

annual report

2020-2021



**We're really all
in this together!**

A DAY IN THE
LIFE OF OUR
HOUSE DURING
COVID-19 **PAGE 4**

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2 leadership

MISSION STATEMENT

West Neighbourhood House enables 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 works with our resources and 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

Rona Abramovitch, Genna Buck, Chris Ellis, Maureen Fair, Shane Joseph, Nelson Lynch, Erin Morawetz, Catherine Tran (artwork), Lynne Woolcott, Building Up (photography), Chris Young (photography), Write Design (Design)



United Way
Greater Toronto



1918 SPANISH FLU — WE WERE THERE!

This isn't the first time we've faced a pandemic at the House

2020 will be remembered decades from now as the year a pandemic swept through the world.

The last time something like this happened at this scale, during the “Spanish Flu” of 1918, the House closed programs and the small staff team worked with neighbours in Kensington Market to cook meals for hundreds of families coping with illness.

In 2020, the House closed our physical doors but opened up virtual ones. Many of our programs moved activities to telephones and online, with our staff pivoting quickly to ensure our participants were able to connect with us on different platforms and receive the support and attention they need, despite not being able to meet face to face.

Over the last year, staff creatively served 13,323 community members, e.g.:

- problem-solving immediate issues such as income tax filing and getting access to the CERB income replacement
- stimulating the social and educational development of people such as pre-schoolers and newcomer youth with online events, workshops and group teleconferences
- keeping spirits up as the pandemic dragged on while paying close attention to people who lived alone or in difficult situations

Our other programs continued to provide in-person care to 559 seniors and adults with disabilities in their homes with our dedicated Personal Support Workers. We experimented with enhanced homecare,



Executive Director
Maureen Fair

bringing social and recreational activities to homebound people and even developing a hybrid model of in-home care and virtual programming.

Similarly, the Meeting Place program remained open for people experiencing homelessness throughout the pandemic – one of the few drop-ins to do so. With intense infection prevention and control measures, the Meeting Place staff managed to provide support to 1690 homeless people on-site while also reaching out to 243 people living in local tent encampments.

Our Meals on Wheels team continued to provide nutritious food and a security check for 292 homebound people while our Transportation program drivers ferried 261 people from hospital to home and from home to medical and vaccine appointments.

leadership report

Throughout this time, our staff demonstrated extraordinary resilience, coping with the effects of the pandemic on their own lives while continuing to serve our community. The dedication, creativity and perseverance of our staff is deeply appreciated.

Confronting anti-Black racism within our walls

At the same time, we all had to confront the accumulated pain and hurt of anti-Black racism experienced by many Black staff within the House. Management and the Board have responded with a public apology and an Organizational Review, followed by an Implementation Plan to respond to the 17 recommendations. The Board and Management team are deeply committed to righting the wrongs that have happened.

On a final note, we thank the many supporters, donors and well-wishers who reached out during this past year. Many thanks to each of the volunteers, including those who continued to support us in virtual capacities and in some essential services – going above and beyond to help the House and our community. Your support was essential.

We look forward to brighter days ahead, when we can gather together once again. <

— Executive Director, Maureen Fair



Board President
Rona Abramovitch

THANK YOU TO RONA ABROMOVITCH

Unfailingly optimistic, dedicated to social justice, highly energetic, deeply committed to the value and power of education, perceptive, wise, friendly and fun: Rona Abramovitch has brought all these qualities and more to West Neighbourhood House as a volunteer, Board member, and over the past two years, Board President.

The Board President role is a tremendous responsibility for a volunteer of a non-profit community

organization serving vulnerable people, and especially so when the world is turned upside down by a pandemic. On a personal note, Rona's steady and kind support has been invaluable to me as Executive Director during this time and I thank her sincerely.

Thankfully, Rona will remain on the Board as a Board member so we will continue to benefit from her deep experience and insights.

— Executive Director, Maureen Fair

> BY THE NUMBERS

Last year we served:

Preschool children 0-6	24
School-aged children 6-12	120
Youth 13-24	1,126
Adults 25-64	8,591 *
Seniors 65+	3,462
TOTAL	13,323

* We served fewer people this year due to COVID-19: e.g. some could not use online programming due to the "digital divide" and others were turned away from our homeless drop-in because of physically distancing needed inside.

THANK YOU TO OUR LEADERSHIP DONORS

We want to thank the following individuals for their generosity:

- > Rona Abramovitch
- > Reilly Latimer
- > Stanley Meek
- > Barbara Ritchie
- > Mark Satov
- > Joseph Sheehan

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📷 instagram.com/westnh



This year, staff often dressed in costume to deliver Meals on Wheels

A DAY IN THE LIFE

West Neighbourhood House during COVID-19

This year, our biggest challenge was continuing to support people through the issues they are facing, including a pandemic. Here, we take you through some parts of a typical West Neighbourhood House day during Toronto's third wave of COVID-19, which shines a spotlight not only on the challenges facing our participants but also on the innovation and resilience of our staff and volunteers.

It's 6 a.m. on a Wednesday morning and screeners are already on the phones, surveying workers and participants about symptoms. This happens every day to ensure that as our Personal Support Workers (PSWs) head out the doors, we are doing all we can to prevent the spread of COVID-19.

Not long after, the Meals on Wheels team and other staff who have been re-deployed from other areas of the House begin arriving at 248 Ossington to organize meal and care package deliveries. Later volunteers and staff head off to their first seniors, many of them frail, homebound and isolated seniors who are cheered by a hot meal and friendly conversation from behind a mask.

Pop-up vaccine clinic

In two Toronto Community Housing buildings for seniors, West Neighbourhood House staff work closely with health-care workers from University Health Network and Women's College Hospital in a pop-up vaccine clinic. The door knocking, conversations, pre-registration and teamwork result in 295 vulnerable people receiving their first vaccine shot. Elsewhere in the building and throughout the neighbourhood, PSWs – dressed head to toe in personal protective equipment (PPE) – are visiting people at home to help with essential care tasks such as getting dressed, eating, bathing and medication support.

responsiveness

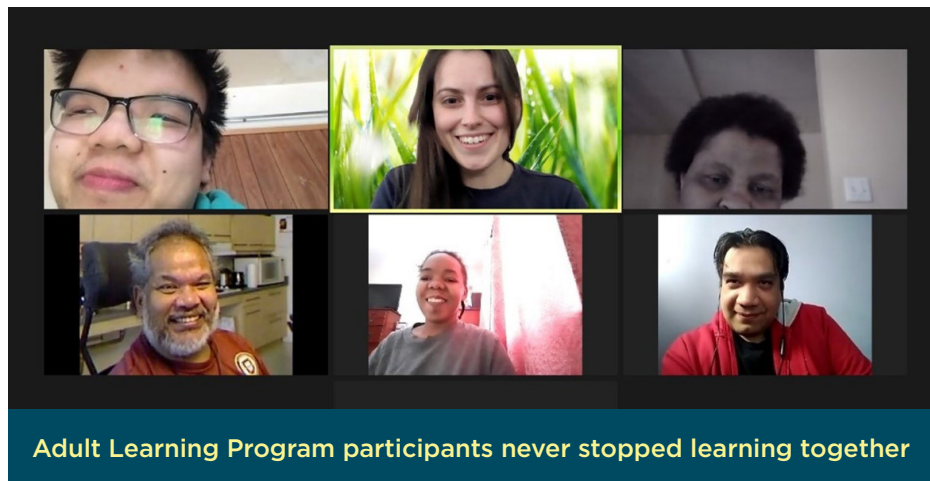
Newcomer Settlement workers are also starting a busy day of calls with immigrants and refugees. The last year has created many additional barriers to newcomers, such as travel restrictions that prevent non-permanent residents from re-entering the country and delays receiving permanent residency identification cards, leaving many people in limbo.

Today, one Settlement Worker is helping a recently immigrated family register their children for virtual school – yet another compounding challenge.

“Imagine being in a new country, not speaking the language, and starting school online,” the Settlement Worker shared. “There are certain things people don’t necessarily think about that are already challenging for newcomers, let alone during a pandemic.”

Emergency response

Over on another Zoom call, our pandemic committee holds their weekly meeting. This is the emergency response team of West Neighbourhood House in the COVID-19 era. The group of strategizers includes everyone from front-line staff to our Executive Director. Today, the committee is discussing how to source and pay for scarce PPE for the third wave and where to match staff available for redeployment to frontline services with the greatest needs.



By 11:30 a.m., independent seniors log into Facebook Messenger to join yoga, one of several weekly virtual group exercise classes. Some participants in this program, like Margarida Alves, are recipients of the House’s Equipment Lending Program, which provides a tablet with built-in data for those who do not own a device or have Internet access. For Margarida, this has made all the difference.

“I love the yoga classes,” Margarida shared. “I have friends in the class who I see on the tablet every week. It helps me with my stress from this year.”

Over at the Meeting Place, staff screen community members experiencing homelessness for COVID-19 symptoms and exposures before they can access the drop-in. With few public spaces for homeless people to rest, have a snack or use the washroom, the Meeting Place is an

especially important service during stay-at-home orders. While members visit, they do their laundry and access resources like tax and benefit filing and housing assistance.

Active after school

When the last of the Meals on Wheels workers head home from their routes, educators in our school-age program gear up for the busiest part of their day. As students have been learning online during the pandemic, Program Workers offer virtual homework support from 3 to 6 p.m. — a vital resource for parents who are balancing their own workday.

Later on, newcomer youth — all young people and immigrants aged 13–24 — join in virtual spaces with our team of Program Workers who have been through the process of getting settled in a new country. Each

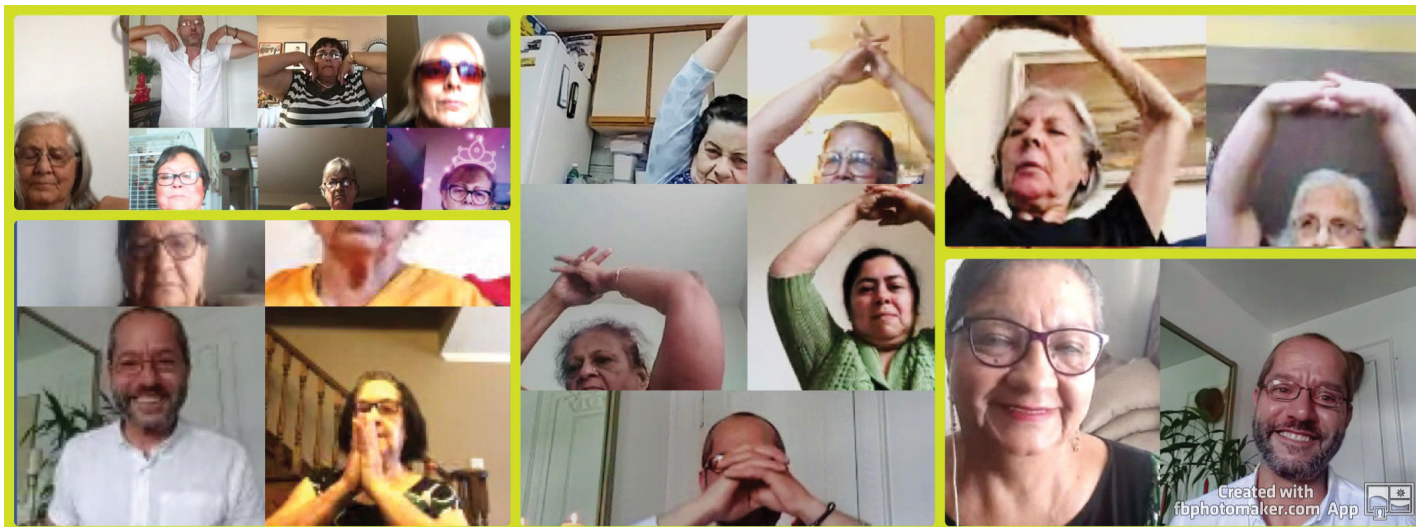
week, the program hosts a “Wellness Wednesday” workshop on everything from fitness to dealing with the stress of the pandemic.

Feeling anxious

Today, the Program Worker asks: “What has been occupying your mind?” One student says they feel anxious when asked about their plans for the future, particularly when the challenges of the last year can make it seem like you’re “behind”. The worker wraps up the chat by asking each participant to think about what advice they would offer others in a similar situation.

Finally, by 9:00 p.m., a Family Support Worker logs onto Zoom ready to facilitate a support group for parents of preschool-aged children. This weekly meeting gives parents of similar circumstances a chance to problem solve about their struggles during the pandemic.

“COVID has provided a lot of obstacles for parents of young children,” the Family Support Worker shared. “For some, daycares or preschools have been closed, meaning childcare has become a lot more difficult. For others, the absence of drop-in programs has really gotten to them. Our group provides a way for these parents to connect with each other while other supports are not available.” <



Older adults take online yoga classes as part of virtual offerings

OLDER ADULT CENTRE

Reshaping aging in place to improve health care

The purpose of our Older Adult Centre is to support aging in place, helping to limit hospital admissions and reduce the burden on a long-term care system in crisis through community care.

During the COVID-19 pandemic, we started to deliver older adults' programming online, and the challenge was not just how to make sure seniors do not fall through the digital crack, but also how to take this opportunity to reshape the entire model of aging in place.

According to Isabel Palmar, Director of the Older Adult Centre, access to equipment and computer literacy were the first hurdles, surmounted in large part by Program Aides who provided hours of one-on-one tech support and developed an Equipment Lending Program to provide iPads with built-in data to seniors. But that wasn't all.

"With older adults, it's not about creating an activity, posting it and expecting people to virtually attend," Isabel said. "We have to design the experience with the needs of each

participant in mind."

The designed experience looks different for everyone. For some older adults, a Program Aide will arrive at their home with a device and help them connect with a virtual consultant. Others, like 89-year-old Donald Evans, have their own device and family support to help them learn how to use it.

Through a personalized plan in our Adult Day Program, Donald connects virtually with a Program Aide multiple times a week for low-impact exercises and social chats, and has been part of our At Home Music Program, something he says has kept him motivated during more than a year of lockdowns and restrictions.

"I never realized just how much I love to sing, or how important it is to me," Donald said. "It has been such a

bright spot this past year."

Online programming has not only kept seniors like Donald engaged at home but has also allowed for outreach to even more older adults in the community, many of whom were already housebound prior to the pandemic.

"Before [COVID], there was nothing for people who couldn't come into our centre, but the last year has really expanded our ability to see beyond four walls," Isabel shared. "It has provided us with an opportunity to transform what we do, and who we can serve."

Going forward, Isabel says, online seniors programming will not just be an alternative to regular programming but rather another tool in the toolbox, essential to being able to increase the number of older adults the House is able to support.

"Right now, there are more seniors in our community than ever before," Isabel said. "We need to continue and build on our hybrid model of in-person care and virtual programming to maximize PSW supports and keep people stimulated at home."

"If we want to actually help people age in place, we have to re-examine our community care." ◀

ONE-ON-ONE COACHING

Breaking down the barriers to financial wellness

For many years now, West Neighbourhood House has provided one-on-one financial coaching for people with low and modest income. Now, as more people face financial stress due to COVID-19, we have incorporated these services into construction and hospital settings to make financial wellness a regular part of work and life.



A Building Up participant on the job

Thanks to funding from our partner University Health Network, health care professionals now have the option to “prescribe” our financial coaching to people whose health is being impacted by factors such as debt and unstable housing. We have also embedded a financial worker with Building Up, a social enterprise that runs a trades training program for people facing

barriers such as recent newcomer status, history of homelessness, mental health problems or history of incarceration.

Claire, the West Neighbourhood House Financial Coach who works with Building Up, starts out by helping participants conduct a comprehensive credit check and a net worth statement.

“A lot of the time, people don’t know or don’t want to think about their finances,” Claire

said. “When we help people see their finances laid out clearly, they tend to feel more empowered and open about their situation, without the fear and shame that financial difficulties can cause.”

Through further sessions, Claire helps participants set goals and create a budget. She also guides people through their specific situations, such as rehabilitating student loans to help them access repayment assistance and apprenticeship loans.

From the start, the program has been continuously reviewed and tweaked to provide participants with more value, from group workshops to one-on-one sessions earlier in their training.

And the program is about to get even more agile, thanks in large part to a generous grant from JPMorgan Chase; with help from a consultant from LogicalOutcomes, Claire is developing and testing a new data platform to track clients’ success. The platform will automatically track financial markers like income, debt, savings, monthly expenses and financial goals, along with program outcomes and indicators related to happiness, stress, financial strain and more.

“Before this, it was not conceivable that frontline workers could input this kind of information in real time,” said Claire. “Now, we will be able to capture data as the coach works with participants, and clearly see how the program is working for them.” ◀



Neighbours helped neighbours throughout the pandemic

ORGANIZING INTO PODS FOR MUTUAL AID

West Neighbourhood House provided resources and support to a new mutual aid community during the COVID-19 pandemic. Neighbours self-organized into groups called pods and helped more than 1,500 people through various mutual aid activities. These included delivering groceries and prescriptions to those who need to stay home, providing new tech users with support, making homemade masks and delivering meals to homebound seniors.

RECKONING AND CHANGE

Taking steps forward to combat anti-Black racism at the House

This year, the leadership of West Neighbourhood House, including the management and Board, made a public apology for anti-Black racism in the House. This is just the start of our reckoning and change.

Over the past year, many Black staff members spoke out about anti-Black racism that they and Black community members have encountered in the House. Whether overt or subtle, anti-Black racism causes pain and harm, damages the organization and undermines our mission.

Black staff members from across the House came together and presented a list of requested actions to the management team and Board of Directors. This included conducting a competitive bid process for a consultant to do an Organizational Review to look at how and to what extent anti-Black racism is embedded in policies, practices and behaviours in West Neighbourhood House, and make recommendations for moving forward.

The Organizational Review process, led by Shane Joseph, consulted with

a wide range of staff through surveys, interviews and focus groups over the course of several months.

During this time, many staff participated in training and shared materials about anti-Black racism and white fragility. The Board leadership also participated in a training series about anti-Black racism and developed Principles for Recovery and Re-Opening as well as draft Values that put diversity, equity and inclusion at the centre of strategic planning.

The Organizational Review included 17 recommendations to address anti-Black racism, including but not limited to these examples:

- Supports to heal the pain caused by anti-Black racism and racism;
- Steps to make existing policies and complaints processes more useable and more used;
- A new management role with responsibilities to lead Diversity, Equity and Inclusion, supported by DEI embedded in workplans across the House;
- A new Diversity, Equity and



Shane Joseph: “Addressing the issues of inequity, oppression and racism requires intentional and authentic action. West Neighbourhood House is taking action.”

Inclusion forum for staff from across the House to monitor and assist with the implementation of the recommendations; and

- A new working group of staff across the House to develop better outreach strategies for Black and other racialized people in our catchment area.

The management team, in consultation with Black staff members, has developed a plan that will implement all recommendations from the Review and embed Diversity, Equity and Inclusion policies into all areas of the House. We are also committed to continuing to have

training opportunities be available for all levels of House staff and volunteers, including that around dismantling white supremacy and facilitation with equity-seeking community groups.

We recognize that this is, and will continue to be, an ongoing process. Throughout our implementation plan and beyond as we build upon this necessary and important work, we will continue to consult, take direction from and work in partnership with Black staff members as they see fit, balancing appreciation and need for input from their experiences and perspectives with the hope to not place further burdens upon them. <

COMMUNITY CHECK-IN PROJECT

Co-designing the future with our neighbours

by Chris Ellis, [MASS LBP](#)

The West Neighbourhood House

Community Check-In Project was created to better understand the needs, aspirations and priorities of residents of west downtown Toronto.

The initiative is a response to challenges the community has been facing and will face in the future, including unaffordable housing, discrimination, health and well-being, income inadequacy, social isolation – all exacerbated by the pandemic – and the effects of climate change on society. This exceptional year sparked the need for a deep community conversation to plan for a better post-pandemic world.

In February 2021, the Community Check-In engaged over 150 community members from all walks of life, each of whom answered a call to public service.

“Participants of the community interviews and on the Community Reference Panel were from diverse backgrounds who brought a wide range of experiences and perspectives. They all shared the need to build a stronger community for all.”

—Chimwemwe Also,
Project Team Member

This call asked people for 18 hours of their time to learn about, create and deliberate on recommendations that would help West Neighbourhood House plan for the future.

From these 150 volunteers, a lottery was used to randomly choose a group of 30 to represent the community in an online Community Reference Panel. Panelists were selected by gender, age, identity, local geography and other criteria to ensure they broadly represented the west downtown population.

Each panelist was asked to put themselves in the shoes of community members who could not be in the room.

A field team also interviewed sixty other community members as another part of the Check-In Project. These interviews provided an alternative method of engagement for people unable to commit to the intensive participation of the Panel. This two-pronged approach ensured that the voices and perspectives of

vulnerable members of the community were included.

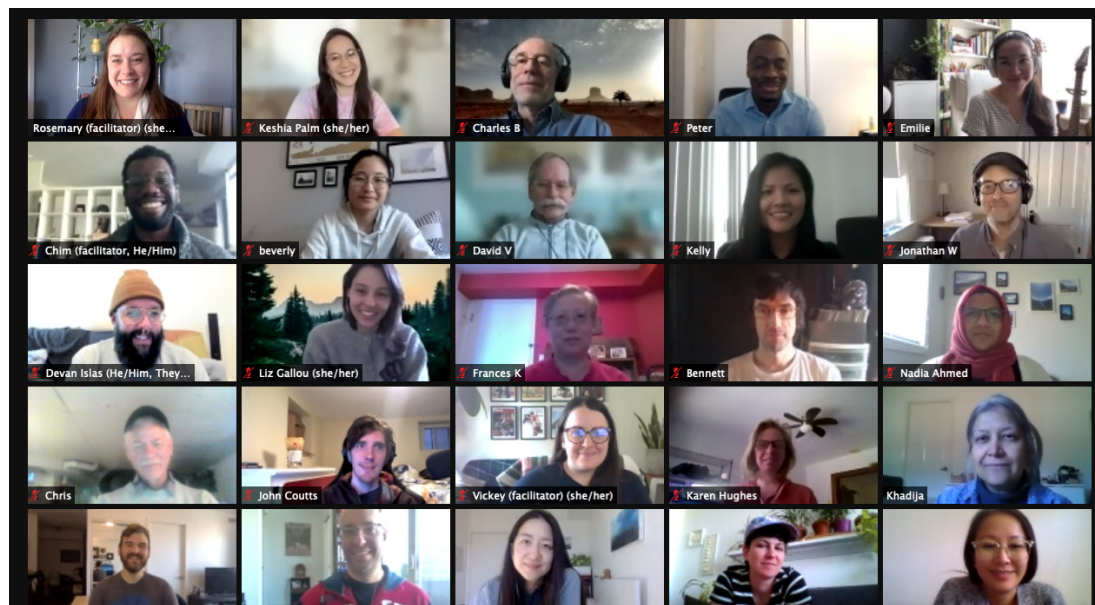
Twelve staff also participated in a facilitated study group process, and their experience and vision provided another source for this project’s findings.

Affordable housing, safety, better job opportunities and healthy, stable lives were commonly voiced priorities. Participants also frequently expressed their desire for West Neighbourhood House to address and fight systemic

issues such as inequality, the widening income gap and structural racism.

Participants also emphatically endorsed West NH using the community as a resource, reiterating that the more it includes people to design and plan, the more successful it will be in combating the community’s challenges.

The results of the check in are key inputs into the House’s new and ambitious Strategic Plan, currently in process. <



West Neighbourhood House is grateful to all who participated in the Check-In

WOMEN'S EMPOWERMENT

Gender-based inequity in the time of COVID-19

Our Women's Empowerment

Program is designed for anyone who identifies as a woman experiencing abuse; due to COVID-19, the services the program offers, including individual supports, crisis

intervention and transitional planning, have never been so critical.

A 2020 report by consulting firm McKinsey & Company notes that during the pandemic, women's jobs have been affected 1.8 times more than men's jobs; meanwhile, there has been a widely reported surge in gender-based violence across Canada resulting from extended stay-at-home orders, trapping women in close quarters with their abusers. But you don't need to tell any of this to our Program Workers, who have seen it all first-hand.

"We've had a surge in demand for the program, especially from women with small children and/or larger families, women who are unhoused or in poor housing, and women with mental health issues," said one Program Worker. "Many women who were already in crisis had their lives upended by COVID-19."

Among the new or exacerbated challenges are: job losses resulting in lost wages; paused family court proceedings, dragging out periods of uncertainty for women in already-precarious situations; educating

children at home with limited space, privacy and access to technology; and so much more falling on women's shoulders, in every home, behind every closed door.

"We've had women who have gone through tremendous transformations, such as leaving abusive relationships, repaying years of debts taken out in their names, learning English and embarking on new careers, who feel set back because of COVID," the Program Worker said. "We've tried to help women feel validated, without judgement, and recognize that it is okay to feel this way."

During the pandemic, the program transitioned to supporting most clients virtually and by phone, which has come with both advantages and challenges. On one hand, women for whom childcare or travel would be a barrier to accessing services are now able to connect with a worker remotely. This has been especially helpful for women not able to get help in their own language in their local area, or for those for whom discretion is necessary – they can simply "go for a walk" and call the program to get support.

On the other hand, some women who are not familiar with technology have struggled to get connected, and in some situations, such as support with housing or legal matters, women have still required face-to-face interactions

– even through a pandemic – which our Program Workers have provided.

Going forward, the program plans to incorporate both in-person and virtual activities in order to better serve the needs of participants and provide support whenever, wherever. And according to our program workers, keeping the line of communication open – in whatever form that looks like – has never been so important. <

WOMEN'S EMPOWERMENT FACTS

- > Staff provided supports in English, Portuguese, Mandarin, Cantonese, and Hungarian.
- > We supported 179 women individually through longer and more frequent encounters this year. Participants experienced lack of control, isolation, increased parenting demands and escalated mental health fragility which contributed to stress, abuse and violence.
- > Over 1,000 newcomer women got information and training supports through our digital platforms. Daily support groups were also held.
- > 245 women received supports from our Meeting Place Drop-in. 100% of them have experienced gender-based violence.



WEST NEIGHBOURHOOD HOUSE

How we work within our community

Children and Youth programs

PARENTS

- Family program: parent and caregiver skill-building and support, social-recreational activities
- One-on-one support for families and caregivers

PRESCHOOL-AGED CHILDREN

- Learning and social-recreational activities
- Virtual drop-in program

SCHOOL-AGED CHILDREN

- After-school program: social-recreational activities, homework support
- School break and summer camps
- Individual support to children who have experienced violence in the home
- Music School: individual lessons, recitals, concerts, children's choir

YOUTH

- Newcomer Youth Program: skill development, mentorships, social-recreational activities, special events, youth-led community projects
- Youth after-school tutoring

- Youth leadership programs
- Toronto Youth Job Corps: life skills, pre-employment training, job placements

Adult Programs

- Women's Empowerment Program and transitional housing: outreach, individual and group support for women who have experienced abuse
- West Employment Services and Training: Employment coaching, skills development, career exploration, job search and retention support, connections with employers
- Financial Empowerment and Problem-Solving, individual financial coaching, income tax clinics, public education
- Immigrant and Refugee Services: settlement, volunteer tutoring and mentoring, workshops, outreach,



Our After-School program operated in person when schools were open

supports for homeless/precariously-housed newcomers

- Adult learning: individual tutoring, groups and small classes, academic upgrading General Educational Development (GED) preparation, computer training and internet access
- The Meeting Place drop-in: basic needs (showers, laundry, telephones, computers, community kitchen), information and referral,

- mental health and addictions case management, Indigenous spiritual and group supports, eviction prevention, connections to odd jobs
- The Parkdale Meeting Place drop-in: social and recreational activities, information and referral
- Music School: individual lessons, recitals, adult choir, concerts, special events
- Space for Narcotics Anonymous meetings



Our incredible Personal Support Workers never stopped providing essential at-home care

Older Adults Programs

- Client and Family Services: intake, assessment and case management, crisis intervention, caregiver support and counselling, income tax clinic, home visits
- Adult Day Program: supervised care in a group, in-home or on-line setting with multicultural

activities and special events for frail individuals and those with Alzheimer's or cognitive impairments

- Home Support: homemaking, personal care, respite care for caregivers
- Assisted Living and Supportive Housing: support for high-risk

seniors with activities of daily living through homemaking, personal care, and response to emergencies 24/7

- Friendly Connections: regular monitoring, wellness checks, visiting, "social media club" online connections program

- 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 and day programs
- Health Promotion: virtual programming, weekly workshops, health clinics, self-care groups, yoga, Zumba, and arts studio
- West Active Living and Learning Centre: leadership and community development, Health Action Theatre by Seniors (HATS), social and recreational activities, intergenerational activities and Portuguese Women 55+ social group

All Age Groups

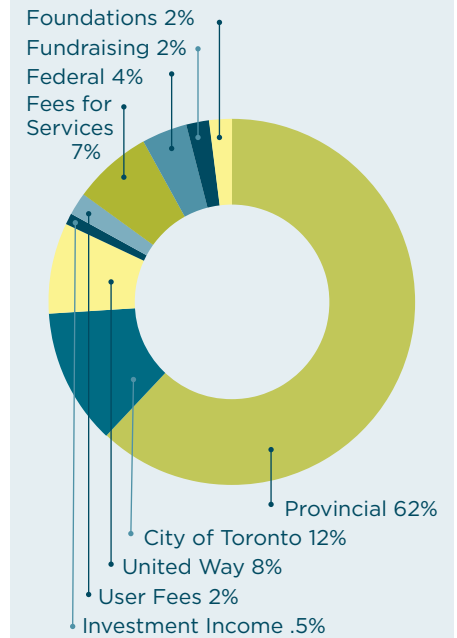
- Recruit, screen and match volunteers and students to programs and projects
- Informal Economy Project
- Mutual Aid Project
- Build a Better Bloor Dufferin
- Partner in Parkdale People's Economy Project
- Public education, research and community consultations
- Music School individual lessons, recitals and concerts

STATEMENT OF INCOME AND EXPENSES

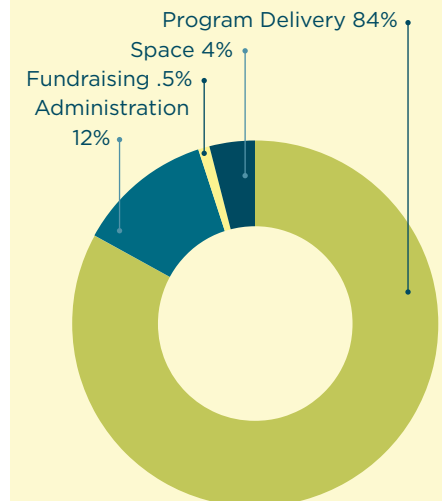
	Year Ended Mar. 31, 2021	Year Ended Mar. 31, 2020
Income		
Grants		
Federal	563,029	398,259
Provincial	7,912,737	7,418,615
City of Toronto	1,491,632	1,643,699
United Way	1,034,527	863,715
Foundations	269,753	400,402
Fundraising and Donations	198,242	257,419
Investment Income	55,832	45,154
	11,525,752	11,027,263
Fees		
User Fees	278,146	589,474
Fees for Services	921,349	852,054
Membership	0	662
Amortization of Capital Contributions	76,833	75,992
	12,802,080	12,545,445
Expenses		
Salaries and Benefits	9,361,108	9,699,931
Building Occupancy	472,218	542,062
Office Expenses	339,239	334,659
Recruitment and Education — Volunteers	5,244	22,685
Communication and Printing	2,748	20,573
Purchased Services	1,062,633	744,592
Staff Development	31,171	64,205
Staff Travel	28,963	78,072
Transportation	10,241	52,426
Food Services	267,355	299,710
Program Expenses	1,068,052	502,901
Fundraising Expenses	71,297	94,166
Depreciation Expense	76,555	80,986
	12,796,824	12,536,968
Excess (deficiency) of revenues over expenses from operations	5,256	8,477
Fair market value change in investments	478,539	-4,767
Excess (deficiency) of revenues over expenses from operations	483,795	3,710

Note: Complete financial statements have been audited by Grant Thornton, Chartered Accountants and are available upon request.

INCOME



EXPENSES



Thanks to all the friends of the House

West Neighbourhood House appreciates the support of the following funders and donors in 2020–2021. We also thank the 464 individuals who supported us financially this year.

Government of Canada

Canada Mortgage & Housing Corporation
Employment and Social Development Canada
Income Security and Social Development Branch
Skills and Employment Branch
Immigration, Refugees and Citizenship Canada
Settlement Directorate
Public Health Agency of Canada
Health Programs & Services

Province of Ontario

Ministry of Children, Community & Social Services
Citizenship & Immigration Division
Community Services Branch
Ministry of Heritage, Sport, Tourism and Culture Industries
Ministry of Labour, Training and Skills Development
Ministry of Seniors and Accessibility
Toronto Central Local Health Integrated Network

City of Toronto

Children's Services Division
Shelter, Support & Housing Division
Social Development, Finance & Administration Division
Community Funding Programs Unit

Youth Development Unit
Toronto Employment and Social Services Division
Toronto Arts Council

Foundations

Anonymous
Aqueduct Foundation
CanadaHelps
Carthy Foundation
CHUM Charitable Foundation

George Cedric Metcalf Charitable Foundation
Grace Rodwell-Muncaster Foundation
Harry A. Newman Memorial Foundation
HelpAge Canada
la fondation Emmanuele Gattuso
Ontario Community Support Association
Smith Family Foundation
The Henry White Kinnear Foundation
The J. W. McConnell Family Foundation
St. Christopher House Community Endowment
The Toronto Star Fresh Air Fund
Toronto Foundation

Corporations/Local Businesses

Alterna Savings & Credit Union
Anonymous
AstraZeneca Canada Inc.
Autodex
Caldense Bakery
Campbell Craft Consulting
CIRV Radio International
Costume House
Daggerwing Group
DUCA Credit Union
Dufflet Pastries
E.B. Rich Research 2006 Inc.
IC Savings
Imaginus Canada Limited



Participants in the Newcomer Youth Program stop by the House to pick up program supplies and donated On Running Shoes



Throughout the lockdowns
and stay-at-home orders the
Meeting Place stayed open

Lakeview Restaurant
Lebel & Bouliane Inc.
Lisa Jorgensen Professional
Corporation
Loblaw's Inc.
Long & McQuade
Longview Asset Management
Manulife Financial
Metro – various locations
Nestle Canada
No Frills – various locations
Office Central
Paula Bowley Architects Inc.

RBC – various branches
RBC Financial Group
Roger's Computer Technology Inc.
Satov Consulting
Scotiabank
Sun Life Financial
Tim Hortons – various locations
Uncommon Toronto Ltd.
Venezia Bakery
Vina Pharmacy
Viral Media Group Inc.
Workshop Architecture

Associations/Community Groups/Sources of Donations

Benevity Community Impact Fund
CanadaHelps
Canada Running Series Inc.
Charities Aid Foundation of Canada
Hopologia Social and Recreation Fund
Inc.
Ontario Association of Foundation
Specialists
Ontario Power Generation Employees
& Pensioner's Charity Trust
Needlework Guild of Canada
Parkdale Roadrunners
PayPal Charitable Giving Fund
West Neighbourhood House Fixthe6ix
Committee
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 Seniors Active Living Centres**
 - 20/25 West Lodge Ave. ④
 - Springhurst Manor, 1447 King Street West ⑤
- 1033 King Street West ⑥



Shamair and Beryl put meal packages together for a day of Meals on Wheels deliveries.

**Thanks to our staff for
their resilience during an
incredibly challenging year!**

VOLUNTEERS are the lifeblood of West Neighbourhood House. Even as many of our programs looked different this year, we couldn't have done it without your support, volunteer time and encouragement – thank you so much! If you are interested in joining the House as a volunteer, please visit westnh.org/volunteer to learn more.

DONATE

Every dollar from our donors helps us create personal and social change in the community. Support West Neighbourhood House at westnh.org/donate.