



# Funders and Donors

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**CNH gratefully acknowledges the contributions of our program funders and individual donors.**

## Donors

Clayton Wilson; Best Buy Canada (Future Shop); Bev Lepischak; Irene Andrew; Brenda Frazier; D.A. Brodsky; Homelife/Realty One Ltd.; Phyllis King; Tatjana Rumjantseva; Rosalind Luste; Alison Lee; Spruce Court Co-operative; Robert Butler; Pat Campbell; Priscilla DeVilliers; Maureen Armstrong; Sofia Dias; Adrianna Czornjy; Margaret Burrows; Jan and Harry Kortellos; Spruce Court Co-operative; Volunteer Centre of Toronto; Institute of Chartered Accountants; Fairlawn United Church; Carrie Butcher; Canada Helps

## Funders

United Way Toronto  
City of Toronto  
Province of Ontario  
Government of Canada  
Rainbow Foundation  
Toronto Star Fresh Air Fund  
CP24/CHUM Christmas Wish



Government of Canada  
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# CNH counts its blessings

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2009 was an exciting year for CNH. Your Board of Directors has continued to work at strengthening the foundation of CNH to help ensure we can continue providing services that meet the needs of our community, now and in the future.

While most programs remain unchanged from a year ago, 2009 was a year of dramatic and positive change at CNH. The most notable change came to fruition on January 1, 2010: the welcoming of Toronto Homemaking Services into the CNH family. As a founding partner of THS, we had an opportunity to bolster the long-term health and vitality of that organization as well as our own by bringing those services and staff to CNH. After an extraordinary amount of hard work and cooperation among both E.D.s, management and union, we are pleased to report that the transition has been successfully completed. The CNH team should be commended for their efforts in making the transition a smooth one. We would also like to welcome the management and staff from THS, and to thank them for their continued dedication and hard work throughout the process.

Another important milestone in 2009 was the signing of a new 4-year collective bargaining agreement, and we would like to thank the management and CUPE bargaining teams for working together to reach an agreement. We are pleased that the resulting agreement was fair to all parties, and respects the importance of CNH's long-term stability.

To us, these highlights speak volumes of the positive transformation CNH has seen over the past few years. CNH again has a spirit of stability, optimism, and strength, and this allowed us to grow for the first time in years. We now enter our ninety-ninth year of service optimistic of our future, and we look forward to working with all of you over the year ahead.

I would personally like to thank my fellow board members for their dedication, and for volunteering their time and skills for this important agency. I would like to thank our management team for providing diligent oversight of programs during a year of great change. And I would especially like to thank our hundreds of valued staff and volunteers for their commitment and service. While we touch the lives of thousands of people each year, the value of CNH can only be measured by the quality of the one-on-one service that an individual receives. We are truly a tapestry of relationships, and we are fortunate to have a team of great people who approach their duties with dignity, skill and dedication.

Finally, I would like to invite anyone from the broader CNH community who has questions or comments about your Board of Directors to contact me directly at [timhughes@hotmail.com](mailto:timhughes@hotmail.com). All the best for 2010!

Respectfully Submitted,  
Tim Hughes, Chair, Board of Directors

## **2009 CNH Board of Directors**

Chair  
Tim Hughes

Vice Chairs  
Travis Crawford  
Philip Fernandez  
Lloyd Ilekys

Secretary  
Dawn Palin

Treasurer  
Meté Yorgen

Members  
Susan Gapka  
John McLeod  
Damion McLean  
Navjeet Sidhu

# **CNH History comes alive!**

**Toronto, 10<sup>th</sup> May, 1911**

**``An informal meeting  
of the Committee and  
one or two others  
interested in the  
neighbourhood house  
for Central Toronto is  
called for Friday  
evening of this week at  
8 o'clock at the home  
of Mr. J.J. Kelso, 21  
Prince Arthur Avenue``**

**A.H. Burnett, Sec.**

**From the Toronto City  
Archives**

## **CNH: 99 and Counting!**

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As we turn our thoughts toward 2011 and the 100<sup>th</sup> birthday of CNH, it is impossible to resist also looking back on our beginnings. In the past weeks I have had an opportunity to explore a little more closely the history of CNH, and I am struck by how little things have changed. 99 years ago CNH began working with a multi-cultural community in Toronto's downtown slums. The aim was to provide a place people could call their own, to meet social, educational, cultural and economic needs of early 20<sup>th</sup> century life. Today we continue that work, side by side with our neighbours from over 400 countries. Though the daily activities have changed, the aims have not. We still meet people where they live, respond to the needs they identify, and engage respectfully to make this house their own.

And yet change has been constantly with us over the past year. We saw our programs grow and we built new partnerships in our community, extending our supportive housing services to St. James Town and 55Bleecker Street. We increased our programming for children and youth, added some twists to our Women's program offerings, and generally looked for places we could improve our services. We worked together with our CUPE Local 4308 to develop a four year Collective Agreement that we could all live with. The most significant change didn't officially happen until January 2010, but we spent the last half of 2009 working toward our goal. Toronto Homemaking Service, the partnership agency we established back in 2005 along with Woodgreen Community Services and Neighbourhood Link, became, after a lot of hard work and with the full support of THS Staff, a very welcome part of CNH. Now known as the In Home Services Division, and ably led by former THS ED Veronica MacDonald, they are a most welcome addition to the CNH range of programs and services.

None of these great things would have happened without the hard work and support of our dedicated staff, the leadership of our Board of Directors and the generosity of our volunteers, donors and funders.

As we look toward to next year, we hope the whole community will come together in celebration of 100 years of service to our community, and help us to plan for the next 100!

Respectfully Submitted,  
Elizabeth Forestell, Executive Director

# 2009 Treasurer's Report

The 2009 Central Neighbourhood House (CNH) audited Balance Sheet is reflective of the ongoing positive financial trends noted in the previous year. Attention should be directed at the continued successful relationship CNH has with its Primary funders during an economic downturn and its ability to present sound financial reporting throughout the fiscal year.

The careful and diligent administration CNH's finances through the Executive Director (Elizabeth Forrestel) and her management team have been a positive attribute to the overall success of 2009.

Respectfully Submitted,  
Mete Yorgan , Treasurer

## Central Neighborhood House Association EXCERPTED BALANCE SHEET

December 31	2009	2008
	\$	\$
<b>ASSETS</b>		
<b>Current</b>		
Cash and short-term deposits	476,751	441,728
Accounts receivable	118,809	76,118
Prepaid expenses	14,763	12,479
Due from related parties	<u>186,765</u>	<u>186,765</u>
	797,088	717,090
<b>Capital assets</b>	106,779	156,285
<b>Day Care expansion investments</b>	<u>339,888</u>	<u>339,308</u>
	<b>1,243,755</b>	<b>1,212,683</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	178,773	164,647
Funds held in trust	521	1,679
Obligations for specific projects	67,369	60,242
Deferred capital funding	92,348	139,645
Due to related parties	<u>190,618</u>	<u>190,618</u>
	529,629	556,831
<b>Day Care expansion funds held in trust</b>	<u>339,888</u>	<u>339,308</u>
	<u>869,517</u>	<u>896,139</u>
<b>NET ASSETS</b>		
Invested in capital assets	14,430	16,640
Restricted for capital campaign fund	(5,052)	(5,052)
Unrestricted surplus - Programmes and administration	<u>364,860</u>	<u>304,956</u>
	<b>374,238</b>	<b>316,544</b>
	<b>1,243,755</b>	<b>1,212,683</b>

## Count on US

120 people

55 and older

1 dedicated  
Coordinator

230 units of  
service

“We are proud of the fact that our participants can always count on us to use Central Neighbourhood’s resources to meet their needs.”

# Vulnerable Seniors Program

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Individuals who are fifty-five years of age and older can count on the Vulnerable Seniors Program and its coordinator, Irene Ryner, to provide them with the support and resources so that they can have a full and rich life. We know that these individuals face many barriers when seeking employment and housing.

We help them to complete applications for Rent-Geared-to-Income (RGI) housing as well as for private landlords.

We help them to find adequate and affordable housing. Then we provide follow-up to ensure that they maintain the housing, are stable, and are fully aware of the resources available to them within their community.

We help them with income support by ensuring that they receive all of the income that they are entitled to. This means that we work closely with Ontario Works (OW), the Ontario Disability Support Program (ODSP), and the Canada Pension Plan (CPP)/Old Age Security (OAS)/Guaranteed Income (GIS) offices on their behalf.

We help with eviction prevention and mediate with landlords when their housing is at risk.

We make referrals to legal clinics, ID clinics and medical clinics. We support our clients when they have to attend a hearing at the Landlord and Tenant Board or a meeting with their OW/ODSP worker.

We are proud of the fact that our participants can always count on us to use Central Neighbourhood’s resources to meet their needs.

# Things to Count On in the Adult Day Program

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There are TEN things that you can **count on** every day when you attend our **Stroke Survivors Adult Day Program**:

1. You'll make new friends who'll always be happy to see you.
2. You'll be missed when you're away.
3. You'll have ice cream for dessert every day (sugar-free if you're diabetic).
4. You'll enjoy a barbecue once a week from May until September.
5. Your birthday will always be celebrated (even if the Happy Birthday song is sung a little off key).
6. You'll learn something new every day.
7. In the warm weather, you'll sit under a shady tree with a cool breeze as you wait for your afternoon ride.
8. You'll smile a lot.
9. You'll laugh even more.
10. You'll go home happier.

After 27 years, we (**Robert Butler, Sofia Dias, Sharon Marcum, and Sharon Allison**) guarantee —with confidence—that you can **count on** these things happening. And if you don't believe us, we've got 20-year, 15-year, 10-year, and 5-year veterans of the program who'll be happy to tell you they're true.

## **ADP by the Numbers**

**48** clients served

**14,382** hours of direct service delivery

**31** volunteers gave **1,352** hours of service



# Housing & Community Support by the Numbers

**430** clients served

**28,600** hours of service in the community



## Count Us In! Housing & Community Support

In the spring of 2009, **Housing and Community Support Services** expanded to provide assistance and homecare to clients within a Supportive Housing environment.

At 55 Bleecker St, we work with the City of Toronto to provide service 24 hours a day, 7 days a week. The program model operates with a Registered Practical Nurse and a Social Worker on site during the day and our Personal Support Workers provide service around the clock, 365 days a year.

In St. James Town we work with Community Resource Connections of Toronto, where we have staff assisting clients; some are in crisis, some have hoarding issues, but all of them need supports to continue to live independently.

You can also count us in if you are fifty-five plus, have housing issues and need help. Our **Vulnerable Seniors Program** assists with housing searches, landlord and tenant mediation, housing stabilization efforts and client advocacy.

And we continue to provide assistance to the elderly and disabled; assistance like shopping, laundry and meal preparation. These services mean that clients continue to live in their own homes, independently, and with dignity.



# Street Survivors Program

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Working with those who were previously homeless and street involved, the Street Survivors Program specializes in permanently stabilizing their home environments. Funded by the City of Toronto, Toby and Vicki, co-managers of the program, take direction from and work closely with the Streets to Homes Program.

Since July 2008 our Program has concentrated on "follow-up" with our participants. Streets to Homes provide referrals of participants who have been recently housed and together with the participant, we build programs that transition to stable living.

Using the Case Summary, and in consultation with the participant, we build a plan for sustainable housing. Together, we make certain the rent is paid and community and landlord relationships remain cordial. In some instances the housing is inadequate or no longer appropriate and together, we seek more suitable accommodation. In 2009 we successfully moved six participants. We work closely with Social Assistance and Housing Connections and keep them up to date on changes in status.

As we build a stable environment, we accept them as volunteers to become Peer Support Volunteers. In this new capacity, participants assist in the service delivery of the program to new participants and those that are still in the program.

You can count on us to provide strong supports that lead to growth, stability and independence..

## Count Us In!

40 men and women

Not enough housing

2 Staff

10 Volunteers

1680 contacts



## Child & Youth Programs by Numbers

**48** volunteer tutors provided **750** hours of homework help

Kidz Klub participants enjoyed **3900** healthy snacks afterschool

Youth program participants played **832** games of basketball

## Everyone counts in the CNH Children's and Youth programs

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In CNH Child and Youth Programs Everyone Counts!

Our Youth Program strives to meet the needs of youth in our community with innovative and diverse programming. In 2009, 79 young men attended our evening and weekend programs.

The Tutoring Program recognizes that children do not always get the one-on-one support they need after school. In 2009, 26 young learners were matched with volunteer tutors who provided weekly homework help and academic guidance.



There is never a dull moment in the Kidz Klub, our afterschool program that meets Monday to Friday from 3 – 6pm. Kidz Klub provided a total of 36 children with fun activities afterschool in 2009.

# Learning to count & other fun stuff at the CNH Day Care

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The children in our daycare represent a diverse community, and we aim to reflect this in our programs.

- We implement a series of activities specifically intended to stimulate each child.
- We provide enriched programs with professional qualified and caring staff.
- We provide an environment designed to meet and challenge each child's developmental needs and encourage each child's self worth and self respect.
- We are committed to continue to inspire a friendly, caring environment which is inclusive, sensitive to and respectful of the diversity our community.

## Day Care by the Numbers

**10** infants

**10** toddlers

**40** pre-schoolers

**2** day care sites

**18** Staff

### Day Care Fun Facts

**One infant will go through over 1,000 diapers a year.**

**32 pre-schoolers will use the washroom a total of 128 times a day.**

**Toddlers say "mine" at least 20 times a day.**



# Volunteers by the Numbers

692 Volunteers

11,103 Volunteer  
hours

A Million  
Amazing  
Experiences!



## CNH volunteers make a difference by doing what counts

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Our volunteers make a difference in almost every facet of what we do at CNH. Here's just a few of the things they did in 2009.

- At the CNH **Board of Directors** meetings, they governed, supported, strategized, and raised funds.
- For **Special Events**, they lifted, shifted, created, sorted, stacked, packed, wrapped and did it with a smile.
- In the **Street Survivors Program**, they have been there, done that and now provide peer support to others
- In the **Adult Day Program**, they enthusiastically washed dishes, set tables and served food.
- In the **Women's Program**, they researched, outreached, translated, and instructed yoga,
- For **Home Support Services**, they visited, listened, and escorted and did it with compassion.
- In the **Day Care**, they read stories, played games, cleaned toys, and varnished cubby holes.
  - In the **CNH Garden** they raked, weeded, pruned, mulched and sweated a lot.
  - In the **Tutoring Program**, they helped kids with

homework, encouraged, stimulated -- and well...they tutored

- In the **Kids Klub**, they needed a lot of energy just to keep up

Central Neighbourhood House volunteers did all of this and so much more.

**Volunteers can be counted on to create and sustain healthy communities and for this we'd like to say...**

# Thank You

# Just being there counts for a lot; CNH Family Support Program

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We went with them to court, to doctor's appointments, to lawyer's appointments, to immigration offices, to welfare offices, and to meetings at the Children's Aid Society. Because these places can sometimes be very intimidating, we know that when we stay with them they feel more comfortable and confident. We advocated strongly on their behalf with community agencies and government departments. (There have been days when we've spent a whole day with them, solving an urgent problem.)

We provided education sessions and workshops for parents so that they could meet the needs of their children and develop their parenting skills.

Our families cope with issues of mental health, family abuse, violence, substance abuse and a range of social and health-related pressures, which make it difficult for them to maintain their stability. Outside of the home, they have difficulties finding employment and accessing resources. They also experience systemic discrimination. And, of course, poverty is a major factor in their lives. They can count on us to help them tackle these problems head-on.

Because of the excellent reputation of our Family Support Program—and its coordinator, Sandra Costa—there has been a steady number of referrals from outside agencies, such as Children's Services, Toronto Public Health, government departments, and local schools. These agencies know that they can count on us to help the families they send to us.

## **Family Support by the Numbers**

**19 Families**

**180 Individuals**

*Many of the families are newcomers to Canada from: Sri Lanka, India, Pakistan, Bangladesh, Somalia, Egypt, China, the Philippines, the West Indies, Jamaica, Guyana, and Eastern Europe*

## Every Woman Counts

“Later the women went out marching, holding beautiful handmade banners to voice their opinions on women's equities and rights. CNH is proud to have been involved in support of women's rights.”

## CNH Women's Program

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The Women's Program provides biweekly workshops in five different languages: Bengali, Tamil, Mandarin and Somali/Swahili. We also provide Yoga, Tai chi and informal counselling and advocacy.

The program maintains ongoing dialogue with our participants which is open, respectful, informed, and welcomes different viewpoints and ideas. Our workshops are based on the topics they choose, they play an important role recognizing issues facing the community.

In 2009 we focused on parenting, gang violence, and understanding the Canadian school system, with a focus on the transition from middle school to high school. Our goal was to teach parenting skills, increase parental involvement in their children's school, raise awareness of violence and gang involvement, and give parents more individual support. As a result of our program, we receive a positive response from the program participants.

Every year the Women's program celebrates International Women's Day, the 2009 IWD celebration was a great success. The Women enjoyed a delicious breakfast prepared by the male staff, board members, and volunteers of CNH; the event was more successful than previous years because the Women's Program collaborated with other departments within CNH. Later the women went out marching, holding beautiful handmade banners to voice their opinions on women's equities and rights. CNH is proud to have been involved in support of women's rights.

On December 6th, 2009 we hosted the 20th anniversary of the National Day of Remembrance and Action on Violence against Women event. We had over 120 program participants and community members. December 6th represents an important opportunity to bring awareness to violence against women. We also commemorated the Montreal Massacre and the five hundred women and children who were murdered since 1989. Speeches were given by Women of courage, sharing their emotional stories of violence and survival. We were honoured to be part of a global recognition campaign of stopping Violence against women.

# Community Development

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Community Development : Let us Count the Ways

1. **Community Engagement:** To ensure that the voices of our community remain a priority at CNH, the Community Engagement Committee held a town hall in March 2009 to build dialogue with community members around issues in the downtown east end.
2. **Community Services:** CNH continues to provide services to help individuals live independent and dignified lives. For 16 years our Easy Access Voicemail Project has continued to alleviate one of the most significant barriers to employment by providing voicemail services to over 500 community members, and our Computer Access Program serves over 100 community members a month, offering word processing and internet access free of cost, on a drop-in basis.
3. **Community Programming for Empowerment:** Based on participant feedback and guidance, CNH embarked on two new and exciting initiatives in 2009 to encourage the creative, critical, and confident self-expression of the women we serve. Firstly, the Young Women's Program provides a comprehensive approach to health and wellness, incorporating content around Healthy Relationships and Self-Image, Nutrition and Physical Health, Personal/Skills Development, Leadership and Critical Engagement, Recreation and Social Support/Engagement. Secondly, the CNH English Conversation Circle pilot project offered progressive curriculum to encourage 15 new-comer women to represent and advocate for themselves in the world.
4. **Community Partnerships and Networks:** Through the Community Development Program, CNH is represented on a variety of committees and coalitions around the Downtown East end dealing with issues from housing to youth engagement to newcomer supports. This gives us the opportunity to learn from each other, showcase our programs and services, and remain tapped into issues affecting our community.

**We Make  
Sure  
Everybody  
Has a  
Number**

``For 16 years our Easy Access Voicemail Project has continued to alleviate one of the most significant barriers to employment by providing voicemail services to over 500 community members.``



# 2009 CNH Programs and Services brought to you by:

Emily P. Abaja; Abdikadir Abdi; Lathiba Aboobakker; Janette Adams; Salma Ahmed; Soni Ahmed; Sharon Allison; Yonas Amman; Daphne Ampofo; Jeannette Anderson; Arcelina Aradanas-Lambert; Margaret Asare; Amin Atsbaha; Kumba Ayume; Bobbette Balgrove; Howard Barrett; Joy Bissessar; Nalene Bomba; Verna Boothe; Patricia Braithwaite; Bianca Brideau; Ruby Callender; Wendy Cargill; Gricelda Ceron; Sue Chin; Angela Connors; Tyson Cormier; Sandra Costa; Tanisha Crawford; Joyce Cunningham; Thalia E Davids; Daphne Davidson; Marilyn Delizio; Sofia Dias; Jennifer Dorrell; Oke-Oghen Efijemueh; Katharine Farnady; Marie Farray; Rabaya Fatima; Maureen Fisher; Bezashe Gerbie; Royston Guilford; Norma Hall; Faiso Hassan; Kamilah Haywood; Isabell Henry; Fatuma Hied; Safia Hirsi; Joan Humphrey; May Hyacenth; Faithlyn James; Joy Jones; Charmaine Kelegan; Grace Kemirembe; Lucille Knight; Vijaya Kugan; Amanda Laronde; Toyin Lawal; Tine Lee; Mazel Leslie; Megan Lindsey; Sharon Marcum; Tania Martins; Eddy A. Mbabzi; Valrie Mcdonald; Roslyn Mcintosh; Beatrice Mclean; Sultana Mumtaz; Christina Montoya; Jane Mulindwa; Joy Ndagire; Susan Nembhard; Rosemary Njovu; Sania Ntege; Kelly O'sullivan; Lynda Pederson; Reyna Portillo; Almaz Raeggessa; Leticia Ramirez-Arana; Fatima Rashid; Merle Rogers; Sharon Rollock; Irene Ryner; Donna Sampson; Ashley Simmonds; Aaron Smith; Xue Tian Snow; Veronica Sterling; Ava-Jean Stewart; Yvonne Stewart; Christian Stouffer; Lorelie Subingsubing; Roshnie Sukraj; Afroza Sultana; Paulette Taylor; Ruth Thompson; Judy Tomlinson; Mae Trowers; Solomon Tsadike; Latoya Turner; Cala Waithilingham; Candice Walker; Amina Ware; Kathleen Warren; Erika Watt; Sylvia Williams; Amy Wong; Cecile Wright; Q (Annie) Yang; Yesmin Yilmaz; Muna Yusuf; Adrienne Brookbank; Le Toya Brown; Sarah Hennessy; Alex Jodoin; Prashanth Kanagalingam; Raymond Koyo; Poonam Rao; Robert Butler; Suzi Edwards; Elizabeth Forestell; Toby Mullally; Grace Kingston; Brock Colter; Gertrude Mushikori; Tsering Palmo; Winsome Roache; Vicki Sanders; Susan Seguro; Margaret Shikatani; Don Skorez; Umwali Sollange; Moneshwar Sukraj; Philip Unrau; Marina Wieland