



NEIGHBOURHOOD HOUSE

Formerly St. Christopher House

2016-2017

# Annual Report



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NEIGHBOURHOOD HOUSE

Formerly St. Christopher House

**MISSION STATEMENT**

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

**GUIDING PRINCIPLES**

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

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

**STRATEGIC PIVOT POINTS**

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

**ANNUAL REPORT CONTRIBUTORS**

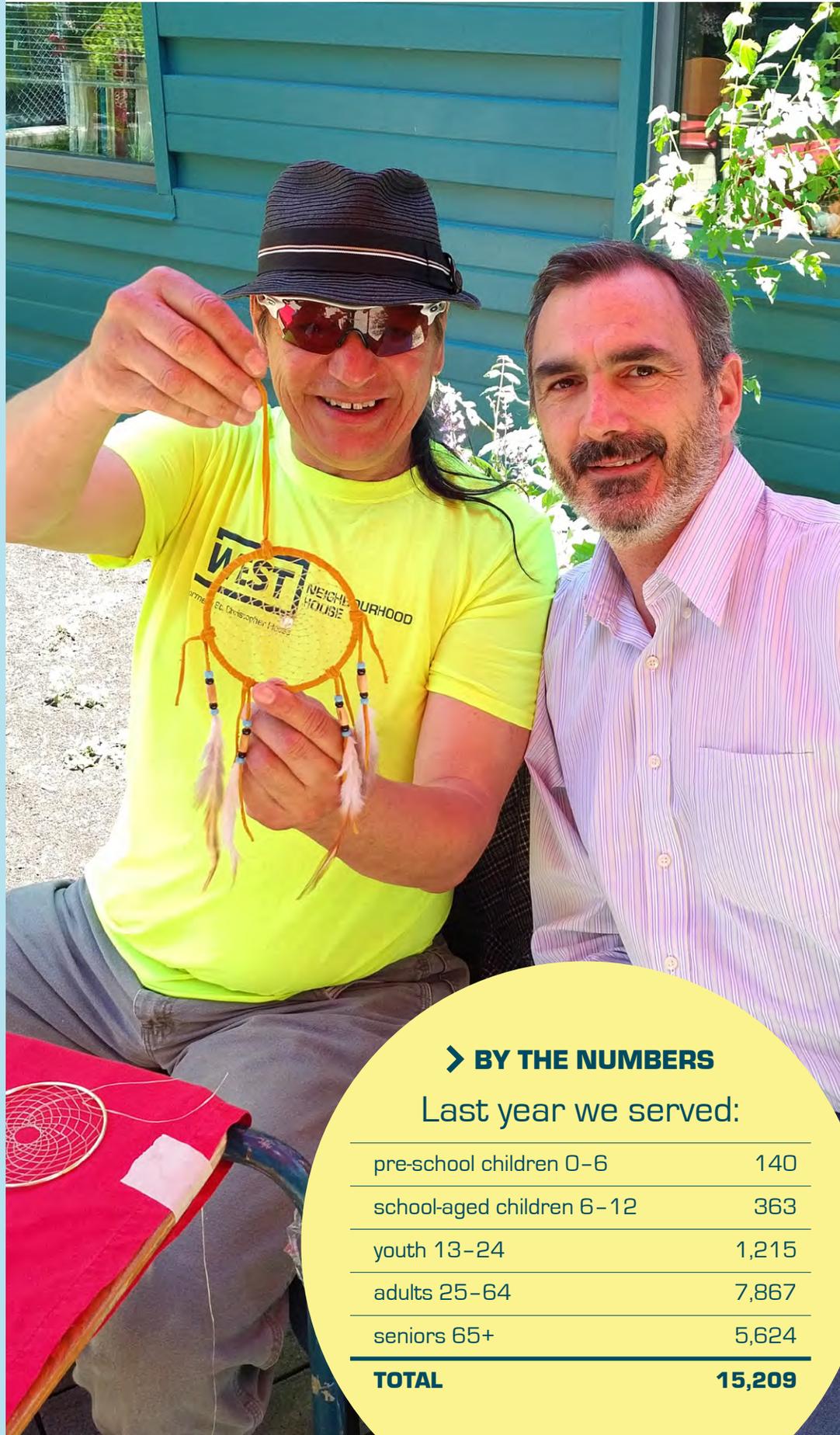
- Rick Eagan
- Maureen Fair
- Nelson Lynch
- Earl Miller
- Jonathan Harvey (select photography)
- Kaleigh Wisman
- Lynne Woolcott
- WriteDesign.ca (design)



**United Way**  
Toronto & York Region



introduce



**➤ BY THE NUMBERS**

Last year we served:

pre-school children 0-6	140
school-aged children 6-12	363
youth 13-24	1,215
adults 25-64	7,867
seniors 65+	5,624
<b>TOTAL</b>	<b>15,209</b>



## WE'RE GLAD YOU'RE HERE!

**W**est Neighbourhood House is a place for everyone. Since we opened our doors in 1912, we have welcomed everyone in our community and that remains true to this day. From newcomers to those living on a low income, to people of every faith and racialized group, to every age and gender, we have always been a place for people to come together in a welcoming environment.

Although our belief that everyone is welcome has remained steadfast over the years, those beliefs aren't always reflected by society at large. A divisive, anxious, and at times violent reality has surfaced as of late and so we want to take a moment to remind you that we are glad you are here.

It is our diverse group of participants, volunteers, and staff

that enable the House to face challenges with creative solutions and improve our neighbourhood for all those who live here. Our diversity is our strength.

We will continue working to ensure our community and our society is an inclusive place for all and we will stand in solidarity with those facing intolerance. <

### CONTACT US

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🌐 [westnh.org](http://westnh.org)

📘 [facebook.com/](https://www.facebook.com/WestNeighbourhoodHouse)

[WestNeighbourhoodHouse](https://www.facebook.com/WestNeighbourhoodHouse)

🐦 [twitter.com/WestNHouse](https://twitter.com/WestNHouse)

📷 [@WestNH](https://www.instagram.com/WestNH)



**BOARD OF DIRECTORS** Left to right, back row: Isabel Palmar (staff), Tamara Ferris, Aziza Elwin Carrington, John Yip, Sandra Cruickshanks, Ed Segalowitz, Chander Chaddah. Front row: Margaret Pereira, Maureen Fair (staff), Earl Miller (Board President), Rona Abramovitch, Doug Roth. Missing: Shaيدا Addetia (staff), Gillian Kerr, Reilly Latimer, Lambrina Nikolaou (staff), Emily Paradis, Alfredo Tan, Lynne Woolcott (staff).



## Thanks to Matt and Earl

**Matt Regan** (pictured here) stepped down from the Board President and Board member roles mid-way through the year. The Board and staff thank Matt for his many years of service as a volunteer tutor in our Adult Literacy program and as a Board member. Matt's warm and easy-going manner, intelligent

insights, and dedication to the House are missed. Upon Matt's resignation, the Board asked Earl Miller to return to the Board President role, one he fulfilled from 2014–15 to 2015–16. We appreciate Earl's strong facilitation and leadership experience and his commitment to the work of the House. Thank you Matt and Earl!

# The pace of change makes it difficult to predict what lies ahead

The people served by West Neighbourhood House are particularly affected by the world's rapidly changing economic, technological, and social conditions. They do not have incomes or other resources to buffer them from the pressures of rising rents, precarious jobs, and responsibilities such as caregiving.

The pace of change makes it difficult to predict what lies ahead for the low-income people we serve. It is also difficult to predict who will be low-income in the future, for example if/when automation eliminates more manual labour.

Nonetheless, what remains clear and unchanged for decades is the mission of West Neighbourhood House *to enable less-advantaged people to have greater control over their lives and within their communities*. To that end, our current Strategic Plan is focused on three "pivot points" that will substantially determine the future of the House in this community.

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

West Neighbourhood House Board and staff developed a theory of change (presented on pages 10 and 11). This model makes clear the logic that aligns our current activities with our intended outcomes. In addition, the theory of change framework measures the outcomes of our work to test whether our logic holds. Program participants, staff, Board, funders and donors all want to know if and how program participants' lives improve with our

combined resources and efforts. Even more importantly, this data could be very helpful for program participants to track their own progress.

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

West Neighbourhood House chooses partners with whom we share a deep commitment to and understanding of the people we serve, and trust in how we work together. For example, West Neighbourhood House and St. Stephen's Community House have established a close partnership, sharing the consultant who developed our data strategy as well as co-leading community health providers in the new Mid-West Local Collaborative. We thank St. Stephen's for this mutually beneficial and productive relationship.

West Neighbourhood House also collaborates further afield as the Toronto partner of 3 Vancouver disability organizations and InWithForward, the social innovation team. Together we are developing a shared social services "research and development" department for ongoing innovation in frontline service delivery. This work is also connected to international thought leaders in Social Innovation Generation (SiG) and

McConnell Foundation, all of whom have been very generous with their time and knowledge.

In addition, the House agreed to trustee Fix the Six, a York student innovative fundraising initiative that advocates for and serves the homeless community in Toronto.

## **PIVOT POINT #3:** **Use House assets, particularly properties and buildings, for sustained community impact.**

The Property Committee of the Board is well aware that our building at 248 Ossington has significant redevelopment potential. The review of programs via the theory of change (Pivot Point #1) will help to inform us about future space needs.

While the program review is underway, West Neighbourhood House continues to explore opportunities that could affect our property decisions, such as the Visioning Group for the proposed local Bloor Dufferin Community Hub.

## **THANK YOU**

In summary, the three pivot points focus West Neighbourhood House on the variables over which we have some control: our choices of programming, partners, and properties.

The continued successes of West Neighbourhood House is due to the strong and resilient team of 1,064 volunteers, 235 staff, 582 donors, 35 funders as well as the strengths of the 15,209 people we serve. As Board Chair and Executive Director, we thank every individual who has contributed in some way to improving this community. <

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

# Abby goes from hobby to career, thanks to Newcomer Youth Program

**A**bbey Bangod had only been in Canada for a few months when she started attending the Newcomer Youth Program (NYP) at West Neighbourhood House. New to Toronto and looking for an opportunity to meet new people, she was happy when her sister introduced her to NYP.

The program, located in Parkdale, offers many different activities ranging from sports programs to resume-building clinics—all focusing on providing newcomer youth opportunities to prepare for the future, get more involved in their community, earn volunteer hours, and connect with other youth. “I met new people and made some friends, which is hard when you’re new to a country,” says Abby.

Abby was most drawn to the arts activities. She got involved in the silk-screening program as well as the Media

Club where she started to realize her passion for filmmaking.

As Abby got more involved with the Media Club, she started working closely with a volunteer filmmaker. The volunteer encouraged her, gave her tips on how to make her work stronger, and she developed confidence as a filmmaker. “Because of Media Club, the staff’s support and the volunteers’ guidance, I learned that I wanted to pursue my passion in film” she says.

With some guidance and a few film projects under her belt, she decided to pursue film-making in her post-

secondary studies. Abby has been accepted to Ryerson for Film and Media production, starting this fall.

For any youth, attending school, navigating decisions about your future, and figuring out a social life can be daunting, let alone if you are a newcomer experiencing all of these things for the first time in a new country. At NYP, Abby found a place to meet friends, learn more about herself, and make decisions about her future. Most days you can find Abby in the youth space, whether she is silk-screening, working on a cover letter for a summer job, or just hanging out with friends. Like many programs across the House, NYP has become a home away from home. <



Learning through playing at our Pre-school Drop-in Program

## CHILDREN AND YOUTH PROGRAMS AT A GLANCE

- > Our After-School Program expanded by 15 spaces so that 40 students learned, played and had fun in our fully enrolled program which operates Monday to Friday.
- > We extended the hours of our caregiver/child drop-in program and attendance increased by 30%. More dads are now bringing children to the program.
- > 44 children participated in “Teaching Kids to Code” workshop series, led by 20 RBC’s Global Capital Markets volunteers.
- > 626 youth participated in our Newcomer Youth Program activities such as: skill development, tutoring, social-recreation, youth leadership and mentoring.



To Abby, the Newcomer Youth Space is a second home.



As a volunteer, Anna runs craft workshops for Meeting Place members. The crafts are then sold in the social enterprise store.



Participants, volunteers, and staff at the Meeting Place Planning Retreat.

# Anna says ‘the real me is here’ at the Meeting Place Drop-in

‘I would be lost without this place,’ says Anna Samayuellie. She has been coming to the Meeting Place Drop-in for street-involved adults since the mid ‘90s and thinks of it as a second home. She has occupied many roles at the Meeting Place over the years.

At first, she visited the drop-in as an outreach worker for another organization. She has been a committed volunteer helping prepare meals in the communal kitchen and answering phones at the reception desk. She’s been loyal friend to folks going through hard times. She has also been a drop-in member who has gone through tough times herself, experiencing drug and alcohol addiction.

As Anna struggled with addiction over the years, she knew that she could always come to the Meeting Place where she wouldn’t be judged, no matter

what she was going through. “It’s like home here. People care about us and are willing to help us. Without Meeting Place staff some of us would be dead,” she says.

The past few years have been particularly challenging for Anna—several people close to her died of drug overdoses. As a result of these devastating deaths, Anna decided it was time to make a change. With the help of Meeting Place staff, Anna got into a 6 week treatment program and has been sober for 7 months now. She says she finally feels like “the real me is here.”

Although life still isn’t easy for Anna, she is doing a lot better. She is in contact with her four children and is continuing to volunteer at the Meeting Place. In her recovery Anna says what hurts her the most is watching other community members continue to use drugs. “I don’t want people to die,” she says. Anna notices that some drop-in members are looking up to her as a role model now, which is something she is taking to heart. “People are asking me for advice,” and Anna is happy to share her wisdom and her experience with others who are struggling.

## ‘Without the Meeting Place, some of us would be dead.’

Another element of Anna’s healing has been re-connecting with her culture through the Meeting Place Spirit Circles lead by a First Nations Elder. She is of Inuit heritage, but growing up in foster homes, she never had the opportunity to experience her culture. “I really didn’t know my culture and who I am...The Meeting Place helped open my eyes to who I really am instead of the person they want me to be,” she says.

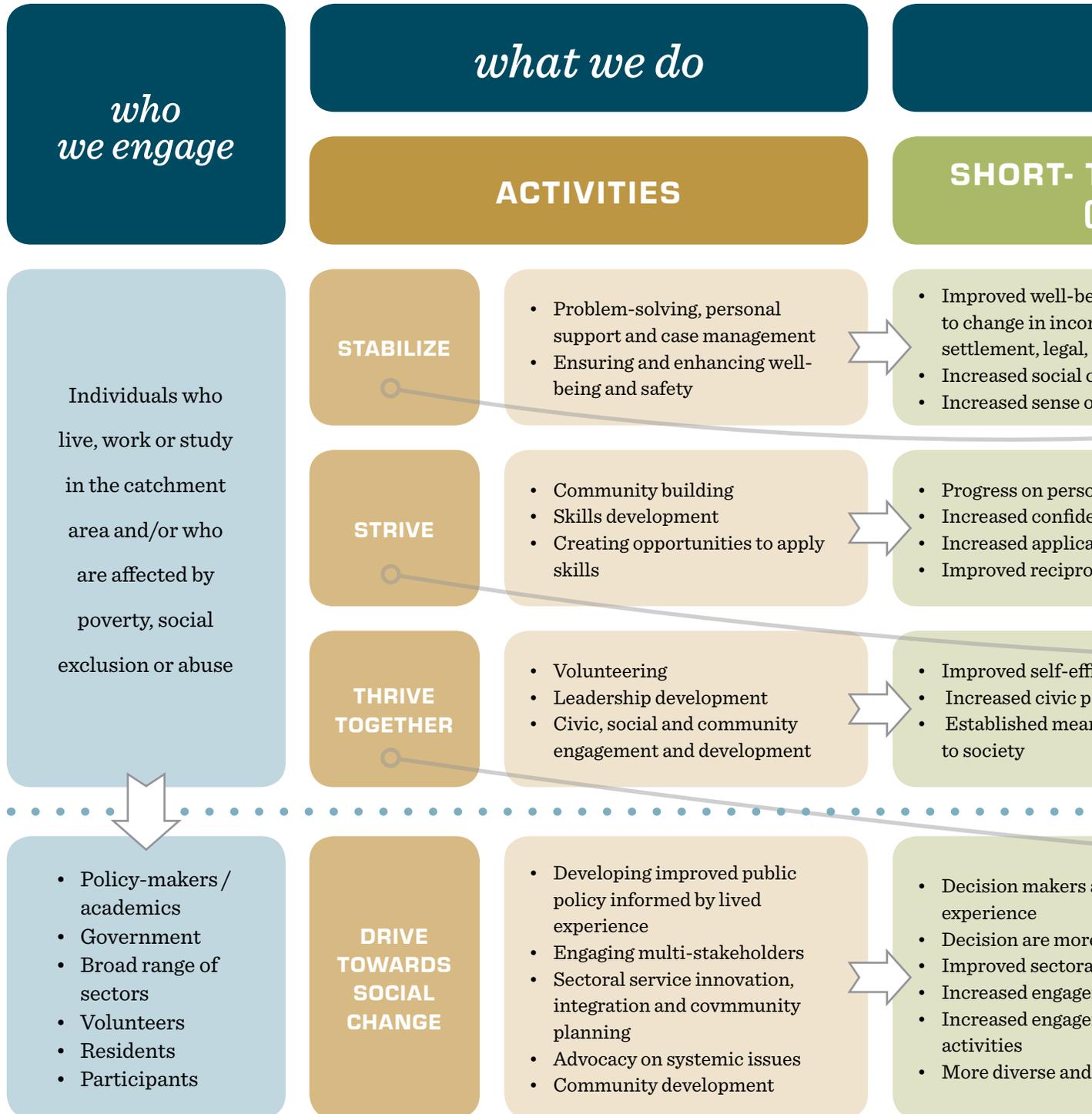
Throughout Anna’s life, there has been a lot of uncertainty, but the Meeting Place has always been a consistent element in her life that she can count on. It is a place she knows she can come to visit when she needs help or when she wants to give back to her community. <

## ADULT PROGRAMS AT A GLANCE

- 679 people improved their literacy skills and/or upgraded their academic levels (e.g. high school certificate, college preparation, etc.)
- 2,480 Meeting Place and Parkdale Meeting Place members received services including: mental health and addiction supports, access to showers and laundry, information and referrals, and social-recreational activities.
- 358 Indigenous Meeting Place members engaged in culturally specific activities facilitated by an Elder and program staff.
- 1,352 newcomers received settlement supports from our staff who speak Arabic, Dari, English, Farsi, Hindi, Hungarian, Portuguese, Spanish, Tagalog, Tamil, Tibetan, Spanish, and Urdu. 136 of these newcomers were Syrian refugees.
- 235 women and 37 child survivors of domestic violence received individual and group support, crisis intervention, safety planning, interpretation and/or advocacy.

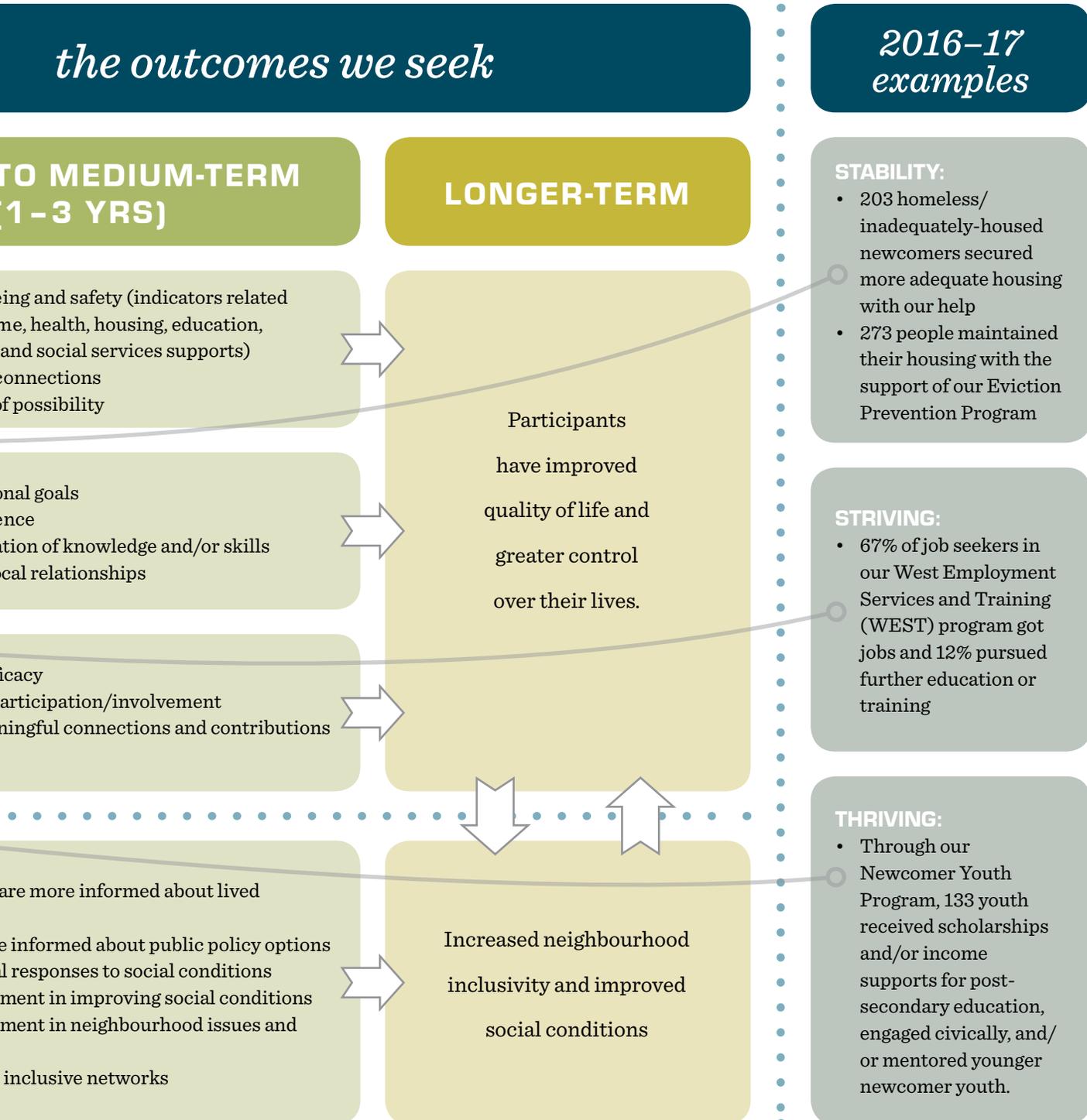
# Introduction to our

To achieve our mission, West Neighbourhood  
Our theory of change describes



## Our Theory of Change

Our House promotes personal and social change. Here's how we work to improve lives.



# ‘We’re social human beings’ – getting active benefits senior’s health

‘It’s like night and day, the change in my father,’ says Diane Parro. Her 92-year-old father, Anthony Parro, started receiving West NH services a few years ago and the impact on his life has been profound.

When Mr. Parro was suffering from poor health several years ago, his doctor suggested to him and his family that it might be time to move into a seniors’ facility. His needs were becoming too complex for him to continue living on his own.

Mr. Parro, who has lived on the same street his entire life, wasn’t ready to leave his community behind and be transplanted into a retirement home. His daughter Diane recalls saying “Dad, if you want to be at home, let’s find a way for you to be at home.”

## Anthony Parro had a huge improvement in his health, and fewer trips to the hospital

Diane reached out to West NH for support and connected her father with vital services that would enable him to continue living at home. Mr. Parro began receiving Meals On Wheels, attending the seniors’ drop-in and exercise programs, as well as receiving the services of a Personal Support Worker who helps him at home several days a week.

Before Mr. Parro started receiving West NH services, hospital visits were frequent. However, since being part of West NH, he has had a huge improvement in his health and almost no more trips to the hospital.

Diane emphasizes that there were no significant health or medication changes for Mr. Parro during this time—she attributes his well-being to the social interactions he experiences through West NH. “We’re social human beings,” she says and that aspect of our lives can have a huge impact on our health.

The seniors drop-in program is a place where he has become particularly involved. “It’s a nice place to drop in, believe me it is,” says Mr. Parro. If it weren’t for the programs, “I’d be doing nothing.” He enjoys singing and attending the exercise classes at West NH each week.

Diane recalls taking her father to appointments at the hospital where he couldn’t walk from the car to the entrance without having to stop and take a break. Now, he can walk all the way around the block with his walker and even stop by the park to catch a baseball game. “I cannot believe the change,” she says. <



Diane and Anthony Parro

## SENIORS PROGRAMS AT A GLANCE

- Caregiver Support and Respite Care Programs served over 500 family caregivers.
  - 91% of Seniors Program participants said they would recommend West NH to their family and friends.
  - 87% of Case Management participants were satisfied or very satisfied with their involvement
- in shaping their care plans and felt that services met their needs.
- The Home at Last Program (HAL) supported 2,234 discharges from 18 hospitals and rehabilitation centres and connected 1,935 individuals with a range of local seniors support services. 94% of people served were very satisfied.



Volunteer led yoga classes help seniors stay active and enjoy life.



Volunteers and staff assisted 1,254 people in our Income Tax Clinics.

## Creating an economic plan for Parkdale; influencing public policy

**W**est Neighbourhood House's community development work has local impacts and broader, even national, impacts.

### LOCAL The Parkdale People's Economy Project

The Parkdale Community Economic Development Plan was created by a large new network of people living, working and creating in Parkdale. Led by our partner, Parkdale Activity and Recreation Centre (PARC), with active leadership from West Neighbourhood House and others, this community

plan creatively addresses steps toward more affordable housing and better land use, health and food security, decent work, arts and culture, community finances, participatory local democracy, and social infrastructure. West Neighbourhood House participants and staff contributed throughout, with our After-school program kids providing hand-coloured diagrams for the report!

### LOCAL AND BEYOND

#### The Informal Economy Project

West Neighbourhood House also continued our Informal Economy community research project with local low-income workers in the informal or underground economy. This past year we considered various ways to improve the lives of informal economy workers, including public education about the role we all have, often unintentionally, as consumers and/or employers of informal economy workers.

We also worked with our Financial Empowerment and Advocacy program

and policy expert, John Stapleton, to identify the costs and risks for workers in the informal economy. We found that a substantial number of the local workers we interviewed had a low enough income that they would be better off financially if they filed their income taxes and received the tax credits and benefits for which they are eligible.

## BROADER

### Influencing Government Initiatives

Our longtime work engaging local communities influenced many of the public policy consultations held this past year by all levels of government. Indeed, the increased number and improved quality of public consultations is a welcome change.

West Neighbourhood House, usually with input or the voices of the people we serve, contributed to federal government consultations about a national Poverty Reduction Strategy, an Affordable Housing Strategy, democratic renewal and electoral reform, a tax fairness strategy, and most recently support for a social services “research and development” infrastructure. In addition, the Board of Directors raised concerns with the federal government about Canada’s response to the Syrian refugee crisis.

On a provincial level, we contributed to the renewal of the provincial

Poverty Reduction Strategy, home and community healthcare restructuring, funding for financial services for low-income people, the Basic Income pilot for Ontario, and improved consumer protection legislation. Our Board of Directors also raised concerns with the provincial government about some aspects of the Patients First Act (e.g. new broad powers of government to appoint a supervisor to take over a non-profit).

West Neighbourhood House also

facilitated the inputs of people we serve into the City of Toronto Poverty Reduction Lived Experience Advisory Committee. In addition, we provided information about the City budget, the City’s Long Term Financial Plan, and the Rental Housing review.

Local and frontline work informs public policy and vice versa. West Neighbourhood House’s community development work remains committed to bridging between these two worlds. <

## COMMUNITY DEVELOPMENT AT A GLANCE

- > We supported 20 sponsorship groups as they welcomed Syrian refugees.
- > Our Financial Empowerment and Problem Solving program (FEPS) assisted 2,369 people and brought over \$4.3 million into their pockets and the local community.
- > We continued to partner with 6 organizations in Toronto, Ottawa, and Kitchener to spread FEPS to low-income Ontarians. As a collaborative, we helped 14,015 people to access over \$14 million in tax credits and benefits.
- > Our 1,064 volunteers helped people in our community through delivering meals, visiting seniors in their homes, supporting learning, completing taxes and much, much more.
- > We led or participated in 17 policy submissions and 7 roundtables that focused on poverty, consumer protection, budgets, housing, democratic renewal and immigration issues.

## FIX THE 6IX

This year, West NH became a trustee of Fix the 6ix, a grassroots organization that addresses poverty in Toronto. Launched by students at York University in 2016, Fix the 6ix is rooted in the philosophy that Toronto belongs equally to everyone, and that much is to be gained by supporting all individuals who call the ‘6ix’ home.



# 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, structured activities for children and their caregivers

## Parents

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

## 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

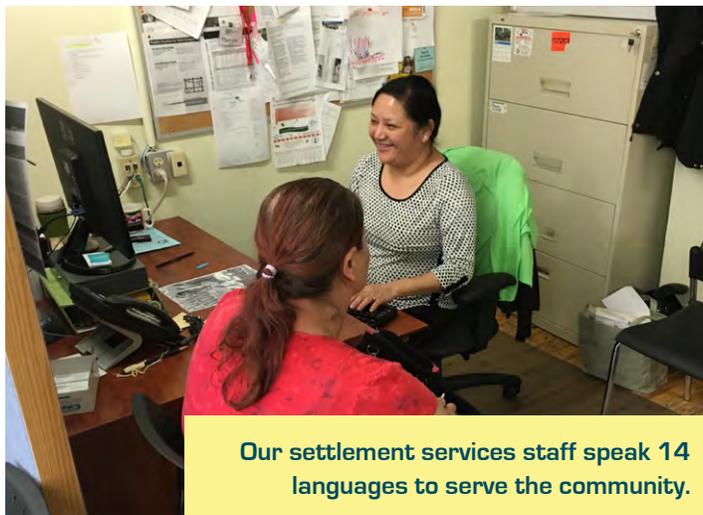
- Woman Abuse Program/Transitional Support Program: outreach, individual and group support
- West Employment Services and Training: one-to-one employment support, skills development, career exploration, job search and job retention support, and connecting with employers
- Financial Empowerment and Problem Solving: individual case work on financial problems, workshops, income tax clinics, public education, policy development knowledge transfer and program

replication other organizations and cities

- Immigrant and Refugee Services: settlement, volunteer tutoring and mentoring, workshops, outreach and support to homeless newcomers
- Adult Literacy: individual tutoring, groups and small classes
- Academic upgrading and preparation for post-secondary education
- General Educational Development (GED): preparation for high school equivalence certificate
- Computer training and internet access: individual and group tutoring with volunteers, workshops
- Meeting Place Drop-in: basic services (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 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, home visits
- Alzheimer and Frail Elderly Day Program: supervised care in a group setting with multicultural activities and special events for frail



**Our settlement services staff speak 14 languages to serve the community.**



Hands-on creative activities are popular in our after-school programs.

individuals and those suffering from Alzheimer's Disease and 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 safety 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, provides rides for

appointments, shopping, social activities, Day Program

- Social dining, daily lunch and special events and friendly connections via social media.
- Health Promotion: weekly workshops, health clinics, self-care groups, yoga, Zumba
- Seniors Community Development: leadership development, Health Action Theatre for Seniors (HATS), intergenerational programs
- Elderly Persons' Centres at 248 Ossington Ave. and West Lodge 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

# Our sincere thanks to our supporters

**W**est Neighbourhood House appreciates the support of the following funders and donors in 2016–17. We also thank the 582 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

Charitable Impact Foundation

CHUM Charitable Foundation

D.H. Gordon Foundation

The Henry White Kinnear Foundation

Fondation Laflamme

The J. W. McConnell Family Foundation

George Cedric Metcalf Charitable

Foundation

Harry A. Newman Memorial Foundation

McCarthy Tetrault Foundation

Ontario Trillium Foundation

PayPal Charitable Giving Fund

Project Engagement

Raising the Roof

RBC Foundation

St. Christopher House Community

Endowment

Toronto Foundation

Geoffrey B. Scott Memorial Fund

Wilkinson Family Fund

United Way of Peel Region

United Way of Toronto & York Region

## Corporations, Local Businesses & Employee Groups

241 Pizza - 1468 Queen St W

Astra Zeneca Canada Inc.

Blue Elm Developments Ltd.

Blue Sea Philanthropy

Blur Makeup Room

Bull Productions

Caldense Bakery



Over 50 runners, walkers, and wheelers fundraised for West NH at the Scotiabank Toronto Waterfront Marathon, including Thing 1 and Thing 2.

Campbell Craft Consulting  
 Canada Running Series Inc.  
 CIRV Radio International  
 City Market - 1012 King St W  
 Costco - 1141 Warden Ave  
 Daiko  
 Designer Fabrics  
 Dufflet Pastries  
 Field Wolfson Stover Financial  
 FreshCo - 22 Northcote Ave  
 Glory Hole Doughnuts  
 Imaginus Canada Limited  
 Infrastructure Ontario Gives Back  
 Italian Canadian Savings & Credit Union  
 Jolera Inc.  
 Lakeview Restaurant  
 Life Design Systems Insurance Agency  
 Loblaws Inc.  
 Loga's Corner  
 Long & McQuade  
 Lush  
 Madras Masala  
 Marketing & Communications Central  
 Marques Maintenance Service  
 Metro - 100 Lynn Williams St

Metro - 80 Front St E  
 Metro - 2208 Lakeshore Blvd W  
 Metro - Bloor/Spadina  
 National Bank of Canada  
 No Frills - 222 Lansdowne Ave  
 No Frills - 3730 Lake Shore Blvd W  
 Old Mill Spa  
 Paula Bowley Architects Inc.  
 Pizzeria Libretto  
 Running Room  
 Samosa King  
 Scotiabank  
 Shoppers Drug Mart - 1473 Queen St W  
 Shoppers Drug Mart - 463 College St  
 Socks 4 Souls  
 Starbucks - 625 King St W  
 Starbucks - 941 College St  
 Starbucks - 2210 Bloor St W  
 TD Bank Group  
 The Toronto Star Fresh Air Fund  
 Venezia Bakery  
 Vina Pharmacy

### Associations, Sources of Designated Donations

Benevity  
 CUPE Local #3393  
 Donate A Car  
 EBO Financial Education Centre  
 Fairlawn Avenue United Church  
 Givins/Shaw School Council  
 Kiwanis Club of Casa Loma  
 Needlework Guild of Toronto  
 Not Far From the Tree  
 Ontario Library Association  
 Ontario Power Generation Employees & Pensioner's Charity Trust  
 Ontario Public School Boards Association  
 Royal Ontario Museum  
 The Kiwanis Club of Casa Loma  
 Toronto Police Officers, 11 Division  
 Toronto Police Officers, 14 Division  
 Twenty Two Collective  
 University of Toronto - Dumbledore's Army  
 West Neighbourhood House Seniors' Fund/  
 Members Council



## 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

20

**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](http://westnh.org/donate)

## GET INVOLVED at West Neighbourhood House

Volunteers allow us to offer programs to over 15,000 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 NH Volunteer.

Visit [westnh.org/volunteer](http://westnh.org/volunteer) to find out how to get involved.

