



North York
Community
House

ANNUAL REPORT
2017-2018



Photo by: Mehrnaz Ahangar

A strong community where all belong and thrive.

This is our vision.

North York Community House (NYCH) is committed to building strong, vibrant communities – serving over 20,000 residents in northwest Toronto every year. We help transform lives by working with people, understanding their needs, and supporting them in achieving their goals. For over 27 years, we've opened doors for new Canadians; supported youth, parents and seniors in becoming active, engaged citizens; and created opportunities for residents to improve their lives and lead positive change in their neighbourhoods.

To learn more about how you can get involved, please visit www.nych.ca
You can also call us at 416-784-0920 or find us online:    / nychonline

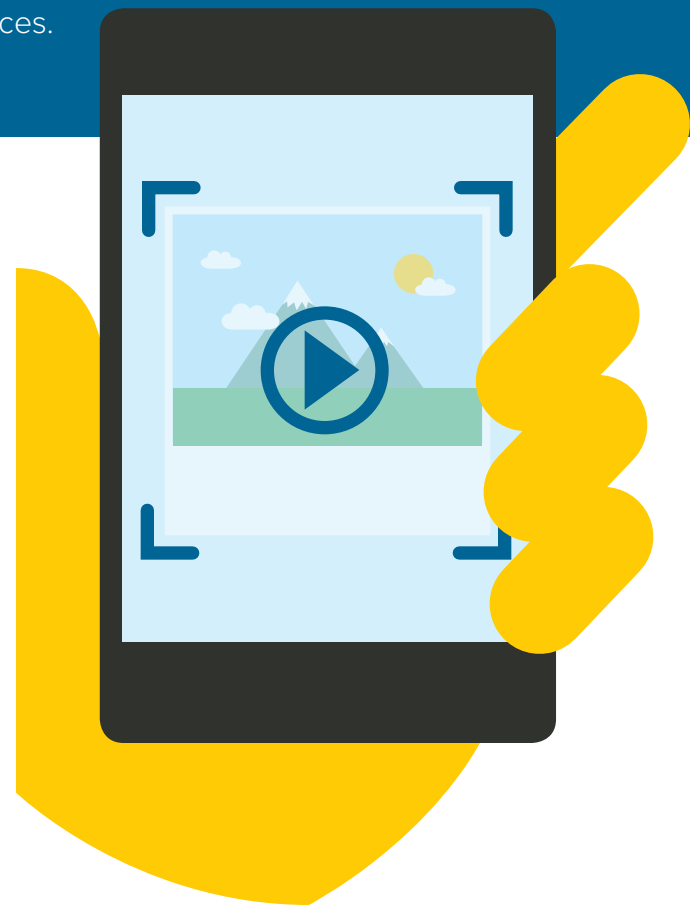
Registered Charity #: 129469029RR0001

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Visit www.nych.ca to learn more about our programs & services.

Watch videos by scanning photos in this report with the **HP Reveal** app.





A MESSAGE FROM OUR EXECUTIVE DIRECTOR & BOARD PRESIDENT

Another year has passed by and with it, more exciting accomplishments and initiatives at North York Community House. Some of our work has involved the growth and expansion of our programs. However, we have also focused on ways to ensure that NYCH remains a dynamic organization in our city, and one that can adapt to meet the changing needs of the communities we serve.

In 2017, NYCH expanded our range of new and innovative services for Syrian and other refugees. These included ongoing youth and afterschool programs and summer and March break programs for Syrian children and adolescents. Our staff also began providing one-to-one and group services to support refugees' wellness and mental health, and employment and other support services specially designed to support Syrian men. The demand for these services has been higher than we anticipated, and we have continued working to serve all those who need our support.

We were also pleased to announce the expansion of our afterschool program to 4 additional schools in northwest North York this past September. Now NYCH provides programs in 7 schools in North York. The Ontario Ministry of Tourism, Culture and Sports, the program's funder, highlights the "aim to help children and youth get active, develop healthy eating habits, gain

confidence and do better in school, which help to decrease childhood obesity and youth violence." We take these goals seriously and believe participation in this program positions children and youth in North York for a healthier, brighter future.

Not surprisingly, there has been an increased demand for online services, to improve access to community members who face challenges attending in-person programs. Last year, NYCH began offering webinars on a range of topics including employment services, civic engagement and volunteer development. Our goal is to be able to offer clients one-to-one meetings online in the near future.

As with all nonprofit organizations, consistent, stable funding is always a key concern. NYCH has been funded by the United Way of Greater Toronto since 1992, and a member agency since 1994, and have greatly benefitted from their support over the years. In 2017, the United Way chose NYCH as one of only 62 'anchor agencies' in the Greater Toronto Area. Anchor agencies are described as, "...the backbone of our community service network throughout the region...[who] take an active role in strengthening the sector as well as the partnership between communities and donors as we all work towards positive change." We are honoured to have been chosen as a

2018

leading organization by one of our city's most distinguished funders, and will continue working to further increase our impact in the community.

Our Board of Directors was busy doing exciting work in 2017 as well. We said goodbye to several experienced members who served our agency and community with great dedication and passion, and welcomed new members who are eager to bring their skills and experience to NYCH.

As a member agency of Toronto Neighbourhood Centres, the Board was proud to sign the Decent Work Charter, which is a formal commitment to developing high quality jobs, and acknowledging that doing so benefits our community members. The Decent Work Charter also outlines both aspirational goals and practical actions that our network of agencies can work towards collectively. This represents our philosophy of how we work, and while there is more work to be done, the commitment to this philosophy is a huge step forward and the NYCH Board will continue to strive to meet this goal.

On top of the work the Board does to ensure the smooth functioning of the organization (i.e. ensuring our funding is adequate, having the right policies in place to support NYCH, managing the risks that are inherent in running an organization of our size, and reaching out to further build

NYCH's resources and reputation), our Board of Directors also established a Leading Board Task Force in 2017. This was established to demonstrate a commitment to our growth and learning, and in order to support the pace and direction in which NYCH is moving. The work of this committee will prepare us to pursue new opportunities as they arise, and better serve our community - both in the present and into the future. It's hard to find the words express our thanks to our outstanding team of staff, students and volunteers who do such important and challenging work. We are incredibly grateful for the skill, strength and kindness you demonstrate every day.

And finally, many thanks to you – our many community members, funders, donors, and friends – for your support and inspiration year after year.



Shelley Zuckerman
Executive Director



Nina Chandarana
Board President

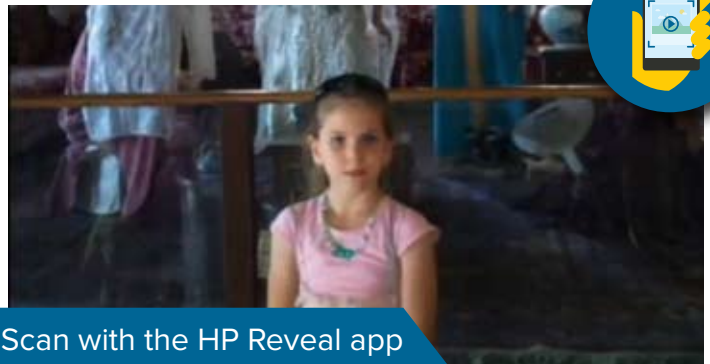


SYRIAN REFUGEES

In 2017, our work with the Syrian community and with other refugees expanded to meet their diverse needs. We continued to work with children and youth through our afterschool programs, summer camp and March break camp. These were great opportunities for participants, who have experienced so much at a young age, to have fun and be active, learn about their new community, and build relationships with each other.

Our programs for Syrian women included preparation for employment, and information on a wide variety of topics. NYCH also began to offer supports for Syrian men, including one-to-one employment and financial literacy support, as well groups dealing with family and mental health issues. Both women's and men's groups also appreciated the chance to connect with each other and have a break from the stresses of their daily lives. All of these programs created a bridge for our refugee clients to connect to a variety of information and resources. Additionally, building friendships and networks also provided opportunities to practice English, offer mutual support, and begin to build trust after their experiences of trauma.

In some instances, the demand for programs



more than doubled our expectations, and our team of Syrian-serving staff went the extra mile to serve as many people as possible.

Another initiative started by our team was a network of staff across Toronto who serve the Syrian community. This network meets quarterly, and offers an opportunity for staff from different agencies and neighbourhoods to share experiences, problem solving, and ideas for collaboration.

The NYCH team also held an event to celebrate Eid, which was a wonderful way to bring the community together, and celebrate such an important occasion in their new home.

www.nych.ca/welcomerefugees



Our 2017 Eid Celebration for Syrian families



97% of Syrian clients shared that they had a better understanding of Canadian culture and customs; and stated that they have become more aware of school and community resources.



YOUTH LEADERSHIP

For the youth in our community, 2017 was a stand out year for addressing the issues that matter to them. From discussing racism and mental health to telling their own personal migration stories, young people were able to share their voices across our various youth programs.

The Seeds of Change project, funded by the Ontario Trillium Foundation, encouraged newcomer and low income youth to become more involved in their community. Peer leaders were recruited and trained to implement participatory action research that helped to identify priority issues of concern for youth. With the support of NYCH staff, the peer leaders held a Youth Summit to further explore the issues and to spark ideas around what youth could do about them individually and as a group going forward. The learnings and recommendations that came out of the project were captured in depth in a final report found at www.nych.ca/seeds-of-change.

NYCH's two Bloggurls programs, our mentorship and media literacy groups for girls aged 9-19, collaborated on their fourth published zine. In it, they tackle the complexities of what it means to be a girl in the 21st century - "the challenges, the surprises, the fun, the boring and everything in between". Jiale, one of the contributors, wrote,



"Being a girl today means that we need to believe in ourselves and chase our dreams!"

Through our Settlement & Education Partnerships in Toronto (SEPT) program, newcomer youth were able to participate in Digital Storytelling workshops and create short videos that reflect on and share important life experiences. In 'Here I Am Now', Mena describes her family's journey from Iraq to Toronto and her eventual participation in NYCH's Newcomer Orientation Week, explaining, "At that moment, I didn't feel alone anymore. I decided to become a volunteer. I wanted to help newcomers because I was one of them. I wanted to make them feel welcome the same way I was."

www.nych.ca/youth-programs



Peer Leaders from the Seeds of Change project



“The workshop helped me have a more positive view about life...I now have a better direction of where I want to be in the future.” - Summer VOICE participant

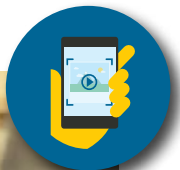


SENIOR CAREGIVERS

In its second full year, our Newcomer Connections for Senior Caregivers (NCSC) project was able to bring organizations and community members together to address the isolation faced by many newcomer seniors who are caring informally for a family member or friend.

Working with our ENRICHES collaborative partners (Alzheimer Society Toronto, Canadian Mental Health Association Ontario, Woodgreen, and the Reitman Centre at the Sinai Health System), we helped organize the first Caregivers Day event in Toronto. In front of an audience of over 300 people at City Hall, Mayor John Tory presented participants with a signed proclamation as the city's official recognition of the tireless work that caregivers do. The gesture certainly had an impact on the audience – with one senior commenting, “We never thought we would be in the Council Chambers with the mayor...Today really brightened up our spirits! Thanks!” The event was also made accessible for caregivers across the city through a live stream on YouTube and broadcasts at eight different satellite sites, including the 519 and four Toronto Public Library branches.

Beyond the Caregivers Day event, it was the day-to-day programming of the NCSC project that continued to make a difference in lives of



participants. Since March of 2016, we have supported over 400 senior caregivers.

The Social Mentorship program has connected isolated newcomer caregivers with mentors who meet with them regularly in their home or in the community. With a dedicated group of volunteers supporting programs like computer tutorials, English conversation circles, and yoga and mindfulness sessions, senior caregivers were also given opportunities to develop new skills, focus on their health, and become more engaged with their community. A participant from the computer classes shared, “For me, as a senior and losing my husband one year ago...this program helps me to come out of my comfort zone and out of my home”.

www.nych.ca/senior-caregivers



Jully Black performing at the very first Caregivers Day event in Toronto



400+ senior caregivers have accessed programs and services through the Newcomer Connections for Senior Caregivers project since March 2016.



CIVIC ENGAGEMENT

Promoting civic engagement continued to be a major focus for our work in 2017. Over the past few years, we have seen how vital it has been for newcomer residents to not only understand democracy and the political systems in Canada, but to feel that their voices are being heard.

Our Leadership & Community Engagement Training had 14 participants who worked together to lead two community-based initiatives - one was focused on the cost of housing, and the other on homelessness. Serving as a prerequisite for this training, we also launched a basic civic literacy series called Democracy Fun-damentals. The six modules include 'How Government Works in Canada' and 'Budgets and Elections', as well as trips to Queen's Park and City Hall.

With the Samara Centre for Democracy and the Agincourt Community Services Association (ACSA), we hosted the 'Thinking Outside the Box' forum on the political integration of newcomers. Approximately 30+ representatives from government, settlement agencies, community agencies, and Elections Canada came to discuss civic and democratic engagement.

More than 50 residents came out for the Eglinton-Lawrence Town Hall which was organized with the Samara Centre for Democracy, Ontario Trillium Foundation, and the Toronto



District School Board. Local politicians from all levels of government attended, as well as the local police division, and provided an opportunity for community members to discuss and learn more about the issues that matter to them.

In 2017, we continued to implement Democracy Talks – a series of fun discussion activities that engage citizens around politics. Students from our English classes participated in a number of sessions, culminating in mock elections, voting practice, and a visit from MP Marco Mendicino. After the visit, one student remarked, "I felt respected and happy that the government wants to hear my needs and my experience."

www.nych.ca/civic-engagement



Leadership & Community Engagement Training
participants on a visit to Queen's Park



100% of Democracy Fundamentals participants reported that they have increased their understanding of democracy and now feel more confident to talk about important issues with others.



EMPLOYMENT & MENTORSHIP

For many newcomers, finding meaningful employment is a top priority in their settlement journey. At NYCH, we have always sought to provide opportunities for new Canadians to gain the knowledge, skills, confidence and connections they need to succeed in their job search. In 2017, the Employment & Mentorship programs at NYCH were both able to branch out and establish partnerships that could offer added benefits for participants looking to enter the job market.

The Employment program continued to provide newcomers with ongoing trainings and workshops that focused on the foundations of building a career in Canada - and enhanced this support by also organizing job fairs, networking events, and speed mentoring sessions with corporate volunteers. A partnership with Canada Goose saw direct recruitment opportunities for community members as the Human Resources team from the Canadian retailer came in for information sessions with 120 participants - several of whom were later hired.

NYCH's Mentorship program also leveraged its connections with the broader community by bringing in a host of volunteer guest speakers. In group mentoring sessions, these knowledgeable presenters provided practical information on starting or continuing a career in various sectors,



including healthcare, social services and government. Participants were able to get in-depth advice on topics such as bridging gaps in their employment history and the importance of professional associations, networking groups, & affiliations within a field.

In 2017, NYCH also began an official partnership with TRIEC (The Toronto Region Immigrant Employment Council). This gave us access to a larger pool of professional mentors to whom our staff could refer clients (in cases where individuals were ineligible for our own programs or required guidance in a particular field). In growing our own network of support, many more newcomer job-seekers will be poised for success.

www.nych.ca/employment



Group mentorship session on pharmaceutical careers in Canada at the Bathurst-Finch Hub



Over **93%** of clients reported that the Employment Program helped them to understand the Canadian job market and job search strategies.



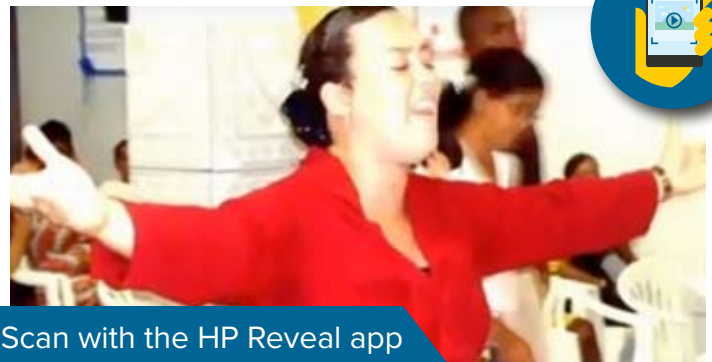
LANGUAGE PROGRAM

At NYCH, we are always eager to share the stories of our community members, clients and participants as they move through their journeys of learning, facing adversity, and achieving success. These stories best highlight the strength and determination of the people we work with.

For example, Patricia began attending our LINC (English language) classes in order to prepare herself to enter the Canadian job market. Initially, Patricia's teacher described her as a quiet, relatively shy woman; however, by the time she graduated to level 3/4, she was doing presentations in class and had initiated a petition, which she presented to our MP who visited our centre in December.

Patricia had also run for 'class prime-minister' and made a wonderful presentation of her ideas and positions and represented her 'party' really well during the election period. She was voted in by a very small majority – a huge accomplishment.

What makes Patricia's achievements even more special is that she is a single mother and during her time with us, had lived in a woman's shelter until she could be provided with her own apartment. She had left an abusive relationship and sometimes talked with her classmates quite openly about her struggle to free herself from



that painful part of her life. Despite these and other challenges, Patricia continued to move forward, and was a leader in her class and to many around her.

Stories such as Patricia's are always inspiring, and help us to understand the many obstacles faced by the people who come through our doors every day.

Another type of story was shared by Marilyn, one of our long-time LINC instructors. This is a story about the success of one of the small 'communities' at NYCH, and the impact of learning English on all aspects of their lives:

"I decided to nominate my whole class as deserving of the title 'success story'. Each and every one has their story and they bring the



LINC students with instructor Franca

narrative of their lives into the bewildering world of Canadian culture, English and our system of learning. For many, education has been limited by their gender and for some, customs and cultures have curtailed their learning at an early age.

As a teacher, I consider some success to be marked when they can speak an unbroken English sentence using the past tense. We all cheer and encourage the speaker when it becomes obvious that their sweated learning is paying off in an understanding of the past, present and future verbs and we have cause for celebration with a pizza party.

When spelling has improved markedly, it becomes obvious that the learner has mastered a task that they only dreamed of when they began their studies. When they learn something valuable about Canadian culture, history, government or geography, they listen carefully and try to absorb my very words into their own frame of references. Eager ears and faces turn to me when they witness the map of Canada take shape into provinces, cities and governments.

Many of the students have participated in Family Day events and in International Women's Day. Some have moved up into the next level for their efforts and all of them strive to move forward, even in some small ways, by being able to demonstrate independence by going to the doctor alone, or understanding some banking terms, or how to write a cheque or understand about the use of credit cards. Many learned that women can achieve what they would like to in this country. Some have volunteered to help their classmates and this creates a closeness and a sense of family and friendship within the classroom.

What criteria can I use to choose among my many heroes and heroines for who is more deserving of being designated a 'success story'? They all are, and so they should be, winners for putting forth their best efforts and their hearts in order to make their lives and the lives of their children a Canadian success story."

www.nych.ca/english-classes-linc



We provided English language classes to **600+** newcomers, with **82%** of our LINC students reporting that they feel less isolated and more confident.



ONLINE SERVICES

Demand for NYCH's services and programs has steadily increased, not only from those in our local neighbourhoods, but also from individuals and families who have challenges attending in-person programs. NYCH staff are also regularly asked to share their expertise with other organizations and professionals. For both these reasons, we began to offer a number of webinars in 2017, on topics such as employment services and resume preparation, civic engagement, stress management and setting healthy boundaries (for staff). We expect that the popularity of web-based services will grow and evolve in coming years, and will continue to adapt our programs accordingly. For example, one of our goals is to be able to offer our clients the option of having one-to-one meetings online, which will increase the accessibility and flexibility of our services. Ideally, these online services will complement our in-person programs, providing our communities with a combined model of learning and support.

HiMama

For many newcomer parents who are students in our adult English classes, everything around them is new and complicated by their limited ability to communicate in English. Understandably, it can be confusing to understand the routines, expectations and information they need to know as their children join our childcare program (which

cares for them while their parents are in class). It is often the first time they have left their children with someone other than a family member, which can cause anxiety for parents and children alike. NYCH's childminding team has always done an excellent job of connecting with our families, and putting them at ease as they transition into their new lives. However, in 2017 the team discovered a tool that could help families feel more connected with their children, and give them a better understanding of the resources available to them. This tool was a mobile app called HiMama.

By using this app, newcomer parents can access daily reports on their children's activities, snack menus, photos and videos, stories, developmental assessments, and more. They can also communicate with staff regarding absences, messages, calendars, and reminders. In this way, parents are better informed about their children's progress and daily routine, and how our staff plan and run activities. This also helps parents to feel more comfortable communicating with staff and to become more involved in the program, which builds more confidence, improves language learning, and creates community among our families.

The LINC team did a great deal of research to find this solution, and were very excited to implement it in early 2018.



Early Childhood Educators from our LINC team



WATCH ALL WEBINARS ON OUR WEBSITE:
nych.ca/webinars



NYCH VOLUNTEERS

We have always been so proud of our volunteers, and honoured that they choose to spend their valuable time and effort working with the people we serve. In 2017 alone, North York Community House welcomed 121 new volunteers to our homework club, mentorship and conversation circles, citizenship preparation classes and childcare support programs.

As a result of their outstanding commitment, 24 children in the Lawrence Heights and Lotherton communities received weekly homework help, and a volunteer-led conversation circle was made available for our LINC (Language Instruction for Newcomers to Canada) students.

The United Way Day of Care program also provided us with 109 volunteers from nine corporations, who assisted in our conversation circles, community garden and the building of game pieces for the Village Bloggurls.

NYCH's volunteers distinguish themselves in so many ways, and this year we were thrilled to celebrate Robert Cooper, Jamie Lo and Marilyn Cancellara, who were recipients of MPP Mike Colle's 2017 Outstanding Volunteer Award – congratulations to you all!

Finally, we wish to highlight the contributions of Tulsi Dama, who has been a volunteer with North York Community House since 2010. Tulsi started volunteering very soon after retiring from her career as a teacher, and was eager to share



her knowledge and skills in our LINC program. She has been a great help in assisting our adult English learners with reading and writing, grammar and pronunciation. Tulsi's work has really enhanced our program by allowing us to offer one on one support for those students who need extra help in the classroom. Her support to NYCH goes beyond just offering her technical skills, as she always provides encouragement and a listening ear, which help to build the confidence of our students.

Early in 2018, Tulsi received her Leading Women and Building Communities certificate from Harinder Mahli, Minister of the Status of Women. Many thanks, Tulsi, for all the dedication, compassion, and inspiration you have shown towards our students!

nych.ca/volunteers



NYCH Volunteer, Tulsi



Over **83%** of our volunteers felt that their work at NYCH had a great deal of impact.

THANK YOU TO OUR FUNDERS & DONORS

OUR FUNDING PARTNERS

Immigration, Refugees and Citizenship Canada
United Way of Greater Toronto
Employment and Social Development Canada
Ministry of Citizenship and Immigration
City of Toronto
Ministry of Tourism, Culture and Sport

Canada Goose Inc.
Canadian Women's Foundation
Catherine Donnelly Foundation
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MAKING OUR COMMUNITY BLOSSOM | \$1000 AND UP

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Masir Ahmad	Rabia Alvi	Gordana Arsic	Greg Barber
Salma Ahmed	Zenith Alvi	Hosret Ulas Arslar	Radey Barrack
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PLANTING STRONG SEEDS | UNDER \$100

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Kerry Brown	Nasrin Ebrahimi	Norman Helfand	LeeAnne Lavender
Nazia Butt	Eileen Elia	Susie Helfand	Edward Lee
Saima Butt	Nahrain Elia	Emma Helfand-Green	Irene Lee
Amanda H. Cabrera	Amparo Escobar	Irma Hercules	Maria Lefler
Michelle Cader	Andrew Escobar	Gloria Alexandra	Nancy Lemus
Gail Cadieux	Emilee Escobar	Hernandez	Gayle Lesmond
Qijun Cai	Emma Escobar	Johana Hernandez	Paul Letherby
Cleope Calosa	D F	Mario Hernandez	Kevin Leung
Nelia Calumpit	Greg Fabbuzzo	Jason Ho	Yvonne Leung
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Glen Cameron	Xesmaeil Japapi Farahani	Byron Holland	Kai Li
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Shalini Dhawan	Karen Graham	Brian Komonko	Spencer Moar
Egla Diaz	Irving Green	Chryssa Koulis	Raju Mohandoss
Jessamyn Diaz	Vivien Green	Noah Kravitz	Marita Moll

PLANTING STRONG SEEDS | UNDER \$100

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Zoila Montejo	Annie Ramperssd	Samrah Sher	John Turner
Nastaran Moosavian	Keerthana Rang	Bishoi Shinoda	Lisa Turner
Jose Daniel Masis Mora	Pramod Rao	Marina Shubin	Jennifer Udan
Keely Morandin	Praveen Rao	Abdulllahi Sid-Ahmed	Rachel Urowitz
Alexander Morris	Daniel Rasquinha	Simar Pal Singh	Ruby Urowitz
Howard Moscoe	Rita and Jeff Rayman	Marinee Sirob	Todd Urowitz
Jonathan Mucklow	Carmen Rosa Buites	Vigeeen Sirob	David Valentin
Michelle Mullings	Restrepo	Flora Skeaff	Elena Valiakmetova
Mark Mulloy	D Restrepo	Joe Smeriglio	Madison Van West
Michael Murphy	Luis Fernando Restrepo	Hoa Le Smith	German Vanebos
Wilson Muzorewa	Enma Vanessa Reyes	Katherine Smith	Jyothi Venkatesh
Farzana Nahid	Yadira Rivera	Marcia Smith	Tirupathi Venkatesh
Silvana Nanao	Encarnacion Rizo	Thomas and Theresa Smith	Retzel Villarin
Azita Natinzadeh	Shahnaz Robbani	Travis Smith	Xuling Wang
Radha Nayar	Lisa Robbins	Besma Soltan	Ryan Ward
Emilie Neamtan	Trevor Roberts	Shannon Somers	Audrey Wearn
Hong Nguyen	Jeff Robillard	Marco Spinelli	Dorene Weston
Ly Nguyen	Nancy A. Rojas	Galina Stepcheuncove	Stephanie Whitwham
Kamran Niazi	Megan Rolph	Teresa Suey	Brian Wikant
Kaveh Nikmard	Jose Catalino Romero	Fei Sun	John Wintermeyer
Fareeza Nilsson	David Rosero	Cindy Svenkeson	Abraham Wong
Robert Nixon	Kafairol Sabawi	Ella Tan	Belinda Wong
Oralicia Nochez	Saira Saeed	Judy Tan	Jon Wu
Marina Novinskaya	Mustafa Saglamdemir	Amanda Tanner	Shajan Yaghoubi
Leena Odish	Kyoko Sakamoto	Mahwash Tanwir	Amna Yasir
Steven Okolie	Lubna Sakhi	Julienne Tardif	Ambrose Yeung
Sonia Padamadan	Muntaha Sakhi	Luiz Gustavo Azves Targa	Dina Yokhana
Pannam Palam	Sauban Sakhi	Goce Tasevski	Sarah Younan
Nalini Pandalangat	Annette Salem	Gorast Tasevski	Sandra Younis
Cecelia Paolucci	Marcelo San Pedro	TD Bank Group	Carmen Yuen
Valerie Parsons	Dayana Santos	Antonella Tersigni	Adam Zabrodski
Marie Pattugalan	Ayesha Sardar	Marisanna Tersigni	Lori Zaremski
Franca Pelaccia	Kani Serindag	Michael Tighe	Matias Aguilera Zarges
Judy Perry	Maria Serrano	Arben Toci	Valery Zaytsev
Luis Pewa	Yisel Serrano	Alineza Tofighi	Xiadong Zhang
Nicola Pierre	Matthew Serrick	Ghazwan Toma	Yingxin Zhang
Dennis Poon	Rohan Service	Ramina Toma	Shande (Sam) Zhao
Sejal Prajapati	Isabella Shaba	Gulcin Topyurek	Bogdana Zobko
Gunther Pratteringer	Sabera Shafi	Miguel Angel Lopez Torres	Victor Zuckerman
Peggy Pusaka	Sadia Shafiq	Sean Torrie	
Marina Pyo	Shahdokht Shahin	Sandra Trigueros	

IN-KIND DONATIONS

Ansaar Foundation	Frontier College	Procter & Gamble
BrandActive	GlobalMedic	Rexdale Community Health Centre
Canadian Mental Health Association	Imdadul Islamic Centre	San Lorenzo Church
Canadian Women's Foundation	Jane Street Hub	Staples Canada
CCLCS (Canadian Centre for Language and Cultural Studies)	Casey Kelneck	Swaminarayan Temple
City of Toronto	Mennonite New Life Centre Toronto	Toronto Catholic District School Board
Cohen & Masters Tree Shrub Services	Mosaic Homecare	Toronto District School Board
Dignity Memorial	North York Sikh Temple	Toronto Public Library
For You Telecare Family Services	Paramount Fine Foods (Queensway)	YCC-46
	People's Church	



OUR TEAM WENT THE DISTANCE!

On October 22, 2017, our Charity Challenge Team went the distance at the Scotiabank Toronto Waterfront Marathon (STWM). **We want to thank everyone who donated so generously to our team members!** Your support not only motivated them to make it across the finish line, but provides us with the drive to keep building a strong community where all belong and thrive.

Together, we were able to raise over **\$18,800!** This year, our Top Fundraiser was Andrew Escobar - who raised an incredible \$2,295. Andrew wrote on his fundraising page, "For nearly 25 years, my mother Amparo has been a Settlement Worker at NYCH, supporting newcomers to make a smooth transition to their new life in Canada. To help mark Amparo's twenty-fifth year, I'm participating in the Scotiabank Toronto Waterfront Marathon to support youth programs at NYCH."

On behalf of our participants, volunteers and staff, **THANK YOU to everyone who supported our marathon team!** You are making a difference by helping us to continue building strong, healthy communities.



Photo credit: Mehrraz Ahangar

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Adrian Yang**

* as of January 2017

** as of June 2017

+ until June 2017

FINANCIAL STATEMENT

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDED

	March 31, 2018 3 months	December 31, 2017 12 months	December 31, 2016 12 months
REVENUE			
Government grants	\$ 1,289,274	\$ 4,553,363	\$ 4,245,293
United Way	237,060	772,697	743,855
Foundations	25,947	141,681	135,369
Fees for service	17,312	57,729	79,464
Investment income (losses)	(4,860)	96,535	67,088
Other	11,149	37,678	51,324
TOTAL	1,575,882	5,659,683	5,322,393

EXPENSES

Salaries and benefits	1,330,843	4,733,345	4,450,774
Occupancy	78,874	303,953	245,835
Program supplies	48,906	151,450	157,005
Computer related costs	19,705	75,901	81,841
Telephone and internet	19,536	62,694	68,126
Participant transportation and outings	19,317	55,134	50,664
Office supplies and improvements	18,013	65,575	48,350
Staff training and transportation	8,502	37,885	42,211
Publicity and promotion	7,982	31,659	38,862
Board and volunteer development	5,196	17,895	29,223
Insurance	3,327	13,307	20,079
Professional fees	5,171	12,885	13,956
Program evaluation		6,618	11,958
Restructuring Costs			4,982
Other	4,237	14,986	12,785
Amortization	1,231	5,627	6,631
TOTAL	1,570,840	5,588,914	5,283,282
EXCESS OF REVENUE OVER EXPENSES FOR PERIOD	5,042	70,769	39,111
Net assets, beginning of period	1,983,884	1,913,115	1,874,004
NET ASSETS, END OF PERIOD	\$ 1,988,926	\$ 1,983,884	\$ 1,913,115

*Restricted surplus - In 1990, the organization received \$900,000 from an anonymous donor in North York. The donor stipulated that the original principal of the donation be reserved for the capital costs such as purchase of an appropriate premises. Interest earned on the original principal amount is available for funding expenses.

Congratulations Jeya and Amparo on 25 years at NYCH!



North York
Community
House

Where Community Lives

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