



NEIGHBOURHOOD
HOUSE

Annual Report 2021-2022

EMBRACING CHANGE TOGETHER



What's inside:

Leadership	2-3
Aspirations	4-5
Equity	6-7
Collaboration	8-9
Growth	10
Financials	11
Programs	12-13
Donors	14-15



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.

Annual Report Contributors

Rona Abramovitch	Angela Koh
Zaria Duncan	Nelson Lynch
Angela Elzinga Cheng	Emily Paradis
Maureen Fair	Vathani Vadivel
Tania Kengatharan	Lynne Woolcott

Graphic Design:
Michael Scheianu (fiveline.ca)

By the Numbers

100	159	1,304
Preschool children (0-6)	School-aged children (6-12)	Youth (13-24)
5,937	4,787	
Adults (25-64)	Seniors (65+)	

2



Our Board: (left to right)

Top row: Sean Meagher, Christine Yip, Maureen Fair (Executive Director), Rona Abramovitch
Middle row: Prasad Rao, Susan Main, Emily Paradis (President), Alim Remtulla
Bottom row: Adrienne Lipsey, Gillian Kerr, Will Falk, Melanie Newton
Missing: Rutendo Change, Martha Goodings, Sean Hurley, Sara Mencia de Lara

Thank you to our Leadership Donors

Every donation makes an impact. West Neighbourhood House is grateful for all the ways we receive support. Every year, some people step forward with extraordinary gifts. We want to thank the following individuals for their generosity:

Rona Abramovitch	Barbara Ritchie
Lynn Eakin	Mark Satov
Eileen McMahon	Joseph Sheehan



Emily, as the volunteer Board President, and Maureen, as the staff Executive Director, write with gratitude and hopefulness as spring is arriving and the latest wave of COVID is abating. All of us at West Neighbourhood House got through another tough year thanks to staff, volunteers, community members, partners, and generous supporters.

A staff said, "now that we've been through a pandemic, we're ready for anything!" We think so too because over the past year the House demonstrated:

- creativity,
- dedication to our community, and
- resilience, foresight and planning that will be useful and necessary for whatever comes next.

Community Co-created New Strategic Plan

The Board looked to the future by carefully examining our organization's past achievements, our current strengths and weaknesses, and our upcoming challenges and opportunities. By working with diverse community members who gave their inputs and time generously, we have co-created a new comprehensive Strategic Plan for the House (see pages 4/5).

Addressing Racism

West Neighbourhood House made progress on the Implementation Plan that came out of last year's Organizational Review about anti-Black racism in the House (see page 6/7).

Senior staff, led by our new Associate Executive Director Zaria Duncan, focused on strengthening diversity, equity and inclusion (DEI) across the House, starting with two particular areas: outreach and responding to racist incidents in programs.

Program by program, staff teams reflected on and planned responses to the learnings and recommendations from the Organizational Review.

Working Together for a Stronger Community: Health, Poverty, and Social Isolation

The House continued to welcome and support adults experiencing homelessness six days a week in our Meeting Place drop-in as well as through street outreach. We saw record numbers of new people in our drop-in.

Our Meals on Wheels program delivered meals and care packages to people in their homes. The warm conversations among staff, volunteers, and meal recipients who met at doorways - especially during snowstorms and scorching summer temperatures - reminded all of us about the power of connection and looking out for one another.

Our team of Personal Support Workers continued to support hygiene and the tasks of daily living in people's homes seven days and evenings a week. Other staff from our Older Adult Centre worked intently to reduce the isolation that threatens seniors' health. Some went to people's homes for social recreation, exercise, conversation and to give family caregivers some well-deserved time to themselves. Other staff facilitated people connecting on-line: social media club, music, cooking, yoga and more. The Older Adult Centre staff team made every effort in our High Intensity Supports for Seniors program to help seniors stay out of hospital when the hospitals were straining with COVID caseloads.

Children's programming responded fluidly to the waves of the pandemic with in-person activities in local parks when possible and continuing to provide After-School programming in Parkdale through most of the year.

Staff from our Women's Empowerment program, Immigrant and Refugee Services, Financial Empowerment and Problem-Solving, Adult Literacy and Learning, Employment and Music School connected with program participants online, over the phone, and in person when needed.

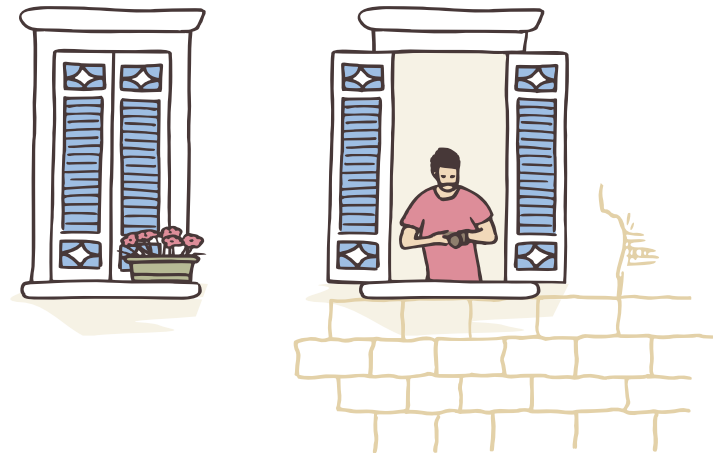
We thank the members of our community for their patience and adaptability as we found new ways to work together.

We thank everyone who worked to keep each other and our staff safe by getting screened, getting vaccinated and wearing masks.

We thank the volunteers who helped in new ways over the past year. From the self-organized mutual aid groups who delivered food and goods and reached out to inform neighbours about vaccination clinics, to others who checked in on isolated folks, to the community members who contributed to the Strategic Plan and finally, to the Board of Directors who provided sound, supportive, and wise governance - the neighbourhood is more inclusive because of you!

We thank all the staff of the House. We note the thoughtful and helpful members of the cross-House Pandemic Committee and the tireless Redeployment Team who worked early mornings and late evenings every day to ensure we had staff coverage for the essential services. Everyone on the staff team contributed in different ways to ensure our community continued to be served virtually or in-person.

We are proud and grateful to be part of this strong, caring community.





ASPIRATIONS



Our Five Year Plan to Transform our House

For more than a century West Neighborhood House has made its home in an area immediately west of Toronto's downtown core. Our neighborhood has raised, housed, educated, employed, empowered, and cared for generations of Torontonians - many of them the city's newest residents.

We have had a constant role in connecting, rallying, supporting, and serving this community while adapting ourselves to its constant evolution.

In 2021, in the midst of the COVID 19 pandemic, we found ourselves at the end of our planning cycle and needing to renew our strategic plan. Rather than delay until the pandemic was over, we decided to move forward with a new plan that is ambitious and aspirational.

We are very proud of our history, our accomplishments, our deep connections to our community. However, the pandemic highlighted and exacerbated inequities and divisions; it made us realize that we can work differently; it showed us that despite all we have done, there is still much to do.

West Neighbourhood House will continue to stand against inequities and divisions and to work to strengthen local residents and community to overcome these and other challenges. As we enter what we hope is the latter phase of the pandemic we will focus on renewing our connections with one another and ensuring that our community has a future as a vibrant home with room for everyone.

With this in mind, we created our plan for the next five years. Our new plan articulates our values and aspirations and identifies five areas of strategic transformation.

Our values will guide the plan. They are: land, involving Indigenous reconciliation and climate justice; equity and social justice; committing to responsive practices and positive organizational culture; being neighborhood-based and community-centred; and engaging in co-creation and collaboration.

We built this plan together.
Please read the full version [online](#)



Our aspirations, based on our long history of community engagement and participation, include:

- Being an ally and a capacity builder, grounded in anti-oppression and anti-racism, working collaboratively to act on climate justice, affordable housing, community safety, adequate income, and other issues that affect the community.
- Being a place where reconciliation with Indigenous peoples is actively pursued.
- Reflecting the diversity of the neighborhood.
- Meaningfully involving diverse community members in the ongoing co-design, data-gathering and evaluation of programs, community development activities, and advocacy.
- Partnering with grassroots groups and small organizations to support responsiveness and initiatives in the community.
- Being a trusted, welcoming, and inclusive space of support, both on-line and in real-life, where community members and program participants are engaged and supported to develop their own pathways.
- Continuing to address internal issues of diversity, equity, and inclusion, including more distributed leadership and having the systems in place to document, learn, reflect, and adapt.
- Reducing our environmental impact and working with marginalized individuals in the community to prepare for climate change.

To achieve these aspirations, we will continue to reimagine how we work, coupling the rigor, quality and accountability related to the work we do with an even deeper focus on the assets and capacities of those we work with. We will do this through five strategic transformations:

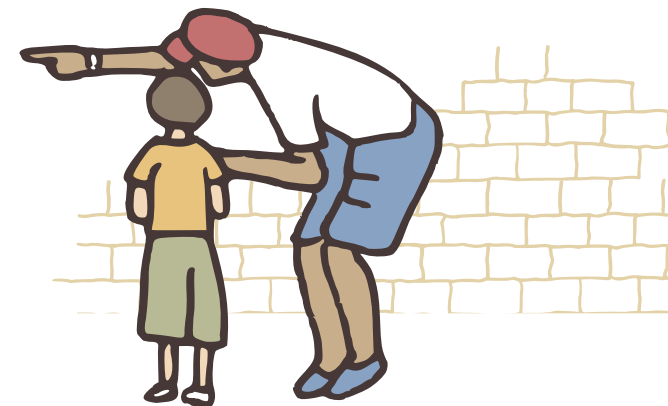
- Transforming our decisions means adopting measures and practices that go beyond conventional accountabilities and using our values as our compass.
- Transforming how we work means ensuring that we work in partnership with residents, animated by a spirit of belonging and innovation.
- Transforming our relationship with our community describes our belief that we need to continually reintroduce ourselves and our ethos to the community to ensure that we remain accountable, relevant, welcoming, and accessible.
- Transforming ourselves means seeing the agency and growth of every resident and staff member as paramount, and using our decisions - strategic, organizational, programmatic, and personal - as an opportunity for reflexive learning and practice.
- Transforming our home describes the steps we are taking to make the most of our once-in-a-generation opportunity to redevelop 248 Ossington, creating a green sustainable community asset that provides both affordable housing and new space for House programs and community use.



We want to renew our relationships and ensure that everyone knows that our door is always open. We want to be the “neighbourhood campfire” - a partner and place for creating and living in a more just, more equitable, more closely connected community.

We want community members to make West Neighbourhood House part of their house and to hold us accountable to these values and commitments. We want staff to be equipped to be supportive and innovative and to incorporate these values in their work. We want supporters to share and invest in this vision for community and greater equity and social justice.

Please join us.





EQUITY

Infusing Diversity, Equity and Inclusion Across the House

Over the last year, an organizational culture shift has been underway at West Neighbourhood House to further prioritize and promote values of anti-racism and anti-oppression.

This year, we've worked within West Neighbourhood House to create more inclusive outreach and programming for participants. In August, the Diversity Equity and Inclusion (DEI) Committee was established to ensure West Neighbourhood House is accountable to our values of continuous learning and adapting to the needs and aspirations of the diverse downtown west Toronto community. The DEI Committee engages staff in meaningful, but often difficult, discussions around how the House can be more welcoming and inclusive of people from diverse backgrounds and identities.

The House aims to integrate DEI work into every facet of the organization as well as deepen and scale up the DEI initiatives that our programs have already put forward.

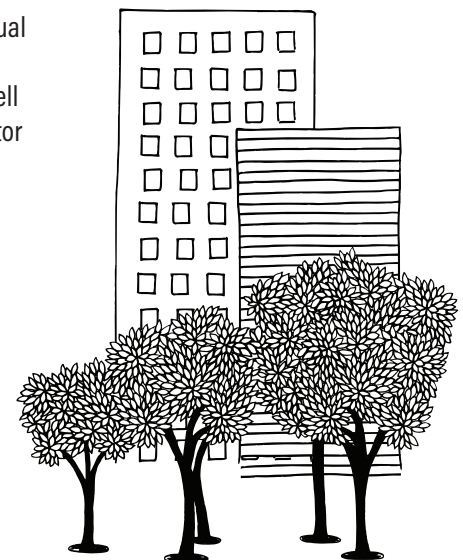
For many years, our staff and volunteers have been finding innovative ways to connect with participants to honour, include and celebrate their cultures and identities. Here are some of the ways programs encouraged the House to embrace diversity and inclusion this year:



Programs throughout the House facilitated activities for Black History Month.

Health and Wellness Lessons from the Black Pandemic Experience

In February, West Neighbourhood House organized a virtual townhall about Black Health and Wellness during the pandemic. The event was moderated by Paul Bailey as well as our very own Zaria Duncan, Associate Executive Director and Co-Chair of the DEI Committee. The event featured Black experts in science, public health, and healthcare.





Celebrating a Socially-Distanced Chinese Lunar New Year

The Seniors Community Development program organized a COVID-19 safe and virtual Chinese Lunar New Year celebration. Care packages of culturally-relevant food ingredients and supplies were distributed across the neighbourhood by staff and volunteers, making it possible for program participants to prepare a meal and celebrate together from their homes.

Brave Conversations at the Meeting Place

The Meeting Place program is where people experiencing homelessness connect with each other and seek supports. This year the program launched "Brave Conversations," an open conversational space for Meeting Place members to speak about their experiences of racism and oppression. Some members felt so moved by stories of their peers - especially those of anti-Indigenous and anti-Black racism - that they designed posters which featured their learnings and calls to action.

Implementing diversity, equity and inclusion measures across the House does not have a finish line. It is an ever-evolving process. We hope you join us in reflecting on and challenging systemic injustices to take action to improve our neighbourhood.



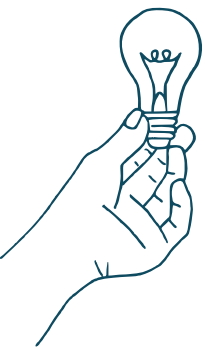
”

We are infusing diversity, equity, and inclusion throughout all parts, policies, and procedures of the organization to shift the culture and attitudes across the House.

Zaria Duncan

Associate Executive Director





COLLABORATION

Working Together for Healthier Neighbourhoods

A creative collaboration for delivering care

The Mid-West Toronto High Intensity Supports at Home program arose out of the need to keep people with severe health conditions out of hospital as much as possible to save beds for COVID patients.

Our model of the “High Intensity Supports at Home” program developed from our pre-existing relationships with:

- Dr. Pauline Pariser and her team of primary care providers,
- our Home At Last network of community care providers, particularly noting Reconnect,
- Toronto Home and Community Care, and
- our new Mid-West Ontario Health Team partners such as University Health Network, Toronto Grace Hospital and a key caregiver representative, Christiane Kokko.

Quickly formed, the High Intensity Supports at Home program creatively increased in-home supports to keep people out of hospital. This included giving exhausted family caregivers some time off to rest while allowing loved ones to be monitored by community staff and video monitoring through Toronto Grace Hospital. West NH works with many other service providing organizations to deliver care. We appreciate the complementary strengths that they each bring to our community.

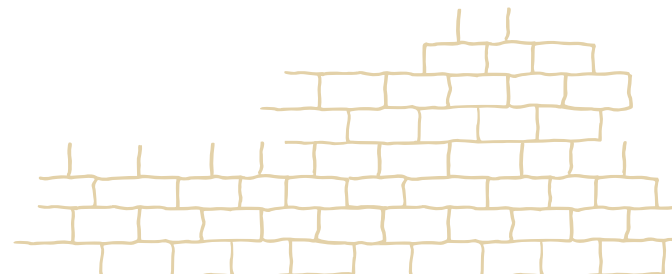
A collaboration with community groups

The extraordinary Community Reference Panel was instrumental in the development of our new Strategic Plan.

In 2020/21, 150 local residents offered to volunteer for this Panel, demonstrating an expression of strong community interest. The 30 volunteers drawn from this pool represented the different neighbourhoods and diverse populations in our catchment area. Meeting over two weekends they deliberated West NH’s priorities for the next five years.

In June of this year, our Board received the findings of the Community Reference Panel. The Board and staff of West NH are deeply appreciative of the Panel’s work in shaping our new Strategic Plan.

The Community Reference Panel’s influence remains as one member is standing as a candidate for the Board of Directors and two others are joining Board committees.



A creation of a shared resource

Thanks to the generous support of the J.P. Morgan Chase Foundation, over the past year we led the development of the Quality of Life data platform. With our partners, Logical Outcomes, Prosper Canada, Building Up, and Purpose Analytics, the Quality of Life data platform tracks the outcomes of our frontline work to see if there are improvements in people's well-being.

The Quality of Life data platform allows us to test how and if investing in frontline community service interventions saves money in the health care system and income security system. Over time, we will collect data with program participants to see the impacts of our work.

For example, will our Financial Empowerment and Problem-Solving coaching impact low-income people by:

- reducing their stress?
- improving their ability to plan for the future?
- improving their mental and physical health?

The Quality of Life data platform is being built to eventually be used by any non-profit for free. Hopefully, other non-profits using this platform will collaborate by contributing their data (without client names or identifiers) to a common database that analysts and researchers can use for evaluating and improving human services.



”

Our High Intensity Supports at Home program helps people stay or get out of hospital.



Our work and impact over 21/22 would be impossible without the collaboration of many partners.

Dozens of partnerships with other organizations and groups form a robust and responsive system of care, in turn improving our community.

Maureen Fair
Executive Director

Thriving Earth, Thriving People

This year, West Neighbourhood House welcomed the Greenest City program, further expanding our connections within the neighbourhood and exploring new avenues to engage our community.

Since their beginnings as a small, independent, non-profit organization, Greenest City has been supporting and building meaningful relationships with people in the Parkdale community, many of whom live on a low-income. Through developing innovative initiatives that promote health, support community action, and enhance social and environmental justice, Greenest City made a significant impact within the community, with over 3500 contacts with people last year.

These same community members expressed the need and desire to expand Greenest City's programming, which includes:

- the Milky Way Hub bringing people together to transfer knowledge for food production, community building and climate action,
- the journey toward righting relations with the land and with Indigenous elders and community members, and
- the amount of food growing and sharing to connect to the earth and each other.

On January 1st, 2022, Greenest City became a program of West Neighbourhood House. We began the new year together in a mutually beneficial collaboration. The House is consistently looking for new ways to support individuals to build skills as well as relational networks to strengthen our community at large.



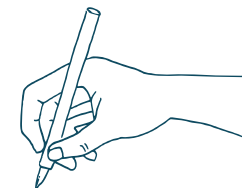
Lead farmer with seedlings at the Milky Way garden



GROWTH

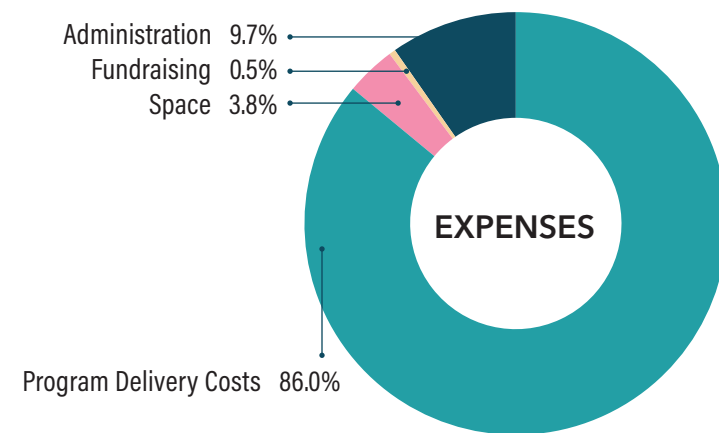
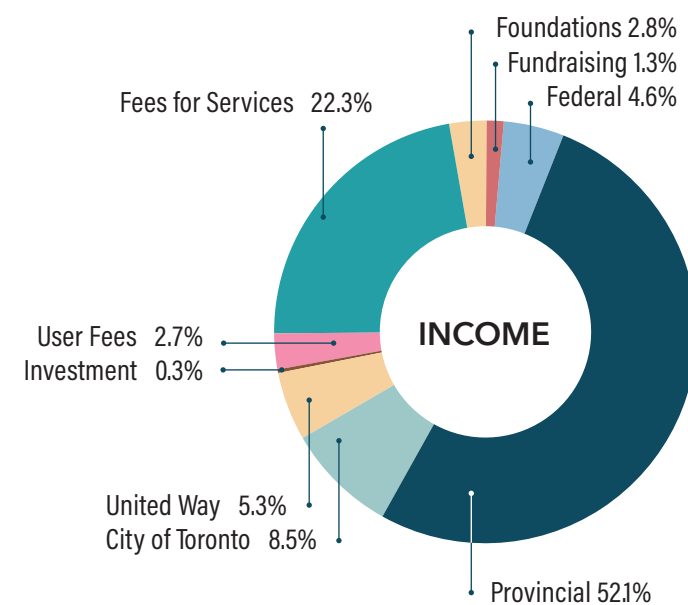
The Greenest City Program encourages capacity-building and relationship development using new methods.

By joining West Neighbourhood House as a program, Greenest City increases the potential expansion of our impacts while the House expands our approach to community development.



FINANCIALS

	Year Ended Mar. 31, 2022	Year Ended Mar. 31, 2021
Income		
Grants		
Federal	676,499	563,029
Provincial	7,619,747	7,912,737
City of Toronto	1,247,157	1,491,632
United Way	769,173	1,034,527
Foundations	415,379	269,753
Fundraising and Donations	192,196	198,242
Investment Income	38,984	38,984
	10,959,135	11,525,752
Fees		
User Fees	401,358	278,146
Fees for Services	3,268,749	921,349
Membership	0	0
Amortization of Capital Contributions	58,599	76,833
	14,687,841	12,802,080
Expenses		
Salaries and Benefits	9,733,797	9,361,108
Building Occupancy	557,687	472,218
Office Expenses	368,474	339,239
Recruitment and Education – Volunteers	3,389	5,244
Communication and Printing	9,921	2,748
Purchased Services	2,864,197	1,062,633
Staff Development	58,017	31,171
Staff Travel	52,383	28,963
Transportation	24,883	10,241
Food Services	308,036	267,355
Program Expenses	563,074	1,068,052
Fundraising Expenses	71,976	71,297
Depreciation Expense	60,143	76,555
	14,675,977	12,796,824
Excess (deficiency) of revenues over expenses from operations	11,864	5,256
Fair market value change in investments	173,438	478,539
Excess(Deficiency) of revenues over expenses for the year	185,302	483,795



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



PROGRAMS

How We Work with 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
- 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



Our After-School Program made it possible for essential workers to go to work.

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, support to homeless/precariously-housed newcomers
- Adult Learning: reading, writing, math, academic upgrading, General Educational Development (GED) preparation, computer training
- The Meeting Place drop-in: basic needs (showers, laundry, telephones, computers, community kitchen), community connections to reduce social isolation, information and referral, mental health and addictions case management, Indigenous spiritual and group supports, eviction prevention, connections to odd jobs
- Music School: individual lessons, recitals, adult choir, concerts, special events
- Space for Narcotics Anonymous meetings



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 and in-person programming, weekly workshops, health clinics, self-care groups, yoga, Zumba, arts studio and Health Action Theatre by Seniors (HATS).
- West Active Living and Learning Centre: leadership and community development, social and recreational activities, intergenerational activities and Portuguese Women 55+ social group
- Home at Last: accompanying seniors home upon discharge from hospital and to health appointments

All Age Groups

- Recruit, screen and match volunteers and students to programs and projects
- Informal Economy Project
- Vaccine education, outreach, and clinics
- Mutual Aid Project
- Build a Better Bloor Dufferin and West End Coalition for Housing Justice
- Partner in Parkdale People's Economy Project
- Public education, research, and community consultations
- Music School individual lessons, recitals, and concerts
- Volunteer Program



The magic of our Adult Learning Program: volunteer tutors and adult learners grow!



DONORS

Our sincere thanks to our supporters

West Neighbourhood House appreciates the support of the following funders and donors in 2021-2022. We also thank the 415 individuals who supported us financially this year.

Federal Government

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 Heritage, Sport, Tourism and Culture Industries
Ministry of Labour, Training and Skills Development
Employment Ontario
Settlement Services Branch
Ministry of Seniors and Accessibility
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



The Meeting Place drop-in remained a vital resource for people experiencing homelessness and isolation to connect with others and get supports.

Foundations

Abundance Canada
Anonymous
Aqueduct Foundation
Aston Family Foundation
CHUM Charitable Foundation
D.H. Gordon Foundation
Harry A. Newman Memorial Foundation
Kids Up Front Foundation
The Henry White Kinnear Foundation
The J. W. McConnell Family Foundation
J.P. Morgan Chase Foundation
la fondation Emmanuele Gattuso
St. Christopher House Community Endowment
The Toronto Star Fresh Air Fund
Toronto Foundation
United Way Greater Toronto

Corporations/Local Businesses

2194240 Ontario Inc.
AstraZeneca Canada Inc.
Auto Sonic Service Station Inc.
Campbell Craft Consulting
Cardinal Funeral Home
CIRV Radio International
Courage Cookies
Digital Public Square
Estoprint Ltd.
Hoffman-La Roche
Intact Financial Corporation
Italian Credit Union & Savings
Kenworth Toronto Limited
Kilogram Inc.
Kinross Gold Corporation
Loblaw's Inc.

Longview Asset Management
Mawer Investment Management Ltd.
Meridian Credit Union Limited
Metro - various locations
Nestle Canada
No Frills - various locations
Paula Bowley Architects Inc.
RBC - various branches
RBC Financial Group
Roger's Computer Technology Inc.
Satov Consultants
Starbucks - various locations
Stikeman Elliott LLP
Sun Life Financial
Tim Hortons - various locations
Uncommon Toronto Ltd.
Velcro Canada Inc.

Associations/Community Groups/ Sources of Donations

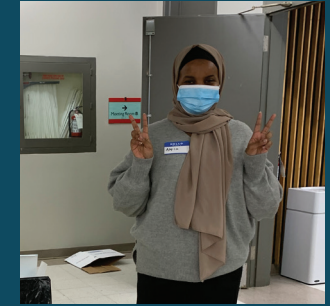
Benevity
CanadaHelps
Charities Aid Foundation of Canada
CUPE Local #3393
Hopologia Social and Recreation Fund Inc.
Needlework Guild of Canada
OSSTF
St. Anne's Anglican Church
West Neighbourhood House Fixthe6ix Committee
Toronto Foundation



The House is what we make it.

With deep gratitude, we thank each and every person who contributed to the success of the House over the last year.

Our community continues to grow stronger through the collaboration of participants, volunteers, staff, and the Board. This year would not have been possible without you.



OUR LOCATIONS:

- 1** Dundas/Ossington
248 Ossington Avenue
Meeting Place and Administration
- 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.



CONTACT US:

416-532-4828
info@westnh.org
westnh.org

FOLLOW US:

 WestNeighbourhoodHouse
 WestNHouse
 WestNH

