



2019 ANNUAL REPORT



38TH ANNIVERSARY

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VISION, MISSION STATEMENTS & VALUES

VISION STATEMENT

A Centre of Excellence in providing settlement support and community services.

MISSION STATEMENT

Our mission is to provide programs and services within the community that will empower individuals, families and groups to achieve, maintain and enhance a state of physical, mental and social well-being.

OUR VALUES

Northwood Neighbourhood Services, through its board, executive director, employees and volunteers, values and respects the dignity and integrity of each individual whose need brings them to us. We express this through respectful interpersonal relationships and our commitment to ensuring that the programs and services offered are need driven and of high quality, with a concern for the emotional, physical, social, financial and spiritual well-being of individuals, families and the broader communities.



Northwood Neighbourhood Services values and respects the work of other agencies, groups and individuals in their advocacy and support for newcomers and residents needing settlement and other services. Where possible we express this through cooperation, collaboration and partnerships.

Northwood Neighbourhood Services values and respects the public and private material contributions we receive. We express this by:

Staff, volunteers and neighbourhoods work together to:

- our careful stewardship of those resources
- employment practices that balance the needs and interests of employees and funders
- the careful and responsible design, administration, and delivery of programs and services, and
- the distribution of those resources to individuals, families and communities in a manner that is non-discriminatory and balances between fairness and equity to all individuals, families and communities.

NNS strives for a comprehensive and holistic approach to the provision of services, based on an understanding of the requirements of each service user, displays compassion and creates a safe environment for our clients, regardless of their race, colour, faith, gender, sexual

orientation, age and ability. We empower our clients to become agents of change and contributing community members.

Staff, volunteers and neighbourhoods work also together to:

- Identify and discuss issues and concerns and develop actionable activities
- Develop and provide services and programs to meet the needs of the community
- Promote community participation.

MESSAGE FROM THE BOARD CHAIR

For the second year in a row, it is my great honour to bring you this report on behalf of the Board of Directors. We have been working diligently with the Executive Director to meet our goals and objectives.

Serving the community remained our top priority in 2019. To that end I would like to thank the management, staff and volunteers for their time and commitment to the agency's mission and vision. Your presence in service delivery, committees, projects and events were invaluable to us.

The work of Northwood Neighbourhood Services would not be possible without the commitment and generous support of our funders and donors. Many thanks for your commitment to improving the lives of our community members. I would also like to thank my fellow board members for your dedication of time and effort, both in regular board meetings and in various committees.

Last, but never least, a special `thank you` to our Executive Director, Dr. François Yabit. His passion and commitment to the agency is second to none and he leads the way by demonstrating fiscal responsibility and control, good governance and excellent leadership values. His heart knows no bounds when reaching out to help others in need. On behalf of the Board of Directors, management, staff and volunteers we THANK YOU François for your selfless demonstration of commitment and compassion for NNS.

HUMA TAHIR

Board Chair

EXECUTIVE DIRECTOR'S REPORT



Welcome to the 38th anniversary of Northwood Neighbourhood Services. I am very extremely happy to be part of the tremendous positive changes over these last 6 years. As already stated by our Board Chair, 2019 was a year of consolidations undertaken within Northwood since 2014. With the support of all our donors and funders including the Friends of Northwood, sister organizations such as Jane & Finch Centre, Hincks DellCrest, Midaynta Community Services, Jane Alliance Services etc., we have been able to provide needed services to the community we all hold dear. Thank you for your continuous support and encouragement. Continuous thanks go to our in-kind donors such as Elisa House, CHUM Foundation, Brands for Canada, Green Standard, United Way, etc.

We have been serving the community for the last 38 years and continued to respond to community needs in 2019. Northwood's Board of Directors, who come from diversified backgrounds, skills, and ethnicities, have been active in setting the strategic direction of the centre and developing policies and procedures. The board Committee Chairs charted the work of Northwood, adding relevant items to the Board of Directors' meeting agendas. These Board Committees are: Policy Committee, Program and Development, Fundraising, and Finance Committees, as well as the Nominating Committees and other ad hoc Committees.

Programs and services we delivered in 2019 were as follows: Settlement Services and Family Reunification, Refugees Sponsorship; Child-Parent & Early Learning Programs in 4 locations, 10 Seniors' programs (2 Multicultural, Albanian, Spanish, 5 South Asian and Chinese/Vietnamese); Women's Empowerment; After School Program; Dress for Success; Income Tax and Financial Literacy training and counselling; English Conversation Classes; Share the Light Awards Gala, Community Engagement and Volunteerism. Our

income-generating programs such as Summer Camps, and Translation and Interpretation continued to create financial and human resources most likely to improve our service delivery.



Many thanks to our Board of Directors and its different committees of volunteers who have contributed countless hours. Thanks to my colleagues on our present and past staff, for your great contributions beyond the call of duty. Before me, you made this organization what it is today. We have worked hard to overcome the many challenges inherent to our sector, mostly characterized by two words, cut and change. However, I strongly believe together we will take this organization to the next level.

Thank you so much
Francois Yabit, PHD

SPECIAL DONOR RECOGNITION

North York - On Friday, MPP Tom Rakoccevic stopped by the Northwood Neighbourhood Services to formally congratulate them on the work being done by four organizations as a result of a \$107,000 Capital grant from the Ontario Trillium Foundation last year. Funds from the grant were used to buy semi-industrial kitchen equipment, IT equipment and furniture for the organizations to use with meetings and workshops.

“For the past 38 years, Northwood Neighbourhood Services has helped thousands of individuals and families through their multitude of programs and services,” said Tom Rakoccevic, MPP for Humber River-Black Creek. “Thanks to the Ontario Trillium Foundation, this grant will help make a great organization even greater.”



The four groups involved with the collaborative project, led by Northwood are: the Elspeth Heyworth Centre for Women, the Jane Alliance Neighbourhood Services and the Somali Immigrant Aid Organization. The groups wanted to more effectively use common space for collaborative programming that would be accessible to all clients, including seniors, family, children, youth, community members, and people with disabilities.

A steering committee was formed to collaboratively work on the grant application that would result in the purchase of a semi-industrial cooker and dishwasher; 16 tables, 74 chairs, two projectors, and two data screens, and 10 new computers and accessible IT software (eg: Zoom Text Magnifier) for the Community Computer Lab, and some minor renovations.

With the addition of the new equipment and furniture, the space will be more accessible and accommodating for community groups wishing to host meetings, as well as for the four organizations involved with the grant.

In addition to the investment made by the Ontario Trillium Foundation, the City of Toronto through its EarlyON (Child/Parent and Early Learning initiative) awarded a grant to Northwood for capital program enhancement, which will help provide services to the entire community within a safe and home-like environment.

If you wish to enquire about using the space for a meeting, or hosting an event, please visit the website at: www.northw.ca

The Ontario Trillium Foundation (OTF) is an agency of the Government of Ontario, and one of Canada's leading granting foundations. OTF awarded \$108 million to 629 projects last year to build healthy and vibrant communities in Ontario.

PROGRAM AND SERVICE AREAS

Northwood Neighbourhood Services is a non-profit charitable community service provider. We were established in 1982 with a mandate to deliver comprehensive settlement support services to newcomers who choose to settle in the North West of Toronto. Since then, we have grown to become a multi-service organization that offers services in eight (8) cluster areas:

- 1) Settlement Support Services for newcomers
- 2) Private Sponsorship of Refugees and Family Reunification Program
- 3) Seniors and Intergenerational Programs
- 4) Child Parent and Early Learning Programs
- 5) Women's Empowerment Program
- 6) Youth Recreational and After School Programs
- 7) Community Engagement and Volunteer Programs, and
- 8) Income Generating and Social Enterprise Programs.



PROGRAMS & SERVICES OFFERED IN 2019

Share The Light Awards Gala
Settlement Support Services for
Newcomers
Child/Parent and Early Learning
Programs
Seniors' Recreational Programs
English Conversation Circle
Dress For Success
Financial Literacy and Income Tax
Training And Clinic
Investing In Neighborhoods
International Projects

Youth Recreational Programs and
After School Program
Refugee Sponsorship and Family
Reunification Program
Community Shared Services Project
Social Enterprises
March Break And Summer Camp
Translation, Interpretation And Notarization/
Commission of Oaths
Black Creek Artisan Market
Volunteer Program and Community
Engagement Program
Women's Empowerment Program

NUMBER OF CLIENTS SERVED IN 2019

Department		Number Of Unique Clients Served	Number Of Contacts
Settlement and Family Reunification Services		1,771	5,885
Refugees Sponsorship Program		622	8,302
Child-Parent program	Children	303	5,414
	Parents	252	4,400
Seniors' Programs		850	12,650
English Conversation Circle		65	412
Dress for Success		1,620	5,336
Financial Literacy/Income Tax		342	665
Women's Program		55	514
Youth Program		285	951
Summer/March Break Camp		36	1,325
After School Program		93	4,022
Share the Light Awards		315	828
Total		6,561	44,625

SHARE THE LIGHT AWARDS GALA



The share light awards was developed to recognize the important roles played by community leaders, staff and volunteers of non-profit organizations in improving the lives of newcomers and community at large, as well as the exemplary clients who have contributed to the betterment of the community, despite their limited resources. On Friday October 26, 2018 Northwood Neighbourhood Services held its seventh edition of Share the Light Awards gala at Rizzo Banquet Hall from 6pm to 1am. Our board and staff welcomed over 400 delighted Guests. The evening featured a cocktail reception and silent auction, followed by an elegant dinner and inspirational awards ceremony and cultural dance. The following outstanding individuals were recognized:

Leadership Award, developed to recognize Executive Directors and Board of Directors who work tirelessly to lead their organizations with vision and passion. The winner was **Mario Guilombo** from Canadian Human Rights International for his dedication and

commitment to assisting people in need and victim of human rights violations

Service Excellence Award, created to distinguish frontline Workers who go above and beyond call of duty in delivering services to the community. This award went to **Ilham, Amina, and Nafisa** from Somali Immigrant Aid Organization. These three young women have been diligently and quietly serving Somali refugees and immigrants with their settlement and integration process.

The Client Success Award, made to recognize those clients who, as a result of agency programs, achieve, maintain and enhance a state of physical, mental and social well-being. The award went to **Avery Brooks** of Multicultural Senior Program, Northwood Neighbourhood Services to highlight his betterment as a result of agency programs that help him achieve, maintain and enhance a state of physical, mental and social well-being.

Volunteer Excellence Award, established to recognize those dedicated volunteers who give generously their time to support their respective agency's mission and vision. This award went to two winners: 1) **Barbara Dalten-Kelley** of Lumacare and 2) **Maureen Coard-Harris** of Agincourt Community Services to recognize their longstanding

dedication as volunteers to support generously their respective agency's mission and vision

Community Impact, produced to recognize an individual or an entire organization reaching above and beyond the call of duty to positively impact the community. This award went to 2 people; 1) **Janet Fitzsimmons** from the Center of Connected Communities as one of the City's foremost advocates for grassroots, community-based leadership and advocacy; and 2) **Nura Aman** from Eritrean Parents Liaison Council, founder and front runner of Eritrean Parents Liaison Council (EPLC) in Toronto.

Our 8th Edition of Share the Light Awards Gala will be held on June 05, 2020 at Claireport Place Banquet and Convention Centre, 65 Claireport Crescent, Etobicoke ON M9W 6V5. Please be our guests.



SETTLEMENT AND FAMILY REUNIFICATION SERVICES

The purpose of the settlement and family reunification services at Northwood is to provide new immigrants and refugees with the necessary resources and information to successfully integrate them into the Canadian society.

With the support of the United Way of Greater Toronto and the Ministry of Citizenship and Immigration, our settlement counsellors assisted in 2019 new immigrants and refugees with one-on-one counselling, information and referrals to community services, navigate the Ontario health care system, register for school, ESL, LINC, and post-secondary education, find employment commensurate to their skills and training, understand and exercise their rights and responsibilities as new Canadians, set goals and take steps towards successful settlement, meet friends and create new connections, apply for affordable housing, translation of documents from foreign language to English, escorting to various service providers, etc.



One other major task that our settlement counsellors were engaged in during the year 2019 included filling various government forms that are crucial in the settlement of newcomer refugees and immigrants. Such documents include: application for permanent residence status and permanent resident card, Canadian citizenship, Ontario Disability Support Program (ODSP), Canada Child Benefit (CCB), work permit, study permit, travel documents, One Year Window (OYW) of opportunity immigration forms for families of resettled refugees who were non-accompanying, etc. Our settlement counsellors also assisted newcomers in drafting invitation letters for visiting family members and responding to various types of requests from Immigration, Refugee and Citizenship Canada (IRCC), TDSB and TCDSB schools, and other government and non-government institutions. All clients who seek notarizations of their documents also received it in house through our two Commissioner of Oath officers.

In order to best meet the service needs of our newcomer immigrants and refugees and the changing dynamic of the community we serve, we provide services in more than 15 languages including Albanian, Amharic, Arabic, Chinese, Dari, English, French, Farsi, German, Hindi, Italian, Punjabi, Russian, Serbian, Spanish, Tigrinya, Tigre, Urdu, and Vietnamese among other language and dialects.

The program is funded by the Ministry of Children, Community and Social Services - Citizenship & Immigration Division and the United Way of Greater Toronto.

TESTIMONIAL FROM A CLIENT

My name is Sameer Ahmadi, there was a mistake with the last name of my new born child when we register him. We tried to fix the last name with a lot of other agencies but our application was returned to as incomplete with a lot of mistakes. I cannot read and write English so I needed someone to assist me correcting this mistake. Thankfully one day a community member informed me about Northwood Neighbourhood Services and its services. I called and booked an appointment with a settlement counselor. After coming to NNS Mr. Idrees Sharif a settlement counselor explained to me that filling up name change applications can be very tricky and needs a lot of attention and focus when filling up. Mr. Idrees requested a new form from the service Ontario and filled it up. Thankfully I managed to correct the last name of my child on his birth certificate. Sameer Ahmadi

INVESTING IN NEIGHBOURHOODS

The goal of the Investing in Neighborhoods (IIN) program is to enhance the service-delivery capacity of participating agencies through funding from Toronto Employment and Social Services. In 2019, support received through IIN helped us to create meaningful and rewarding work and capacity building experience for Toronto residents previously recipients of Ontario Works. Work and capacity building experience acquired were as follows:

1. Program Assistant
2. Refugee Private Sponsorship
3. Fundraiser/ Resource Development
4. Information Technology



EARLYON CHILD AND FAMILY PROGRAMS

Formerly known as Child-Parent Programs, under EarlyON Child and Family Programs activities are designed and delivered to the parents and caregivers to have access to high quality services that support them in their role as their children's first teachers,



enhance their well-being, and enrich their knowledge about early learning and development. Children between the ages of 0-6 have access to play and inquiry-based learning opportunities and experience positive developmental health and well-being. Parents and caregivers have opportunities to strengthen their relationships with their

children. Indigenous children and families have access to culturally responsive programming. Parents and caregivers are provided with timely, relevant and up to date information about community and specialized services. Local service providers collaborate and integrate services to meet community needs in an efficient and accessible way.

During the reporting period, programs and services were delivered at four different locations: Northwood Neighbourhood Services, Kids Place, Wood view Park Library and Daystrom. The four centres are funded through the City of Toronto Children's Services, as well as the United Way of Greater Toronto. Parents, Grandparents and other caregivers had the opportunity to enhance their parenting skills by learning about the stages of child development, nutritional needs, health and safety and family communication and awareness regarding mental health of children. The children have an opportunity to play and learn in a safe and nurturing environment. Our centres also offered a highly successful kindergarten readiness program. Local schools reported that the children who attended our kindergarten readiness programs have a much smoother integration into school.

TESTIMONIALS

Client 1: My son is 2 years old and we have been coming to all three EarlyON programs since he was 7 months old. He learned a lot from here. We take two buses and it's always worth the trip. The coordinators and ECEs are great and my son always has a good experience. Every morning he picks his backpack and say "Wanna go School" he loves the singing songs circle time and play with his friends. As a parent, I

also learned a lot by attending informative workshops arranged by staff. We look forward to coming here every day.

Maritza Ortiz

Client 2: I am a mother of two and half years old daughter. I started coming to EarlyON programs when she was 8 months old. As a parent, I saw her growth during these programs. She learned a lot from here such as playing together with other children, sharing and taking turns. She is always excited to come to the program. She eats her breakfast and gets ready to come. I bring her to the library and Northwood site EarlyON programs every week. I also made few friends here and learned a lot from them as well. All the staff are great and welcoming. They are all nice and very helpful. We are always looking forward to come and mingle with other parents too. Thank you for all the warm welcome and love.

Unati Patel

YOUTH PROGRAM

Through the youth program, Northwood Neighbourhood Services wants to break the stigma and cycle that youth in the Falstaff community face on a daily basis.

We have a track record in running seasonal programs for youth over 20 years. Our involvement in youth issues started in 1998 with Adopt-A-Family fund. We accessed our major youth funding through HRSDC in 1999, followed by support for Youth HIV/AIDS awareness and drug prevention. Our most recent one was a

3-year Ontario Trillium Foundation. We are currently running an After School Program with the Royal Bank Financial support. We provide hope, courage and leadership to the youth who need it most. Additionally, NNS partners with many organizations serving on management committees to improve youth initiatives like Youth Wrap-around initiatives.



TESTIMONIALS

Client 1: My daughter is 2 and half years old and we have been coming to the various play programs from more than 2 years now. I used to bring my son to library too. He had very easy transition to Kindergarten after attending these programs. We take two buses and it's always worth the trip. The coordinators and ECEs are great and my daughter always has a good experience. Every morning she start saying "Wanna go to School" She's made several friends and looks forward to coming every day.

Lumin Sureskumar

Client 2: I am a mother of two daughters and I am coming to EarlyON programs from more than 4 years. My older daughter learned a lot form here and she still comes during March break and Summer time. My younger daughter is always excited to attend the program. She eats her breakfast and gets ready to come. She socializes more with other children now. All the staff are great and welcoming. They are all nice and very helpful. We are always looking forward to come and mingle with other parents too. Thank you for all the warm welcome and love.

Thavajanani Baskaran

AFTER SCHOOL PROGRAM

After School Program is a partnership between Northwood and RBC foundation that aims at providing a structured based program on both academic and recreational to stimulate active learning and engage children and youth between the ages of 4 and 18. It also helps children to boost their skills and knowledge to gain in a formal classroom, bridging the gap between schoolwork and homework, and to build their self-esteem through various development activities. The program also aims at reinforcing basic social skills, such as cooperation, team-building and conflict resolution to help youth begin to develop workplace competencies.



Currently more than seventy children from the Jane and Black Creek areas are benefiting from the program. We partner with Falstaff community Centre to run that program.

SENIORS' RECREATIONAL PROGRAMS



The seniors' recreational programs have been dedicated to providing programs and services that promote empowerment, community involvement, public education, socialization, physical activity, friendships and partnership for over 20 years. Until the year 2000, we had two main seniors' programs which were the Multicultural Seniors' Program and the Italian Seniors' Program. Following this was the addition of our Spanish Seniors' program. In 2002, we introduced the African/Caribbean Seniors'

program at 7 Arleta. Additionally, in 2004 we also introduced our Vietnamese/Chinese Seniors' Program and in 2010 we opened our first Albanian Seniors' Program; the first and only of its kind within our local community. Through these historic achievements we have and continue to provide for different demographics within our community with these 5 seniors' programs to ensure inclusivity.

This year we celebrated 38 years of services to the community and we want to thank all our dedicated staff/volunteers, our service providers including United Way and the City of Toronto, our community partners - with exceptional contribution from Jane/Finch



Community and Family Centre - and most of all, our clients! We continue to work to maintain and enhance a state of physical, mental and social well-being for all of our seniors. They are provided with freshly made, hot meals on a weekly basis. Additionally, we organize and present workshops to address crucial issues that help seniors to access community resources and health care. Most importantly, we mentored and

encouraged seniors to take on leadership and volunteer roles within their communities to enable them to gain confidence, build social networks and feel a sense of accomplishment in their communities.

The year 2019 was an exciting one for us at NNS. We were able to introduce four new program activities for which we received great positive feedback.

1. Through New Horizon for seniors, we carried out a yearlong project called 'Senior Integration and Community Engagement', by offering a series of 6 events and activities, that helped create safe spaces for clients to develop inclusive and diverse networks, which resulted in connections to larger support.
2. Through a grant by TD Friends of the Environment (FEF), our group of seniors ventured into their neighbourhood parks for fitness activities, gardening of native plants at 11 Arleta Avenue, visiting Art in the Park, trip to Niagara Falls, and invaluable socializing outdoors.
3. Park People provided us with a wonderful opportunity to Nature Discover Tour Into the Greenbelt, a trip to the Terra Cotta Conservation Area in Halton Hills.
4. Through Park People Partnership we were able to have 10 group walks, where there were designated walk leaders (trained by Park People) chosen from among seniors' volunteers. Through these projects, we have connected our seniors to environmental and greenery-centred activities.

We were also afforded by the United Way of Greater Toronto additional funding to carry out 5 groups of South Asian seniors programs in three (3) locations in Northern Etobicoke.

Our success has been made possible due to the commitment of our staff, volunteers, community partners and the funders. Their cooperation and support is valued and has been much appreciated. We would like to specifically mention United Way and the City of Toronto, our community partners - with exceptional contribution from Jane/Finch Community and Family Centre - and most of all, our clients!

A total of 850 seniors were assisted with individual counseling, free tax services, dress for success initiatives, and a variety of useful workshops to explore opportunities in the community to ensure our program attendees know their rights.

We look forward to continuing to serve the wonderful seniors in our community ventured into their neighbourhood parks for fitness activities, monthly nature walks, gardening, visiting Art in the Park, and invaluable socializing outdoors. Thirdly, Park People provided us with a wonderful opportunity to have a tour to the Christie Lake Park, Greenbelt area in Hamilton. Through these two projects, we have connected our seniors to environmental and greenery-centred activities.

TESTIMONIALS

My name is Vera Pjetri. I have been coming to the Albanian get together at Northwood Neighbourhood Services for nine years now. I feel so lonely most of the time and therefore need some warmth which I get when in the programme. I am also grateful to NNS who have been so amazing and caring, it feels like family to me. Because of this, I always cannot wait for Mondays. I also like the exercise programme which has kept me healthy plus the food, provided to us. I also like the music, singing and dancing with my community members. Because of this, I will always keep coming to the programme.

VERA PJETRI

My name is Madeline Le Blanc. I live alone and it is very lonely living alone. I am fortunate that there is a place like Northwood Neighbourhood Services.

It is a place where I have found friendship, comfort and companionship. It has helped me so much that I have been coming here for 15 years. The staff is very caring, and serve best food. I feel confident knowing that there is someone to reach out if I need any assistance. Thank you for being so understanding of our needs and concerns.

MADELINE Le BLANC

ENGLISH CONVERSATION CIRCLES

English Conversation Circles is a program where clients can come and practice speaking in English in a non-format environment. Clients converse with the instructor and learn new vocabulary and grammar. All levels of English speakers are welcome to participate every morning, Monday through Friday.

DRESS FOR SUCCESS

Northwood Neighbourhood Services was pleased to continue our partnership with Brands for Canada formally known as Windfall Clothing Services in 2018. Brands for Canada donates a monthly consignment of clothing and accessories in various sizes. Our clients could then access business attire and seasonally appropriate clothing. This is invaluable to many new immigrants who arrive in Canada unprepared for the harsh realities of a Canadian winter. Since 2013, we have expanded the program to include clothing for children and youth, as well as adults. During the reporting period, 1,400 individual clients accessed our dress for success for a total number of 2,815 pieces.



INCOME TAX AND FINANCIAL LITERACY PROGRAM



We provide year round assistance to community low income community members to prepare and file their returns. Through our partnership with Canada Revenue Agency, we accessed their Community Volunteer Income Tax Program (CVTIP), we were able to file more than 500 returns. Prior to the tax return period, we train some of our community members including seniors, placement students, youth and newcomers on the usage of CVTIP, so that they can help their peers. In addition to helping low-income

community members unable to access outside services due to the cost involved, we provided exposure to the many community members of diverse programs and services we offer.

WOMEN'S PROGRAM

Also known as Cook and Talk, the main objective of this program is to provide the participants with a space where they can feel free and safe to talk about problems they are facing. It also aims at providing orientation and resources to overcome their very particular situations. During the reporting period, activities carried out included

empowering conducting empowerment and health-related workshops and group sessions, providing freshly-made lunch, offering art and craft classes, and preparing culinary recipes from different countries. We also assisted diverse group of newcomers and immigrant women to adjust to their new social life with one-on-one counselling, creating awareness of women's rights in Canada to help reduce abuse, arranging outdoor trips, providing free tax returns services, assisting clients to find stable housing, training and educational opportunities, and to access other services in the community. Additionally, women engage in community volunteering that gives them the opportunity to develop friendships and peer support.

Even though the programs were tailored to serve specific communities, the philosophy of all was similar - to provide a safe and confidential space for women facing abuse, violence or isolation, where they could feel



secure and free to express themselves. We are proud to say that through this program, we have been able to empower women from different backgrounds to find their path in this society.

Volunteers play an important part in delivering the program during 2018. We secured the support of 3 volunteers who provided the program with 512 hours teaching in each session.

Important partners to support the delivery of workshops and some services to women are: The Redwood, Immigrant Women Health Center; Doorsteps; FCJ Refugee Centre and the Jane and Finch Family Center.

TESTIMONIAL

I'm a volunteer and a participant in the women's program. I came to NNS for the first time about 8 years ago. At that time, I was going through a difficult personal situation and I enrolled in the women's program. My life changed from the first meeting. Through the women's program, I received a lot of information and counseling, which made me take up my life again. Currently, I am still participating in the women's program and working as a volunteer in the senior program. I feel very proud of having overcome my personal problems and even more of being able to collaborate with NNS in what is within my reach. This makes me feel full and happy.

Vida Salazar.

COMMUNITY SHARED SERVICES

Funded by both the Ontario Trillium Foundation and United Way of Greater Toronto, and trusted by Northwood Neighbourhood Services, we became the first independent, free-standing management organization to offer Shared Services in the social services sector in Canada. We facilitated and coordinated multi-agency collaborative discussions around big community issues, and provided back office administration services to small and medium-sized agencies. This was a big step!

Constellations:

- We brought together multi- and single-service agencies twice: 9 agencies around Poverty Reduction and 7 agencies around Youth Civic Engagement.
- We discovered that organizational culture, loyalty and protection of turf can inhibit true collaboration. However, participants are beginning to positively question and think differently about their approach to working together.

Shared Services:

We offered expert providers of IT, Accounting, Evaluation and Grant Writing, both as permanent continuous service contracts, as well as on a consultative, as needed basis.

What did we learn since our inception?

1. Change is hard, even when you want it. Silos among even the smallest social service agencies are entrenched. They work side-by-side with some agencies, and even coordinate space and program delivery, but collaboration is a large

next step.

2. Facilitation of multi-agency projects and programs is essential, both locally and globally. While larger agencies, and those operating in the lead-agency partnership model, can develop and manage their initiatives, small to medium-sized agencies simply do not have the manpower or time to do so. Community Shared Services is fulfilling a needed role, which needs to be flexible with each new project and group of agencies.
3. Developing a business model that actually works for these administrative shared services is taking more time and deep thought than the originators imagined. It is an ongoing challenge, which we are tackling with gusto.

We are very grateful to Northwood Neighbourhood Services for trusteeing this much-needed and important service for the sector.

TESTIMONIAL

I am an active participant of the Women's Program at NNS. Two years ago, I started to take part in the program and eventually signed up to volunteer. During my volunteer time, I was able to plan and participate in various activities and workshops with the women's group that enabled me to develop my skills and learn new ones. The women's program along with the volunteering opportunity has helped me to become more integrated within my community, and enabled me to create a network that has enriched my life and my wellbeing, which I will cherish for the rest of life.

I would like to thank NNS for all the work it does to support women's who experienced difficult time. I cannot thank you enough for the support and opportunity you provided me and for allowing me to be part of this great community.

Gisela Cantu.

REFUGEES SPONSORSHIP PROGRAM

Northwood Neighbourhood Services is one of the many organizations across Canada that has signed a Sponsorship Agreement Holder (SAH) with Immigration, Refugees and Citizenship Canada (IRCC) to sponsor and resettle refugees from many parts of the world and offer necessary settlement support for at least one year from the date of their arrival.

When sponsoring refugees, NNS enters into a formal agreement with co-sponsors - individuals who are willing and able to help sponsor refugees. Co-sponsors could be



and we have been able to sponsor 280. In the same time period, Northwood Neighbourhood Services welcomed and resettled 153 refugees.

relatives, friends, or any Canadian citizen or permanent resident who qualify to become a co-sponsor.

2019 has been a special year for this program with a huge influx of Canadian residents will to sponsor their beloved ones living out of their countries of origin and/or refugee camps. 3,541 Canadian residents approached us to sponsor 8,302 family and individual refugees,

TESTIMONIAL

My name is Michael Tewelde Habtemichael from Eritrea. After completing my University education, I was sent to the mandatory limitless national service. While doing my serving I was facing many human right abuses and discriminations. After some years I couldn't continue to live with the way the government treated me so I decided to leave my country. On October 2006 I flee my country and entered Ethiopia on foot after staying there for about a year I left to Sudan. After few months in Sudan I couldn't feel safe there so I decided to travel to a safer place and that time going to Israel was easier than crossing the Mediterranean Sea. So I began my journey towards Israel; from Sudan to Egypt, the Sinai desert and finally I entered Israel safely on August 2007.

Although there was a relative safety in Israel in the beginning, it became unbearable recently and that was not what we expected it to be. There was no refugee rights, no legal status, and I could not study or work freely. I have lived for 10 years without any legal status. Finally my sister in-law heard about an organization called Northwood Neighborhood services that does refugee sponsorship and initiated a sponsorship process for me, my wife and our two children in March of 2017. Thanks to this opportunity, my family finally got resettled to Canada in July of 2018 that was stunning fast. Now I'm free and happy with my family with the right to work study and travel. It's been seven months since we entered Canada and we felt safe, free and valued something that we never felt in a long time. I am working full time while my wife and two kids are studying.

Looking backward, all we can say is we are so grateful to the Canadian government and to Northwood Neighborhood Services who gave as the chance to settle and live freely in Canada.

Thank you, Michael H.

SOCIAL ENTERPRISES

Northwood Neighbourhood Services runs three Social Enterprises that offer services to clients for a fee. Revenues generated from these social enterprises is channelled to unfunded NNS programs and services such as the English Conversation Circles, which is intended for newcomers who do not fit into the LINC or ESL structure, and the Sponsorship Program that assists with the sponsorship of more than 200 refugees and family members in 2018.

TESTIMONIALS

My name is Jamal Mohamad and I am originally from Aleppo, Syria.

In March, 2011 a peaceful protest by mostly non-sectarian protesters turned into a sectarian divisions divided along Sunnis-Shiites lines. By July 2011, a rebel group called the Free Syrian Army joined the fight with the aim to overthrow the government. Soon after, foreign backing and open intervention by ISIS, regional and international powers plunged Syria deeper into the abyss of civil war.

So perilous was the situation that in May 2014, I had to flee to Turkey, along with my family. After two and half years in Turkey as a refugee seeking resettlement, we were sponsored by the government of Canada, and we arrived in Toronto, Canada on September 22, 2016.

After spending over 3 years in war torn Syria, and over two years as a refugee in Turkey, we arrived here in need of so many things; and although we were provided with food, shelter, transportation etc. for a period of one year as a Government Sponsored Refugee (GAR), as well as healthcare coverage, we really needed a translator and interpreter who is fluent in Arabic, and had a good knowledge of medical terminology, and Northwood Neighbourhood Services (NNS) provided us with a settlement counsellor, who accompanied us for all our medical appointment.

Moreover, the staff at NNS were very helpful in providing three pieces of brand new clothing for each member of my family every three months. We were assisted in registering for language classes, informed about employment and the education system, transportation system, navigating the subway system etc. We were always invited to all functions taking place at NNS office, as well as BBQ at the parks during the summer.

In conclusion I must say that while it is quite evident I still have a long way to go in terms of settling successfully in Canada, not to mention integration and mastering the language. I want to take this opportunity to thank NNS for all the help they provide me and my family, and express my heart-felt gratitude to the Canadian government for helping me and my family escape the nightmare existence of Syria and welcome me with open hearts to the land of dreams that's Canada.

Jamal M.

SUMMER AND MARCH BREAK CAMP

Northwood's camps offer children ages 4-12 the opportunity to learn and grow through a variety of activities, entertainment, and fitness. The camp also provides to foster personal growth in a highly supportive environment, where students carry out their daily tasks without the protection or help of their families.



We offer a unique camp atmosphere in which nature and sports are emphasized to encourage students to form social relationships and make new friends. Many of our camp participants come back year after year. They tend to instill the lifelong values of teamwork and individual responsibility in daily tasks in a healthy environment to build

individual character, confidence and skills through a wide range of sports, workshops and art & craft activities.

Through the summer camp, children gain self-confidence, leadership skills and make new friends. The low cost of our camps bring relief to working parents who would otherwise have to take time off work or go into debt to obtain summer childcare. Service Canada supported this program through its student summer jobs.

Our motto is to approach and experience each and every day as a new and exciting adventure.

"Optima securo ludo et labore" meaning "Towards perfection through studies and sports"

TRANSLATION BUREAU

The Translation Bureau utilizes the languages and expertise that foreign trained professionals bring, by providing them employment opportunities to translate various documents and work as interpreters on a contractual basis.



NOTARIZATION SERVICE

Thanks to the Ontario Ministry of Attorney General, our two commissioners of oath, provided notarization services to the community at a very nominal fee throughout the year 2019. By providing notarization services, the community members not only get service close to home, but also at a very affordable price. Free notarization services to low-income families and individuals for all matters that require commissioner of oaths



BLACK CREEK ARTISAN MARKET

The Black Creek Artisan Market (BCAM) is a business incubator project designed to improve the economic health of the Black Creek community by providing a business incubator for female and youth entrepreneurs who have created products to sell. Vendors

have an opportunity to sell their products at a market that runs at Driftwood Community Centre every Wednesday from 11 am to 2pm.

The Black Creek community is home to a significant number of low-to-medium income families who are often struggling to make ends meet. Many of these residents have artisan skills that can be utilized to become a source of income generation for their families. The market offers support, mentorship, access to loans and training as well as weekly and monthly market spaces to sell their products to the wider community.



2019 PLACEMENT STUDENTS

OUR MAIN FUNDERS AND DONORS

United Way of Greater Toronto
Human Resources & Skills Development
Canada
Ministry of Citizenship and Immigration
City of Toronto – Community Service
Partnership
City of Toronto - Toronto Employment and
Social Services
City of Toronto – Children’s Services
Alterna Savings & Credit
Royal Bank of Canada

Ontario Early Years
CP24 CHUM Christmas Wish
Ontario Trillium Foundation
Service Canada – New Horizon for Seniors
Brand Canada
Local Health Integration Network - LHIN
Impact Insurance Brokers Inc.
John Howard Society

OUR MAIN SERVICE PARTNERS

Black Creek Community Health Centre
Canada Revenue Customs Agency
COSTI
Delta Family Resources Centre
Dixon Community Services
Downsview Community Legal Services
Driftwood Community Centre
Elspeth Heyworth Centre for Women
Eritrean Canadian Community Centre
FCJ Hamilton House
Hincks-Dellcrest Centre
Immigrant Women’s Community Health Centre
Jane Finch Community & Family Centre
Jane Finch Community Legal Services
Jane Finch Community Ministry

Learning Disabilities Association of
Toronto
Margaret Frazer House
Falstaff Community Centre
Ontario Council of Agencies Serving
Immigrants – OCASI
PEACH
Skills for Change
Social Planning Council of Toronto
Somali Immigrant Aid
Firgrove Learning Centre
Toronto Community Housing Corporation
Toronto District School Board
Toronto Parks and Recreation
Toronto Public Health
York University-TD Community
Engagement Centre
San Romanoway Revitalization Project

2019 BOARD OF DIRECTORS



- Alma Gjinishi
- Aziza Omar
- Daniel Saugh (Vice-Chair)
- Huma Tahir (Secretary)
- Oriada Ziko
- Pamo Azorbo (Treasurer)
- Ruth Antwiwaa (Chair)
- Aishatu Ahmed
- Angela Nguyen
- Anmol Farmah
- Ernest Tamfo
- Mihret Tessema
- Miranda Lomat
- Sidra Naseem

2019 NORTHWOOD STAFF

- **Adedayo (Dayo) Olusegun**
- **Afongwa Agrippa Wajo**
- **Agathe Tita**, After School Program Lead
- **Anu Sharma**, Child/Parent Programs Manager
- **Azaria Wolday**, Settlement & Sponsorship Programs Manager
- **Azeezat Mukaila**, Summer Camp Counsellor
- **Benedicta Ahegbebu Afirie**, Senior Summer Camp Counsellor
- **Blanca Alvarez**, Settlement Worker, Manager of Women's Group
- **Daljit Padwal**, Childcare Worker
- **Fareeda Jenetan**, Childcare Worker
- **Faridah Mazhar**
- **François Yabit**, Executive Director
- **Idrees Sharif**, Settlement Counsellor
- **Iffat Malik**, Seniors' Program Manager
- **Iman Sharifabow**, Refugee Sponsorship Assistant
- **Ivana Atem**, Junior Summer Camp Counsellor

- **Jenny Dai**, Childcare Worker
- **Josephine Lasu**, Seniors Program Coordinator
- **Kanu Chopra**, South Asian Seniors Program Coordinator
- **Khadiga Abdelrhman**, Refugee Resettlement Counsellor
- **Lina Palacio**, Childcare Worker, Seniors Program Coordinator
- **Mai Duong**, Seniors Program Staff
- **Mansoor Effat**, Program Assistant
- **Marija Kristo**
- **Martha Paredes**, Childcare Worker
- **May Ria Hla**
- **Meazeh Weldegabriel**, Childcare Worker
- **Mohamed Forsa**, Arabic Settlement Counsellor
- **Muna Ahmed**, IT Support
- **Neima Saeed**, Administrative Assistant
- **Oseremen Emmanuelle Ohiku**
- **Phung Xuan Truan**
- **Raban Mustapha**
- **Refiloe Mohoto**, Program Assistant
- **Rosa Campos**, Childcare Worker
- **Silvana Kodra**, Seniors Program Coordinator
- **Silvia Mazariego**
- **Slavica Grujicic**, Refugee Sponsorship Assistant
- **Tenika Ashton**, Intake Receptionist Worker
- **Tharune Rajasekaran**, Junior Summer Camp Counsellor
- **Towfik Mahmoud**, IT Support
- **Urvashi Sharma**, Childcare Worker
- **Vida Hashimi**, Senior Summer Camp Counsellor
- **Vincent Guo**

2019 MEDIA SPONSORS

- Canadian Newcomer Magazine
- Immigrant Post Magazine
- Meftih Enterprises
- The Nigerian Canadian newspaper
- Somali Canadian Times
- Somali Tribune Newspaper
- Radio Alif
- Radio Kilimanjaro

GALA AWARD DONORS AND SPONSORS

- A Complete Tax Solution Inc.
- Brian Potts
- Arlene Weber & Friends
- Dr. Howard Cohen Dentistry
- David Heward
- George Getzler
- George Oelker
- Impact Insurance Brokers Inc.
- Mike Sullivan, MPP
- Laura Albanese, MPP
- C&D Graphics
- Dream Maker Realty Inc.
- Eagle Manor Dental Clinic
- BilingualLink
- Pardons Canada
- Sans Souci Capital Corp
- Yasmin Haq
- Toronto F.C./ Maple Leaf Sports & Entertainment
- Menchie's Bramalie
- Alterna Savings & Credit
- Ahlam Aman
- Dr. Mariam Abdule, Eagle Manor Dental Clinic
- Nancy Chan
- Juan F. Carranza, Barrister & Solicitor
- Royal Bank of Canada

2019 CONSULTANTS

- Benjamin Osher
- Jamila Aman
- Yamo Apea
- Suresh Tharma

2019 VOLUNTEERS

- Alan Ritchie
- Alleem Bacchus
- Amuna Hassan
- Avery Brooks
- Babur Mawladin
- Bradley Perez
- Can Nguyen
- Duong Dai
- Elba Canas
- Elsa Dinora M.
- Elsa Montemayor
- Fanny Sanchez
- François Yabit
- Gisela Canto
- Gloria Villafan
- Heinz Holzap Fem
- Heriberto Gallo
- Jessica Avellano
- Justin Voronoff
- Lanh Uong
- Laura Zambrano
- Lauren Tetel
- Mahad Yusuf
- Marcia Cajas
- Maria del Carmen Colin
- Maribel Rangel
- Marta Mantilla
- Millie Ramchan
- Minire Omeri
- Mokhtar Suliman
- Moudatou Diallo M.
- Paul Raso Ph.
- A. Ariyamalar
- Almaz Solomon
- Alvaro Solis
- Ashley Lubomiv
- Can Nguyen
- Carmen Flores
- Cecilia Lara
- Daraartu Omar
- Duong Dai
- Fanny Sanchez
- Gisela Cantú
- Heinz Holzap F.
- Jeanell Nelson J.
- Justin Yaniv
- Lanh Uong
- Loreen Noble
- Mai Duong
- Noy Amsterdam
- Prandaumatti L.
- Prandaumatti L.
- Rosa Granados
- Saba Tedros
- Shamyun Ram.
- Sharmaine Cl.
- Silva Kodra
- Sonia Cyrus
- Tajareen Abedin
- Teresa Spagnolo
- Tony Morrow
- Truong Minh Qui
- Uong Lanh
- Vidalina Salazar
- Alvaro Solis
- Fanny Sanchez
- Marcia Cajas
- Maria del carmen colin
- Marta Mantilla
- Mattara Monplaisir
- Mercedes Idrovo
- Millie Ramchan
- Minire Omeri
- Miranda Mema
- Nicola Martin
- Prandaumatti Laydoo
- Roy Katznelson
- Ryan Kofsky
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- Stephen Boutilier
- Sunder Singh
- Teodora Vlachos
- Tharunie Rajasekaran
- Tony Morrow
- Troung Xuan Phung
- Truong Minh Quy
- Uong Lanh
- Vicky Nguyen
- Vidalina Salazar
- Vina Ma
- Vitori Poshnjari
- Vitori Poshnjari
- Vitori PoshnjariMinire O.
- Xoan Nguyen
- Yolanda Caicedo

2019 PLACEMENT STUDENTS

- Aziza Khalifa
- Harmanpreet Kaur
- Satveer Kaur
- Kasey Anson
- Keisel Vasquez
- Ophelia Lurdes
- Sara Jajju
- Colleena Georgeacopoulos.
- Paula Massoti
- Mayria Hla
- Joyson N. Chacko
- Alice Ajio
- Hardeep Kaur
- Emilio Andre Reyes



AUDITOR'S LETTER

KOPSTICK OSHER

Chartered Professional Accountants, LLP

In association with Reiner Global CPA
970 Lawrence Avenue W. # 805
Toronto, Ontario, M6A 3B6
Tel. (416) 256-7748
Fax (416) 785-1 026

AUDITORS REPORT ON SUMMARIZED FINANCIAL STATEMENTS

To the members of Northwood Neighbourhood Services:

We have audited the financial statements of Northwood Neighbourhood Services as at December 31, 2019 in accordance with Canadian generally accepted auditing standards and expressed an unqualified opinion on these statements in our report of April 08, 2020.

The information presented in the accompanying Summarized Statement of Operations and Changes in Net Assets is derived from the above mentioned financial statements and in our opinion presents fairly the information therein.

KOPSTICK OSHER

Toronto, Canada
April 08, 2020

KOPSTICK OSHER
Chartered Professional Accountants, LLP
Licensed Public Accountants

AUDITORS' FINANCIAL REPORT

NORTHWOOD NEIGHBOURHOOD SERVICES SUMMARIZED STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

	Year Ended December 31	
	2019	2018
REVENUES	\$	\$
Government Grants	514,497	527,249
Foundation Grants	362,964	386,064
Capital Improvement Grant	107,000	0.00
Donations & Fundraising Revenues	33,356	32,507
Interest Income	87,694	23,391
Other Sundry Revenues	<u>135,938</u>	<u>153,333</u>
Other sundry revenues		
	<u>1,241,449</u>	<u>1,122,544</u>
EXPENSES		
Staffing Costs & Benefits	709,822	777,299
Facilities	174,719	170,779
Capital Improvement	90,031	0.00
Program expenses	49,409	55,113
Office, Computer & General Administrative	42,388	37,399
Bad Debt Expenses	44,963	0.00
Consulting Fees	14,915	10,875
Telephone	13,362	12,204
Promotion & Publicity	6,020	7,201
Professional Fees	17,963	16,796
Insurance	4,495	3,913
Institutional Support	10,000	0.00
Fundraising Expenses	2,160	17,488
	<u>1,180,246</u>	<u>1,109,067</u>
Excess of Revenues Over Expenses	61,203	13,478
Net Assets - Beginning of Year	<u>329,454</u>	<u>220,494</u>
Net Assets - End of Year	<u>268,252</u>	<u>254,774</u>

Copies of the 2019 audited financial statements are available upon request

AUDITORS' FINANCIAL REPORT

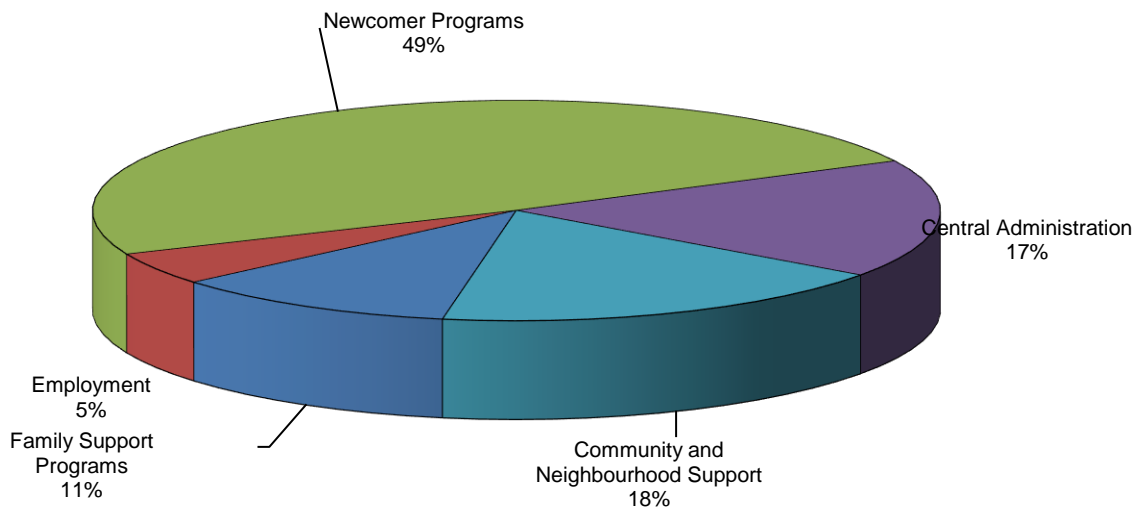
NORTHWOOD NEIGHBOURHOOD SERVICES STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 219

CURRENT ASSETS	2019	2018
Cash	585,442	159,825
Short Term Investments	4,015,962	3,554,126
HST Receivable	11,788	22,932
Prepaid Expenses	20,311	17,061
Grand and Sundry Receivable	116,693	171,658
Leasehold Improvements	<u>10,085</u>	<u>10,085</u>
	<u>4,760,282</u>	<u>3,935,688</u>
 CURRENT LIABILITIES		
Account Payable and Accrued Liabilities	30,851	32,406
Source Deductibles Payable (Recoverable)	12,536	13,007
Deferred Contribution (Note 3)	75,559	80,278
Sponsorship Contributions (Note 5)	<u>4,311,881</u>	<u>3,541,746</u>
	<u>4,430,827</u>	<u>3,667,436</u>
 NET ASSETS – Unrestricted	 <u>329,454</u>	 <u>268,252</u>
	<u>4,760,282</u>	<u>3,935,688</u>

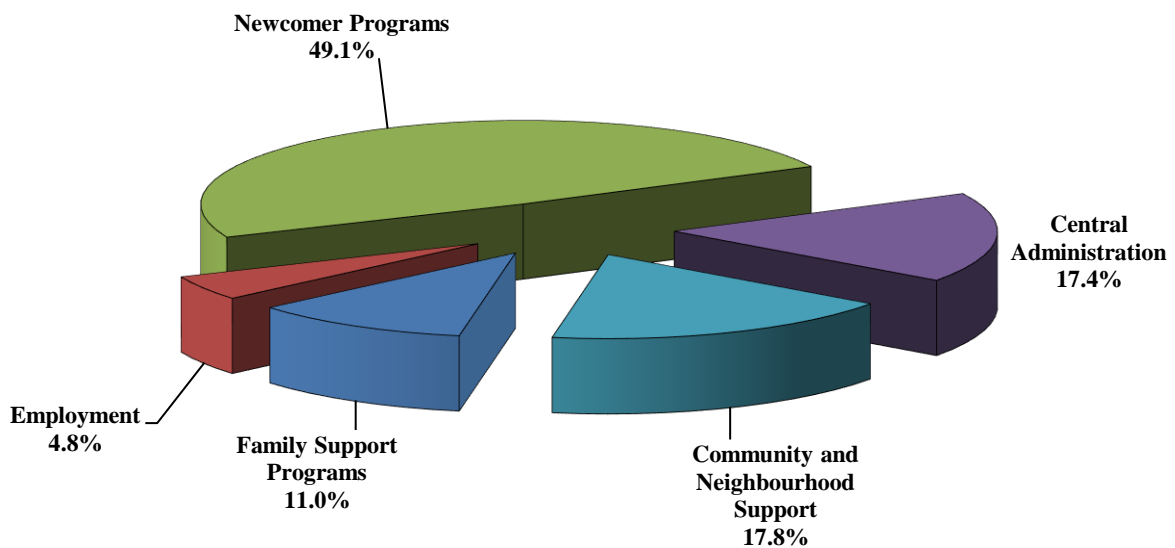
APPROVED BY THE BOARD

The accompanying notes form an integral part of these financial statements

TOTAL VOLUNTEER HOURS IN 2019



\$\$\$ VALUE OF VOLUNTEER PROGRAMS AND SERVICES IN 2019





MAIN OFFICE

1860 Wilson Avenue, Suite 400
Toronto, Ontario, M9N 3V8
Tel: 416-748-0788

Settlement and Resettlement Services: Monday to Friday 9:00am to 5:00pm
English Conversation Circles: Monday to Friday 9:30am to 11:30am
Cook & Talk Women's Program: Wednesdays and Fridays 12:00noon to 5:00pm
Albanian Seniors Program: Mondays 12noon to 4:00pm
Dress for Success: Monday to Friday 9:30am to 4:30pm
Volunteer / Community Development Program: Monday to Friday 9:00 - 4:00pm
Weston Family Resource Centre: Mondays, Thursdays and Fridays: 9:00 to 2:30pm

KID'S PLACE FAMILY RESOURCE CENTRE

2801 Keele Street, Unit 103
Toronto, ON, M3M 2G6
Tel: 416-398-0030
Monday to Thursday from 9:00am to 2:00pm, and Saturdays from 9:00am to 2:30pm

WOODVIEW PARK LIBRARY

16 Bradstock Road
North York, ON M9M 1M8
Family Resource Centre – Tuesdays and Wednesdays from 10:00am to 12:30noon

DAY STORM FAMILY RESOURCE CENTRE

Finch Av. Unit
Toronto, ON, M3M 2G6
Monday to Thursday from 9:00am to 2:00pm, and Saturdays from 9:00am to 2:30pm

FALSTAFF COMMUNITY CENTRE

50 Falstaff Avenue,
Toronto, ON M6L 2C7
Youth Recreational Program – Tuesdays and Thursdays
After School Program – Monday to Friday from 3:30pm to 6:30pm

ARLETA MANOR

11 Arleta Avenue, Recreation Room 7
Toronto, ON, M3L 2E3
African & Caribbean Seniors Program – Thursdays: 12:00noon to 4:00pm

BLACK CREEK COMMUNITY HEALTH CENTRE

2202 Jane Street, Toronto, ON, M3M 1A4
Latin American Seniors Program – Mondays: 12:00noon to 4:00pm

DRIFTWOOD COMMUNITY CENTRE

4401 Jane Street, M3N 2K3
Vietnamese Seniors Program – Tuesdays: 12:00noon to 4:00pm

NORTHERN ETOBICOKE LOCATIONS

2 Rowntree Road, Etobicoke M9V 5C7
101 Kendleton Drive, Etobicoke M9V 1V1
850 Humberwood Road, Etobicoke M9W 7A6