



NEIGHBOURHOOD HOUSE

Annual Report 2022-2023

# ENABLING PERSONAL AND SOCIAL CHANGE



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# 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.

## Our Values

Our values guide us and will be revisited as we learn from both our successes and failures. None of these values stand alone - each needs to be understood in relation to the others.

## Land

Right relations with Indigenous peoples.  
Right relations with our environment.

## Equity and social justice

Recognize and challenge inequity and injustice in the House and society.



### Our Board: (left to right)

Top row: Emily Paradis (President), Maureen Fair (Executive Director), Dorothy Charach, Rona Abramovitch  
Middle row: Prasad Rao, Martha Goodings, Adrienne Lipsey, Lynne Woolcott (staff)  
Second row: Zaria Duncan (staff), Kelly Le, William Falk, Melanie Newton  
Bottom row: Alim Remtulla, Nelson Lynch and Vathani Vadivel (staff), Sean Meagher  
Missing: Rutendo Change, Susan Main, Chandran Fernando and Sara Mencia de Lara

## Co-creation, Collaboration

Meaningful inclusion of participants in program design, evaluation, advocacy, and change strategies; and working collaboratively and creatively with multiple partners.

## Responsive practices and positive organizational culture

In all our interactions, practice compassion, trust, respect, equity, innovation, non-judgment, harm reduction, conflict resolution, finding common ground, accountability, inclusion, responsiveness, learning-unlearning, and transparency.

## Neighbourhood-based, community-centered

Being "place-based", with the House as the "campfire of neighbourhood"; honouring the people who shape our neighbourhood and focusing on community development as well as individual service.

## Leadership Report

We write together as the volunteer President of the Board of Directors (Emily) and staff Executive Director (Maureen) to keep West Neighbourhood House accountable to our members and community.

Our Annual Report lets our members, program participants, our donors, our funders, our volunteers and our neighbours know what we did to meet our commitment to enable personal and social change in 2022-23. We deeply appreciate your trust and your support for this work.

In reviewing the past year, we acknowledge that the pandemic is not over --but we are used to it. We have learned and grown through it and now serve our community with more options (in-person or online or both simultaneously) with the skills and experience to maximize infection control and safety.

Most importantly, we worked with program participants and community members to double down on addressing the inadequacies and inequities in our society that became more apparent during the pandemic.

To address the inadequacies and underfunding of the healthcare system, we worked side by side with medical partners to create community health activities such as outreach, educational sessions, and vaccination clinics that maximized the safety and health of local residents, especially people experiencing homelessness. We creatively repurposed our resources to do everything we could to keep seniors at home safely instead of being in hospital or long-term care (for more detail, see page 8).

To address the inequities and injustices in our society, West Neighbourhood House Board, staff and community members advocated about multiple issues affecting the diverse low-income people we serve: inclusionary zoning and community benefits agreements to create local affordable housing, expansion of evidence-based community safety models, the need to invest in public and non-profit infrastructure, and protecting democracy by rejecting abuse of the notwithstanding clause.

As you will see in this Annual Report for 2022-23, West Neighbourhood House actions over the past year were guided by our newly stated values and Strategic Plan. These were created after intensive consultations and co-design with our community in 2021-22 and are now embedded in all our plans.

Thank you to the staff team of the House who have persevered yet another year in pandemic conditions, continuing to adapt and create and unlearn/learn and grow. You have shown extraordinary endurance and commitment to this community.

Thank you also to the generous volunteers, donors, and funders who supported our community work over the past year. Maureen especially notes with appreciation the many thoughtful and supportive contributions of the volunteer Board of Directors.

While proud of the work of the House, we are committed to doing better and we welcome your suggestions and feedback (email [maureenfa@westnh.org](mailto:maureenfa@westnh.org)).

## Thank you Emily!

The Board and staff express our deep appreciation for Emily Paradis who is ending her term as volunteer Board President. Emily not only supported staff, especially Executive Director Maureen Fair, during the last two years of the pandemic but also stepped forward as a strong advocate for our community. Emily's profound commitment to social justice and equity, her knowledge about local community issues, and her inclusive and caring manner have made a positive difference to the House and our work. We are very glad Emily will remain on the Board as Past President.



Maureen Fair (Executive Director), Emily Paradis (President), Prasad Rao (Vice-President)



# EQUITY AND SOCIAL JUSTICE

## Dismantling Systems of Inequity and Injustice

### Opposing All Forms of Racism and Discrimination through Outreach, Education and Programs

The Diversity, Equity and Inclusion (DEI) Committee, composed of staff and management from across the House, led the efforts to improve the ways we address discrimination and embed DEI goals in all our work.

For instance, the House introduced new guidelines for interrupting racist and abusive behaviour from participants and community members. Racist and abusive behaviours are now more frequently named, tracked, and addressed. Our goal is to create safer and more inclusive workplaces and programs for everyone.

The DEI Committee also fostered an environment of learning and accountability in the House's efforts to dismantle inequities. Each program created an action plan to embed DEI in all interactions with participants. Learning about diversity, racism, and oppression took place at all levels of the organization, including the Board of Directors.

More than ever, diverse cultural and identity events were celebrated and became opportunities for learning and reflection. During Black History Month, there were events for program participants, volunteers, and staff. Our Celebrating the Legacy of Black Canadian Excellence event welcomed local community members and partners to honour the achievements of Black Canadians with live performances, food and discussion.

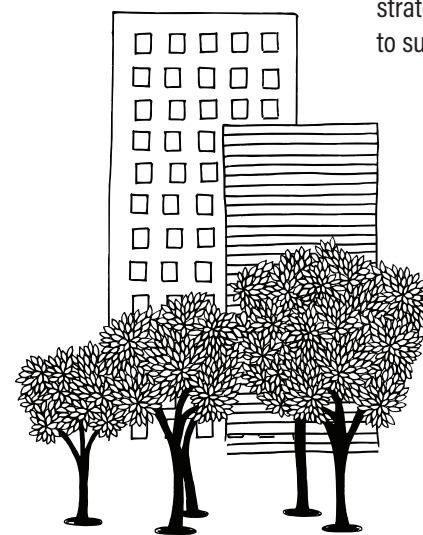
Most recommendations of the 2021 Organizational Review on Anti-Black Racism have been completed and the remaining few are in progress under the leadership of the DEI Committee.

The House also initiated a Righting Relations Working Group composed of Board members and staff. This group is driven by the House value of "Land" which recognizes broken covenants with Indigenous peoples and reinforces our commitment to make this right with Indigenous peoples, with the land, and with each other.



Organizing for improved community safety with our partner, Toronto Neighbourhood Group

**In 2022-23, West Neighbourhood House addressed systemic inequities through our advocacy and coalition work, as well as through organizational development, new processes, learning opportunities, and brave conversations across the House.**



### Community Safety and Alternatives to Policing

The Community Development team of West Neighbourhood House partnered with the Toronto Neighbourhood Group to establish a coalition of over 20 partners to advocate to City Councillors for increased mental health services for people in crisis, which have been shown to reduce the need for police intervention.

Emily Paradis, volunteer President of West Neighbourhood House's Board of Directors, spoke in front of the City Budget Subcommittee as well, where she advocated for better investment in social programs, mental health and addiction services, shelters, and housing to help people in crisis rebuild their lives.

Over the past year, we also collaborated with a group of west end organizations to establish model of a 24/7 mobile crisis intervention service for west Toronto. We are grateful to the Community Panel Consultation for our Strategic Plan in 2020 for highlighting this community need that is now reflected in future directions of West NH.

Meaningful dialogue with the community led to collaboration for systemic change. This collaboration engaged decision-makers, primarily City Councillors, in strategies to expand alternatives to policing. Better access to supports will lead to better outcomes for everyone.

Our Older Adult Centre celebrated International Women's Day with Spirit Wind Drumming Group



West Neighbourhood House is engaging in wonderful work that will shift the paradigm on what it means to have safer and more inclusive workspaces for the benefit of service users, staff, community members and broader society. I am extremely excited to partner with all members of the House in this important work.

Zaria Duncan  
Associate Executive Director



# NEIGHBOURHOOD-BASED, COMMUNITY-CENTRED

## Bringing People Together to Achieve Personal Goals

### Expanded Program Activities in our Meeting Place Drop-in

The Meeting Place (our drop-in for people experiencing homelessness or housing precarity) renovated its approach by expanding skills-oriented training.

New activities include: self-care and hygiene (includes foot-care while living rough); silk-screening for gifts and income; cultivating peacefulness through knitting and crocheting; and "More Than Words" which teaches skills in identifying and constructively expressing emotions. These join long-time skill-building activities such as the cooking skills class, Harm-Reduction Group, the Women's Empowerment Group and the Brave Spaces group.

The Meeting Place continues to be a community "living room" for many and a place to get showers, do laundry, eat, and get connected to housing, health care, and social services. Now, as one member said, "the new programs are giving members a greater sense of purpose and are stimulating our minds."

### Flexible Care for People with Cognitive Impairments

The House has decades of work supporting people with dementia, cognitive impairments and/or those who are physically frail. Our goal is to support their healthier, more active, socially engaged lives. A significant evolution is the Adult Day Program@Home (ADP@Home) where people participate in virtual activities from home along with in-person personal care and "activation" from visiting staff.

Like the West NH Adult Day Program at 248 Ossington, ADP@Home is tailored to each participant's needs through social-recreational activities and physical and mental exercises. Gentle fitness, music, yoga, meditation, and brain fitness are favourites among participants. The program also offers dementia-specific programming, with distinct levels of care from early onset to late-stage supports. As virtual activities are spread throughout the day, participants choose activities that fit their schedules and energy levels. They can socialize and be active many times daily.



Brain strengthening  
exercises



West Neighbourhood House



Navigating the complexities of elder care - especially all the public and private Alzheimer programs - has been such a challenge for us. Your assistance has gone beyond anything we have experienced.

**Son/caregiver**  
Adult Day Program

### Our Preschool Drop-in Opens Five Days a Week in Liberty Village

After seeing the number of families with young children in the condos of Liberty Village, West NH now offers preschool programming 5 days a week at our 1033 King West site and in local parks. This program responds to challenges local families face such as lack of childcare options, and limited spaces for children to run and play (also known as developing gross motor skills!) due to insufficient park space and small condominium spaces.

Like in our long-time Preschool Program at our 248 Ossington location, children and their caregivers engage in games and activities in a nurturing environment. Parents or caregivers and children share a space to meet, play, learn, and connect with one another, building mutual support.



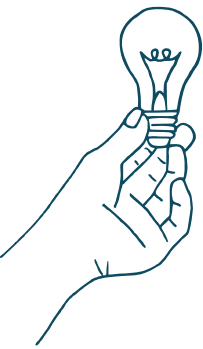
The family drop-in centre has been a wonderful place for my family and I...we look forward to the weekly activities and getting to know members of the community

**Parent**  
Preschool Program

Annual Report 2022-2023



Learning  
while playing



# CO-CREATION, COLLABORATION

## Collaborating for Systems and Social Change

### Getting Frail Seniors Home Safely and Freeing Up Hospital Beds

West Neighbourhood House continues to be an active partner in the very collaborative Mid-West Toronto Ontario Health Team (OHT) as well as the West Toronto OHT.

The OHTs bring together local hospitals, doctors and nurse practitioners, community health centres, Home and Community Care (formerly the CCAC), rehab facilities and community services such as West NH to design and deliver seamless and holistic care for diverse community members.

One of the successes of the Mid-West Ontario Health Team has been the work led by West Neighbourhood House to get seniors out of hospital where they have been languishing with nowhere else for them to go. These people are in "Alternate Levels of Care" (ALC) beds that could be used for crisis care (and to take some pressure off overcrowded Emergency Rooms). Long-term Care homes have waitlists and some people do not want to go there.

Many of the people in hospital for long stays get "de-conditioned" and need coaching to redevelop their skills for daily living. Our Older Adult Centre team has creatively cobbled together different program resources as well as the resources of Toronto Grace Hospital, Telemedicine Impact Plus, and others to enable these seniors to return home and be cared for there with our "high intensity" help.

We also focus heavily on supporting caregiver(s) - those family members and friends whose work is often invisible and under-appreciated by others. Since December, when our Enhanced Community Supports Program started, we made it possible for 43 ALC patients to leave hospital and remain at home.



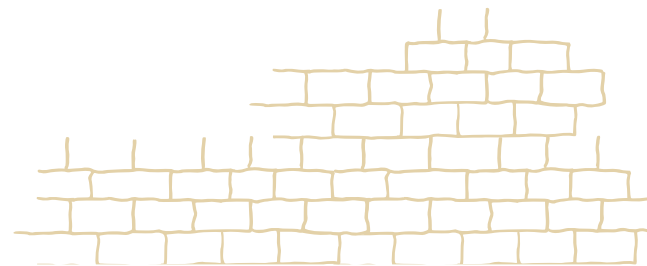
This is the type of service that should be available to all vulnerable seniors. It has restored my faith in what is possible if we prioritize community care and well-being.

**Family member/caregiver**  
Intensive Support Program

### Working Together for Affordable, Decent Housing

West End Coalition for Housing Justice is a community-led initiative to empower local residents to get involved in the development process in their community and take action by advocating for more affordable housing solutions. We now support a growing Coalition for Inclusive and Equitable Development of over 40 different grassroots and resident groups, who engage with key housing policy-makers.

The Coalition successfully contested an appeal from developers to the Ontario Land Tribunal that would have blocked a change to the definition of affordable housing. The appeal was dropped this past February. The definition of housing affordability is now based on income instead of average market rates. This is a significant public policy victory.



West Neighbourhood House



Indigenous healing and medicinal garden on Dunn Ave.

### Supporting Self-Determining Grassroots Groups

With deep knowledge of the centrality of land for Indigenous people, the Indigiqueer Earth Workers TO (formerly Indigenous Guides) came together in the Dunn Garden in Parkdale to tend the land and nurture relationships with plants and traditional medicines. The group stewards the garden as a peaceful and brave space for Two Spirit/Indigiqueer folks and others to enhance well-being, access to food, and participate in traditional teachings. It also collaborates in other earth working and cultural activities across Toronto, such as ceremonies, land care, harvesting, and traditional controlled burnings on the land to replenish it.

Indigiqueer Earth Workers TO was one of the grassroots groups supported by West Neighbourhood House this year. The House, primarily through the Greenest City Program, provided administrative, grant writing, coaching, training, and office space to the group. The House is grateful for the teachings from and collaboration with the Indigiqueer Earth Workers.



Kudos to neighbours' creating a 'Welcoming Committee' for Parkdale's new affordable housing tenants.



# PROGRAMS

## How We Work with our Community

### Children and Youth programs

#### Parents

- Family drop-in 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 through play at drop-in centre

#### School-aged children

- After-school program: social-recreational activities, homework support
- School break and summer camps

#### Youth

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

### Adult Programs

- Women's Empowerment Program and transitional housing: outreach, case management, individual and group support for women who have experienced gender-based violence
- West Employment Services and Training: Employment coaching, skills development, career exploration, job search and retention support, connections with employers
- Financial Empowerment: individualized problem-solving, financial coaching, income tax clinics, public education, advocacy
- Immigrant and Refugee Services: settlement, volunteer tutoring and mentoring, workshops, outreach, support to 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 cultural and group supports, skill development and social recreation groups
- Space for Narcotics Anonymous meetings



### Older Adults Programs

- Client and Family Services: intake, assessment and case management, crisis intervention, caregiver support and counselling, 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 Dementia 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, Health Action Theatre by Seniors (HATS) and arts studio
- West Active Living and Learning Centre: leadership and community development, social and recreational activities, fitness, yoga and Zumba classes, intergenerational activities, and Portuguese Women 55+ social group
- Home at Last (HAL): in partnership with other agencies and hospitals, accompany seniors home upon hospital discharge and to follow up medical appointments



## By the Numbers

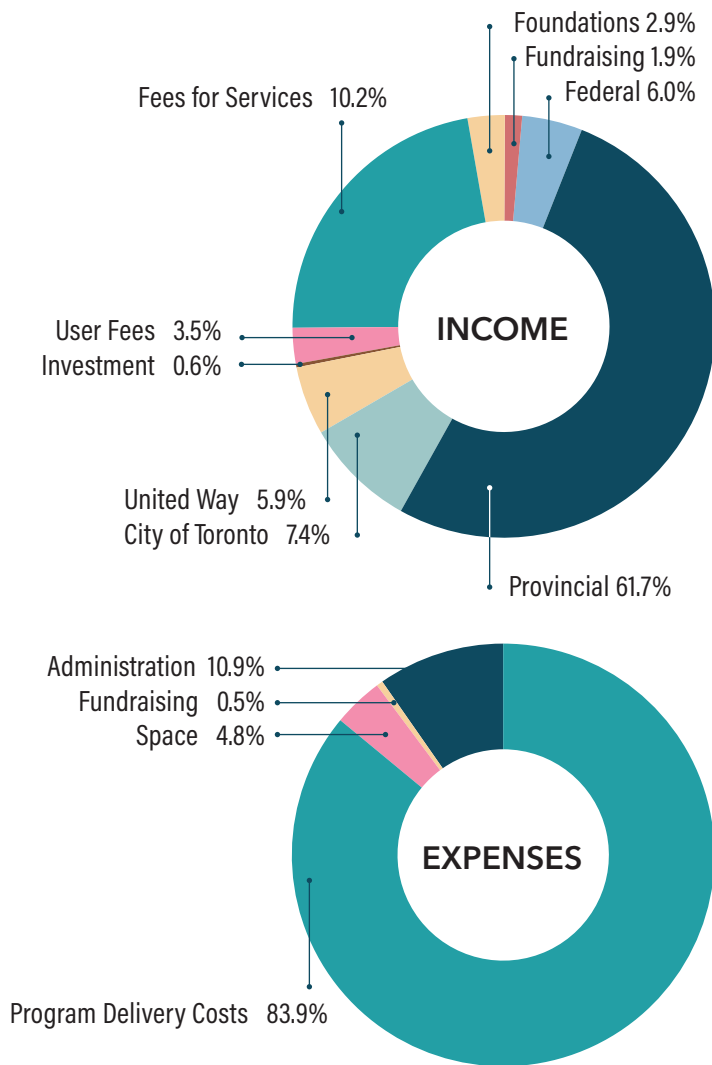
<b>332</b>	<b>559</b>	<b>1,844</b>
Pre-school children (0-6)	School-aged children (6-12)	Youth (13-24)
<b>6,776</b>	<b>3,192</b>	<b>12,693</b>
Adults (25-64)	Seniors (65+)	Total served

### All Age Groups

- Recruit, screen and match volunteers and students to programs and projects
- Community Gardens, Good Food Market
- Climate change education and community development activities
- Leadership development and administrative supports for self-determining grassroots groups and mutual aid groups
- Social Medicine Housing Initiative in Parkdale
- Re-Thinking Community Safety Project
- Partner in Parkdale People's Economy Project
- Public education, research, community consultations, and advocacy
- Music School individual lessons, recitals, choirs, and concerts



# FINANCIALS



	Year Ended Mar. 31, 2023	Year Ended Mar. 31, 2022
<b>Income</b>		
Grants		
Federal	855,562	676,499
Provincial	8,857,475	7,619,747
City of Toronto	1,067,728	1,247,157
United Way	840,352	769,173
Foundations	419,704	415,379
Fundraising and Donations	271,466	192,196
Investment Income	79,024	38,984
	<b>12,391,311</b>	<b>10,959,135</b>
Fees		
User Fees	501,569	401,358
Fees for Services	1,462,255	3,268,749
Membership	0	0
Amortization of Capital Contributions	61,863	58,599
	<b>14,416,998</b>	<b>14,687,841</b>
<b>Expenses</b>		
Salaries and Benefits	10,660,931	9,733,797
Building Occupancy	682,342	557,687
Office Expenses	516,763	368,474
Recruitment and Education – Volunteers	8,064	3,389
Communication and Printing	9,507	9,921
Purchased Services	879,545	2,864,197
Staff Development	65,103	58,017
Staff Travel	77,147	52,383
Transportation	39,684	24,883
Food Services	356,219	308,036
Program Expenses	976,332	563,074
Fundraising Expenses	72,216	71,976
Depreciation Expense	63,407	60,143
	<b>14,407,260</b>	<b>14,675,977</b>
<b>Excess (deficiency) of revenues over expenses from operations</b>	9,738	11,864
Fair market value change in investments	-176,511	173,438
<b>Excess(Deficiency) of revenues over expenses for the year</b>	<b>-166,773</b>	<b>185,302</b>

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

# DONORS AND FUNDERS

## Leadership Donors

Every year some people step forward with extraordinary gifts. We want to thank the following individuals for their generosity:

### \$2,000 or more

Rona Abramovitch  
Estate of Fran Bates  
Joe Sheehan  
Ms. Margaret Eagan White  
Anonymous

### \$1,000 to \$1,999

Andresa Andrade  
Chander Chaddah  
M. Fair and W. Shaw  
Pam Jolliffe  
Dr. and Mrs. A. Lentini  
Andrew Manning  
Tom McCauley and Sandra Cruickshanks  
Dr. Emily Paradis and Ms. Sarah Fowlie  
Brent and Stephanie Poole  
Anonymous

### \$500 to \$999

Rob and Nancy Bell  
Jill E. Black  
Dorothy Charach  
Katherine Childs and Paul Hess  
David Clarry  
Jane Cobden  
Donald M. Cooper  
F.P. daSilva  
E. Diokno  
Will Falk  
J. David Hulchanski

Mr. S. Hurley  
Brad James  
Pam Jolliffe  
Adrienne Lipsey  
Tom and Susan Main  
Diana McLachlan, Cale and Joni Brillinger  
Earl Miller  
Jane and Gordon Morwood  
Carlos and Odete Nascimento  
Ms. Maria d.C.M. Nunes  
Ms. Margaret Olsen and  
Dr. Michael Hoffman

T. Pankewycz  
Mr. P. Pengelly and  
Ms. S. Sulevani  
John Rhind  
Michelle Rothstein and  
Randy Rosenberg  
David Stonehouse  
Martin Sykes  
Gail Weiler and Dave Tyrrell  
Anonymous





# DONORS AND FUNDERS

Our sincere thanks to our supporters

West Neighbourhood House appreciates the support of all our funders and donors in 2022-2023.

Every donation - regardless of its size - makes an impact. The House is grateful to each and every one of our 371 donors for showing their support for others and making our community stronger. It means a lot.



Thanks to all our volunteers including these from Meals on Wheels

West Neighbourhood House

**Government of Canada**  
 Canada Mortgage & Housing Corporation  
 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 Children, Community & Social Services  
 Community Services Branch  
 Ministry of Labour, Immigration, Training and Skills Development  
 Employment Ontario  
 Settlement Services Branch  
 Ministry of Health  
 Ministry of Seniors and Accessibility  
 Ministry of Tourism, Culture, and Sport  
 Ontario Health

**City of Toronto**  
 Children's Services Division  
 Shelter, Support & Housing Administration Division  
 Social Development, Finance & Administration Division  
 Toronto Employment and Social Services Division  
 Toronto Arts Council

**Foundations**  
 Aston Family Foundation  
 Canadian Online Giving Foundation  
 Carrot Social Justice Fund  
 Charities Aid Foundation of Canada  
 CHUM Charitable Foundation  
 La Fondation Emmanuelle Gattuso  
 Makeway Foundation  
 Ontario Trillium Foundation  
 PayPal Charitable Giving Fund  
 TD Friends of the Environment Foundation  
 The Henry White Kinnear Foundation  
 The Toronto Star Fresh Air Fund  
 Toronto Foundation  
 Whole Kids Foundation

**Corporations/Local Businesses**  
 AstraZeneca Canada Inc.  
 Bag of Toronto  
 Beacon Securities Limited  
 Campbell Craft Consulting  
 CIRV Radio International  
 Epoch Investment Partners  
 Estoprint Ltd.  
 The Friendly Company Inc.  
 Griffith Group Executive Search  
 Havas Canada Holdings  
 Intact Financial Corporation  
 Italian Credit Union & Savings  
 Jolera Inc.  
 Logan & Finley  
 Longview Asset Management  
 Mawer Investment Management Ltd.  
 Nestle Canada  
 Paula Bowley Architects Inc.  
 Reach E-Shop  
 Salesforce  
 Satov Consultants Inc.  
 Sun Life Financial  
 Transflo  
 Uncommon Toronto Ltd.  
 The Workroom Studio Inc.

**Associations/Community Groups/Sources of Donations**  
 Benevity Community Impact Fund  
 CanadaHelps  
 Community Living Association for South Simcoe  
 Epiphany & St Mark Anglican Church  
 Givins/Shaw School Council  
 Hopologia Social and Recreation Fund Inc.  
 Needlework Guild of Canada  
 The Switch Collective  
 West Neighbourhood House Fixthe6ix Committee  
 The Workroom Studio Inc.

## In memoriam

West Neighbourhood House sadly said goodbye to several longstanding supporters and friends over the past year.

**Ann Cooper** was a committed Meals on Wheels volunteer, supporter and donor for over three decades.

**Barbara Ritchie** was a dedicated Meals on Wheels volunteer for decades as well as a generous donor.

**Joan Eddy** was a reliable Meals on Wheels volunteer and donor for three years, and was on the Board of Directors, serving as Treasurer.

**Yolande Mankarius (Nelly)**, was a devoted Health Action Theatre by Seniors (HATS) founding member, donor, and volunteer participant in our Active Living Centre for over 30 years.

**Charles Scott** was a long-time generous supporter, Board member, and Board President of the St. Christopher House Community Endowment.

**Andrew Ignatieff** was a former staff of the House on the management team and long-time supporter.

**Bob Ellis** was originally a Youth Worker in "St. Chris" who became a long-time Program Director and then later volunteered as Board President. Bob was much loved and respected by many "St. Chris kids" over the years.

**Rick Eagan** was Community Development Coordinator in West NH until recently. Rick contributed in many ways to the House, our community, and to public policies such as government Poverty Reduction Strategies. He is sorely missed.

These individuals contributed meaningfully to our community work. We thank them and remember them with great fondness and appreciation.



## OUR LOCATIONS:

### Dundas/Ossington

1 248 Ossington Avenue

### Meeting Place

2 588 Queen Street West

### Parkdale Community Programs

3 1497/1499 Queen Street West

### Supportive Housing Seniors

### Active Living Centres

4 20/25 West Lodge Ave.

5 Springhurst Manor, 1447 King Street West

### Community Economic Strategies

6 1033 King Street West

### Greenest City Program

7 220 Cowan Ave.



# Annual Report Contributors

Rona Abramovitch  
Zaria Duncan  
Maureen Fair  
Richard Lui  
Nelson Lynch

Rui Martins  
Isabel Palmar  
Emily Paradis  
Vathani Vadivel  
Lynne Woolcott

Graphic Design:  
Michael Scheianu (fiveline.ca)



We thank every person whose kindness, generosity, effort, smarts, and/or creativity contributed to dreams reached, relationships built, and positive changes in our neighbourhoods.


### CONTACT US:


416-532-4828

info@westnh.org

westnh.org

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