by pioneering service innovations, recruiting talented new Board members, winning accreditation for its operations, integrating services for older Portuguese women, tackling

the effects of opioids on homeless adults, and exploring new partnerships to increase the supply of affordable housing. While doing all this, it maintained balanced budgets and outstanding staff leadership.

To people at West NH, service is not about charity but pooling human abilities to create change and offer the best solutions the community needs.

It's been a privilege to serve. It's been fun! <

– Earl Miller, Board President

PRE-SCHOOL CHILDREN PROGRAM

Drop-in program provides support to children and caregivers

Bubbles and sand, a bouncy castle, a snack table, sing-a-longs and storytelling: the West Neighbourhood House Pre-school Children program is a joyful and relaxed atmosphere.

Families with very young children are welcome to drop in (free of charge) and participate in a variety of activities that not only nurture the child's development but also provide support and connection to parents and caregivers.

David is not ashamed to admit what we all know: parenting is hard. The House provides him with a sense of community and relief.

"I really want the environment to be inviting so that anyone who walks in feels like this is [their] second home," says Family Support Worker Sonia Sousa. In a city where average daycare costs hover around \$20,000 per year, early-years programs, like the one at West Neighbourhood House, are invaluable.

David and his son Ben have been attending the drop-in program at the House for nearly two years. They first started coming so that Ben could have social interaction with other toddlers, but the drop-in program has become equally valuable to David. "I think it's really important to have somewhere to

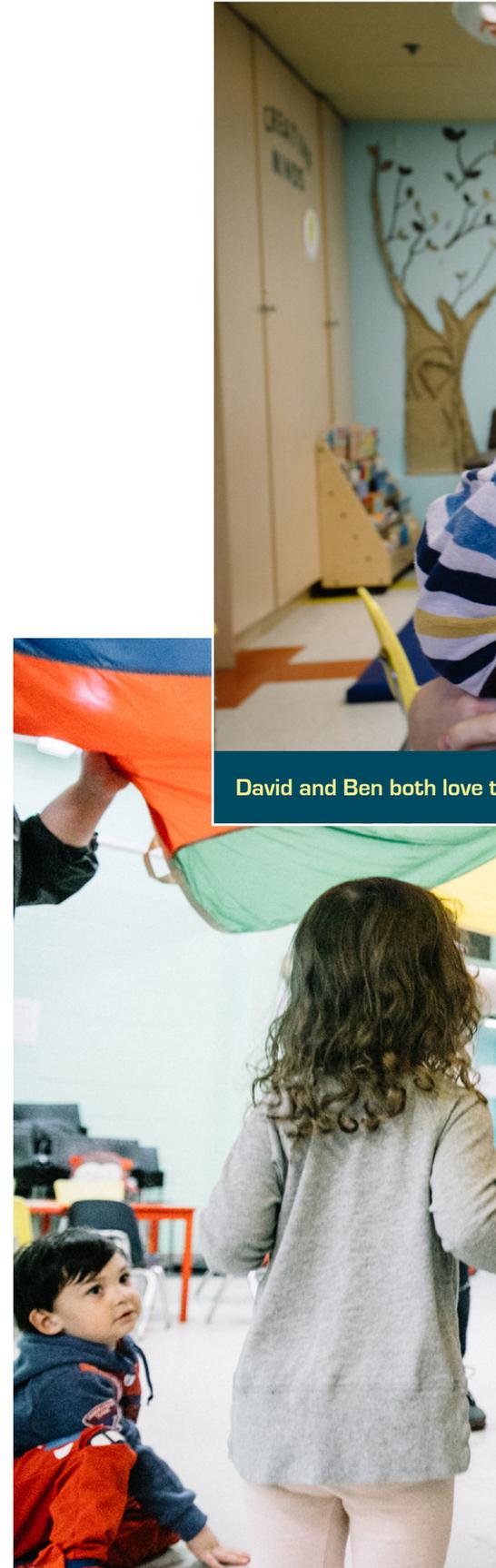
go—a meeting place—to talk with other people."

David is not ashamed to admit what we all know: parenting is hard. The House provides him with a sense of community and relief. "I like coming in and talking to other parents. To talk to someone else going through the same thing really helps a lot. It's good to know that you're not the only one with challenges."

One of the unique things about the preschool program at the House is that it's more than a place for children to socialize with their peers. A walk through the building (to the kindergarten-like classroom or community hall) provides an informal way for children to interact with all sorts of people.

"It's like going to a wedding," David says with a laugh. "There are kids, adults, grandparents. I think it's important. A hundred years ago, we would have all been hanging out together, but now life is a lot more separated."

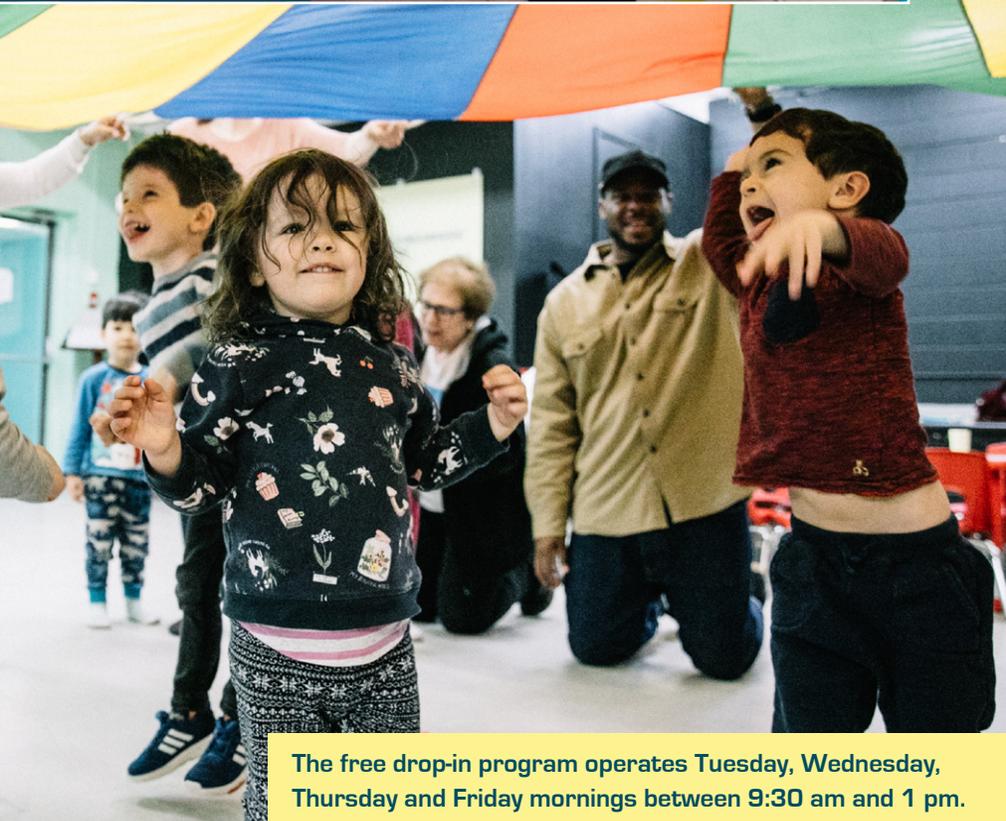
The happiness that little Ben brings to the elderly community members, as he marches down the hallway week after week, is equivalent to the delight he takes in seeing familiar faces waving at him. Truly, it's smiles all around. <



David and Ben both love to



their time at the House.



The free drop-in program operates Tuesday, Wednesday, Thursday and Friday mornings between 9:30 am and 1 pm.

CHILDREN AND YOUTH PROGRAMS AT A GLANCE

- Our programs for pre-school children and their caregivers continued to grow with 418 children, including 170 who are from families new to Canada. There has been an increase in the number of fathers and grandfathers attending the program, making up 10% of the participants. Some grandfathers also joined our Saturday Fathers' Group, a social recreational group for fathers and children.
- Our Out of School Kids (OOSK) program operates out of four locations in downtown west for children over 6. This year we introduced a Tweens program for 11 to 13 year-olds in response to their requests for separate programming. This past year we served 325 school-aged children and tweens.
- Between our Newcomer Youth Program, youth leadership work, and Music School, we served 809 young people aged 13 to 24.
- 85% of the young adults participating in Toronto Youth Job Corps successfully completed this intensive pre-employment program.

ADULT PROGRAMS AT A GLANCE

- 579 people improved their literacy skills and/or upgraded their academic levels.
- 135 people gained employment with the support of our employment services.
- 2,557 Meeting Place and Parkdale Meeting Place members received services including: mental health and addiction supports, culturally-specific activities, access to showers and laundry, information and referrals, and social-recreational activities.
- Staff succeeded in reviving 6 overdoses at the Meeting Place.
- 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.
- 217 women and 85 child and youth survivors of domestic violence received individual and group support, crisis intervention, safety planning, interpretation and/or advocacy.
- 108 people maintained their housing with the support of our Peer Eviction Prevention Program.
- 68 Meeting Place members earned income through Peer Worker positions, sales through our Meeting Place Store, and the Odd Jobs program.

Debbie, volunteering at Parkdale Meeting Place.



PARKDALE MEETING PLACE

West NH community plays a vital role in Debbie's recovery journey

Thirteen years ago, when Debbie first entered Parkdale Meeting Place, she weighed ninety-six pounds and was desperately trying to stop using crack-cocaine. “You could see my ribs,” she says.

“I was hungry. I walked in, I sat, and I ate, and I started to get to know the people,” says the long-time Queen West resident.

While getting off the street is what initially brought her inside the doors of Parkdale Meeting Place, it was being welcomed into the community, and becoming an active participant in it, that kept her coming back, and helped her change her life.

She knew that in order to stop using drugs, she needed a safe environment where she could focus her attention on helping others. “I wanted to work. I just wanted them to give me anything to keep my mind occupied, so I began volunteering with drop-in setup.”

The goal of the Parkdale Meeting Place Drop-In is to provide a safe and friendly environment where socially isolated members of the community can meet, socialize and get access needed supports. “I’m twenty years sober. My (drug) addiction was crack-cocaine. I’ve been clean for six years. I did it myself, but with the help from Parkdale Meeting Place.” The strength and determination to change came from Debbie, but Parkdale Meeting Place provided the space, routine and structure to nurture that change. Most people find it very difficult to recover alone. Community is vital.

Seeking responsibility in the program, Debbie became a regular

greeter for the evening drop-in on Wednesdays and Thursdays, when Parkdale Meeting Place welcomes in residents for nutritious food, health discussion groups, and other activities that range from art-making to movie nights. On these nights, Debbie is nearly always one of the first people to greet the guests.

“We have a drop-in when people come into eat. Mostly people who are addicts, or people with mental health issues—anybody, any race, don’t matter — I just take their names, give them their cup and their treat. I see all different walks of life come through. I love the people.” It’s a volunteer

commitment she takes seriously and is pleased to have. (And we’re so happy to have her!)

Debbie recently celebrated her sixtieth birthday and now has a new goal in mind: “I want to be a Peer Support Worker.” It’s something she’s currently working towards when she’s not at Parkdale Meeting Place, welcoming familiar faces, newcomers, or anyone seeking connection and support.

Having lived with addiction and in and out of homelessness for over forty years, and arriving to the Queen and Roncesvalles intersection when she was just thirteen, Debbie has survived the toughest of circumstances. “I’m grateful for today. I’m here. I’m here to talk about it,” she says with a smile. “I should have been dead — I don’t even know how many times in my life — but I’m here. It was a very hard life, but I made it through. I’m here.” <



We offer a variety of educational programs to help people advance their skills. Laughter and learning happens every day at the House.

We're very proud of our



I'M HAVING A BLAST

"I'm here volunteering right now, and I'm having a blast with my students! It's cool to make a difference, but I also really enjoy it. I'm not a big grammar guy, I'm more about getting people talking, so that they feel comfortable in real-life situations."

— *Michael, English Conversation Circle tutor*

I NEEDED TO STAY ACTIVE

"I've been doing this for over twenty years. I got MS. I was healthy, and then all of a sudden, I wasn't. I couldn't do much, but I knew I needed to stay active. I love my students; they're fantastic! It's wonderful to be here, to be part of such an active, positive space."

— *Patty, Volunteer, Adult Literacy Tutor*



I LOVE IT MOST WHEN ...

"I love it most when our clients are happy, and our volunteers are happy. Our clients live with a lot of challenges; Meals On Wheels is a very important part of their life. Our service can keep people living in the community, independently, longer."

— *Beryl, Meals On Wheels*



WE HAVE A GREAT TEAM

"I work mainly with older adults and their caregivers. We have a really great team who try their best to support folks and help them reach their goals. If someone is in crisis, or feeling down, scared, or confused and I can get them to laugh or find some hope, then I'm doing my job."

— *Alex, Case Worker*



for West NH community!

WE SEE THE RESULTS

“I’m part of a team that helps connect clients with services — we help them to be healthier, and have access to services to prevent isolation, so that they feel like they’re part of a community. Sometimes, it’s stressful, but it’s something that I’m so grateful to be able to do. We see the results.”

— Ana, Client and Family Services Intake Worker



WE LOVE WHAT WE DO

“We love what we do. We’re feeding people, we’re arranging transportation to get them to appointments — whether it’s chemo treatment, or grocery shopping. We’re allowing participants to remain in their homes much longer than they would.”

— Shamair, Transportation Worker

I GET MORE CONFIDENT

“My country of origin is Ethiopia. When you come to another country, you have to learn the language to be able to communicate, to look for work, for everything in life. When I practice, I get more confident. The program is very good.”

— Manza, Student with ESL program



SEEING CHILDREN GROW

“One of the best things is seeing the children grow. They get used to you, and you begin to see their character, as they reach different stages. You get to know the children and learn a bit about their stories.”

— Aaron, EarlyOn Program



THEY REALIZE THEY CAN

“I love creating with the clients. We do so much art with them. Sometimes they feel like they can’t do it, but as soon as they start, they realize they can. It’s amazing what happens in the room.”

— Priscilla, Seniors Adult Day Program Facilitator

RONCESVALLES NEIGHBOURHOOD CARE

Seniors work together to find their own healthcare solutions

Mary is a 71-year-old ping-pong enthusiast, Tai Chi instructor, active volunteer, cancer survivor, and proud member of the newly organized Roncesvalles Neighbourhood Care Team.

Originally from Myanmar, Mary arrived in Toronto in 1998 as an independent without any knowledge of the English language. “I had to start from zero,” she says. Fast-forward to 2019, and it would be hard to find a Toronto resident more engaged in her community.

“I went through all the cancer treatment, and I can help share that with other people who maybe don’t know what’s involved.”

Mary’s first residence was an apartment on Euclid Avenue, which she shared with three other newcomers from China. At the time, she worked at a nursing home in Kensington Market, and any spare moments she had were spent learning English at the local library.

Four years later, Mary moved into Parkdale’s West Lodge and has called this home for nearly two decades. At first, Mary didn’t know many of the other tenants, since she was working



Mary enjoys playing an active role in her community.

long hours in retail and taking a small business course at George Brown College. Her life changed dramatically in 2004, when she was diagnosed with

breast cancer and had to undergo a mastectomy.

“I was really afraid. My cancer was aggressive, and I was alone.” Mary

SENIORS PROGRAMS AT A GLANCE

- 90% of people said that the services and care they receive from West NH meet their needs.
- 81% of people say that they are able to participate in their own language.
- 81% of participants said that West NH is sensitive to who they are as an individual. (e.g., gender, sexual orientation, language, religion, culture.)
- 95% of participants said that they would recommend the Adult Day

Services program to their family and friends.

- 97% of respondents said that Home Help services help them feel more confident and continue living at home.
- 89% of people using Meals on Wheels are satisfied with the quality of the food and service and said that they feel they are treated with courtesy and respect.

— Data Source: Participant Experience Survey 2018

realized that she needed help, and that’s when she first connected with the West Neighbourhood House support team, who are located directly in the West Lodge building. “They helped me shower, they cleaned for me, sometimes they cooked for me. They are very kind, and they encouraged me.”

Her strength, perseverance, and positive attitude are remarkable, but Mary credits her survival to the care she received from West NH. “I almost died three times. I am so grateful they were here.”

Knowing how challenging it is to manage illness on one’s own is one of the reasons why Mary was keen to get involved in the Neighbourhood Care Team, an initiative supported by the Toronto Central LHIN. West NH led the community consultations with tenants and local residents that formed the Roncesvalles Neighbourhood Care Team, in partnership with Toronto Community Housing, Parkdale Queen West Community Health Centre, Toronto Central LHIN, ParaMed, and other local organizations.

“I went through all the cancer treatment, and I can help share that

with other people who maybe don’t know what’s involved. From my experience, I can help solve problems like [how to] arrange transportation and arrange support from West NH. These are two things that are very important. I went through difficult times. I know that support is very important.”

What if you don’t have an emergency contact? What if there was another option than having to go to ER? What if doctors could prescribe

something other than medication? The Roncesvalles Neighbourhood Care is all about asking “what if” to help find low-cost solutions to everyday problems faced by seniors. The initiative has a goal of engaging tenants to play an active role in their own healthcare and helping to create a net of support to fill the current gaps in our healthcare system.

Being an active member in the Roncesvalles Neighbourhood Care is just one of the ways that Mary gives back to her community. She helps serve food to her fellow elderly tenants, and you can sometimes find her on the 20 West Lodge grounds leading Tai Chi or teaching Filipino line dancing, which is something to which she’s recently taken a liking to. Further, for Chinese residents who don’t speak English, Mary offers free translating services to help break down barriers, especially the ones often faced in our healthcare system.

“I do a lot of jobs,” she says with a laugh. “I am very happy when I’m helping people.” <



“It’s so much more than an art class.”

WEST END COALITION FOR HOUSING JUSTICE

Youth advisory committee is finding its voice and rising up

Every Wednesday in Parkdale, a group of driven, compassionate, and courageous youth meet to discuss issues affecting their community.

Right now, their focus is affordable housing, and they're joining other stakeholders who make up the West End Coalition for Housing Justice (WECHJ). Together, they're demanding a full range of affordable housing in Toronto's downtown west end.

Supported by the Newcomer Youth Program Staff in West Neighbourhood

House, the members of the Newcomer Youth Advisory Committee are well informed about Toronto's housing issues. Part education and part activism, they explore everything from the language used in the media, to development plans in their neighbourhood, and getting to the bottom of what affordable housing

actually means. Committee members (who range from sixteen to twenty years old) are learning how they can use their voices to advocate for their own needs, as well as the needs of marginalized groups in their neighbourhood.

TRIXIE'S STORY

"Our families work a lot and spend so much money on rent, and then we need money for basics, like food, and then we are dealing with tenant issues. I've been educated about the housing issues, and I have a lot of ideas of what is happening around the city — about affordable housing," says 18-year-old Trixie, who is in her final year of high school.

Trixie immigrated with her family from the Philippines three years ago and joined the committee, curious to see what it was all about but unsure as to where it would lead. "We get to speak to Councillors and MPs; we weren't expecting that!" she says with a smile. "It makes us so proud that we've already been noticed by other organizations and the government."

For Amanuel, whose family arrived in Toronto in 2014 from Italy (originally from Eritrea), being part of the West Neighbourhood House Newcomer Youth Advisory Committee has given him the opportunity to learn about civic engagement.

"I've learned a lot of new skills, like brainstorming, reaching out to people, and presenting in front of a whole group of people. That takes a lot of courage," says Amanuel, who plans to study law one day.

COMMUNITY DEVELOPMENT AT A GLANCE

- Our Financial Empowerment and Problem Solving program (FEPS) assisted 3,165 people and brought \$5.4 million into their pockets and the local community.
- Our 906 volunteers helped people in our community through delivering meals, visiting seniors in their homes, supporting learning, completing taxes, and much more.
- We facilitated six affordable-housing workshops, where 117 diverse community members with relevant lived experience learned about housing policy issues and contributed their voices to the West End Coalition for Housing Justice which we co-founded in 2018.
- We co-designed Neighbourhood Care Teams to improve health care access and integration in Roncesvalles and Niagara neighbourhoods by convening local health and home care providers and consulting with a broad range of local residents.
- To support the implementation of the Parkdale Neighbourhood Plan, we co-facilitated the Community Finance and Participatory Democracy Working Groups of the Parkdale People's Economy, helping Parkdale residents to build community wealth, civic engagement capacity, and inclusive urban planning in their neighbourhood. We also supported PARC and others developing a Parkdale Community Benefits Framework for city planners and developers coming into this neighbourhood.



We're stronger together!

In 2018, West NH co-founded the West End Coalition for Housing Justice (WECHJ), in partnership with other local non-profit organization and the support of United Way of Greater Toronto.

The coalition is building a cohesive and allied resident voice across income levels that is supported by agencies, researchers and partners to address the diversity of housing needs for low- and middle-income households in Toronto's downtown west area.

Forming a united coalition is the strongest way we can build community knowledge and power to both negotiate for affordable housing within specific developments, and advocate for city-wide policy change.

West Neighbourhood House appreciates our partnerships with the following organizations:

- Build a Better Bloor Dufferin
- Habitat Services
- Parkdale Activity-Recreation Centre (PARC)
- Parkdale Neighbourhood Land Trust
- Sistering - A Woman's Place
- Social Planning Toronto
- St. Stephen's Community House
- Neighbourhood Change Research Project at the University of Toronto
- Working Women's Community Centre

Together, we're working towards building a more liveable city.

Strong friendships are formed while working towards big goals.

At first, the committee was essentially a bunch of strangers, coming from different schools in Toronto's west end. But a shared commitment to upholding human rights, and a dedication to improving their community, has helped forge a strong bond.

The friendships they've made are part of what inspires them to keep moving. "It's about the collaboration," says Amanuel. "As a group, we collaborate and work together to give a voice to newcomers. We give a voice to people who don't have a voice."

While they are determined to help others, these are all issues that directly affect them. "My mom supports our family back home in the Philippines and I am going to post-secondary school next semester. It will cost a lot of money and it will be hard for my mom since she does everything," Trixie says. "Right

now, we're okay, but if we are ever displaced, because of development, or if our rent increases, I don't know what would happen. I want to protect my future."

BUILDING A VISION

A little over a year ago, these local youth didn't think they had any role when it came to housing in their neighbourhood. They've since explored topics from housing adequacy to tenant rights, ownership models, and range of affordability.

Through their discussions and initiatives as a committee, and also their participation within the broader West End Coalition for Housing Justice, the youth are taking a very active role in building a vision for a more liveable Toronto. They are the change-makers our city needs right now, and, without a doubt, the leaders of tomorrow. <



Summer camp is about building confidence and having fun!

Here's our complete list of programs:

Pre-school children

- Growing Up Healthy Downtown drop-in for families with children ages 0 to 6, workshops, special events for parents
- Partnership with Parkdale-High Park Early-On: outreach, settlement, parent supports for families with pre-schoolers

Parents

- Fathers' Group: parent skill-building and social-recreational activities
- Parent Family Action Network: parent-led community projects

School-aged children

- After-School programs: social-recreational activities, homework support
- Winter Break, March Break, and Summer Camps

- Individual support to children who have experienced violence in the home
- Music School: children's choir with Common Thread, After-school Opera Programs
- After-School Opera Program

Youth

- Newcomer Youth Program: skill development, mentorships, special events, youth-led community projects
- Youth after-school tutoring
- Youth leadership programs
- Toronto Youth Job Corps: life skills, pre-employment training, job placements

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, community kitchen), mental health and addictions case management, Indigenous ceremonies and group supports, eviction prevention supports, 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: adult choir
- Space provided for biweekly Narcotics Anonymous group
- 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
- Music School: seniors music programming
- 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 activities, 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
- Partner in West End Coalition for Housing Justice
- Public education and community consultations
- Music School individual lessons, recitals and concerts

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 with Alzheimer's or cognitive impairments, caregiver relief
- Home Support Services: homemaking, personal care, respite care for caregivers



Our Enhanced Adult Day Program offers activities such as arts and crafts, yoga, memory games and gardening.

Thanks very much to our supporters

West Neighbourhood House appreciates the support of the following funders and donors in 2018–2019. We also thank the 458 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 Colleges, Training &
Universities

- Employment Ontario

Ministry of Children, Community & Social
Services

- Citizenship & Immigration Division
- Community Services Branch

Ministry of Seniors and Accessibility

Ministry of Tourism, Culture & Sport

Toronto Central Local Health Integrated
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City of Toronto

Children's Services Division

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Social Development, Finance &
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Toronto Arts Council

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Shake, shake, shake! Music is for everyone!

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 of 2019
 West Neighbourhood House Fixthe6ix
 Committee
 West Neighbourhood House Seniors' Fund/
 Members Council

Associations/Community Groups/ Sources of Donations

Association of Fundraising Professionals –
 Toronto Chapter
 Bell Canada Employees Fund for
 Community Services
 Benevity



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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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.

