

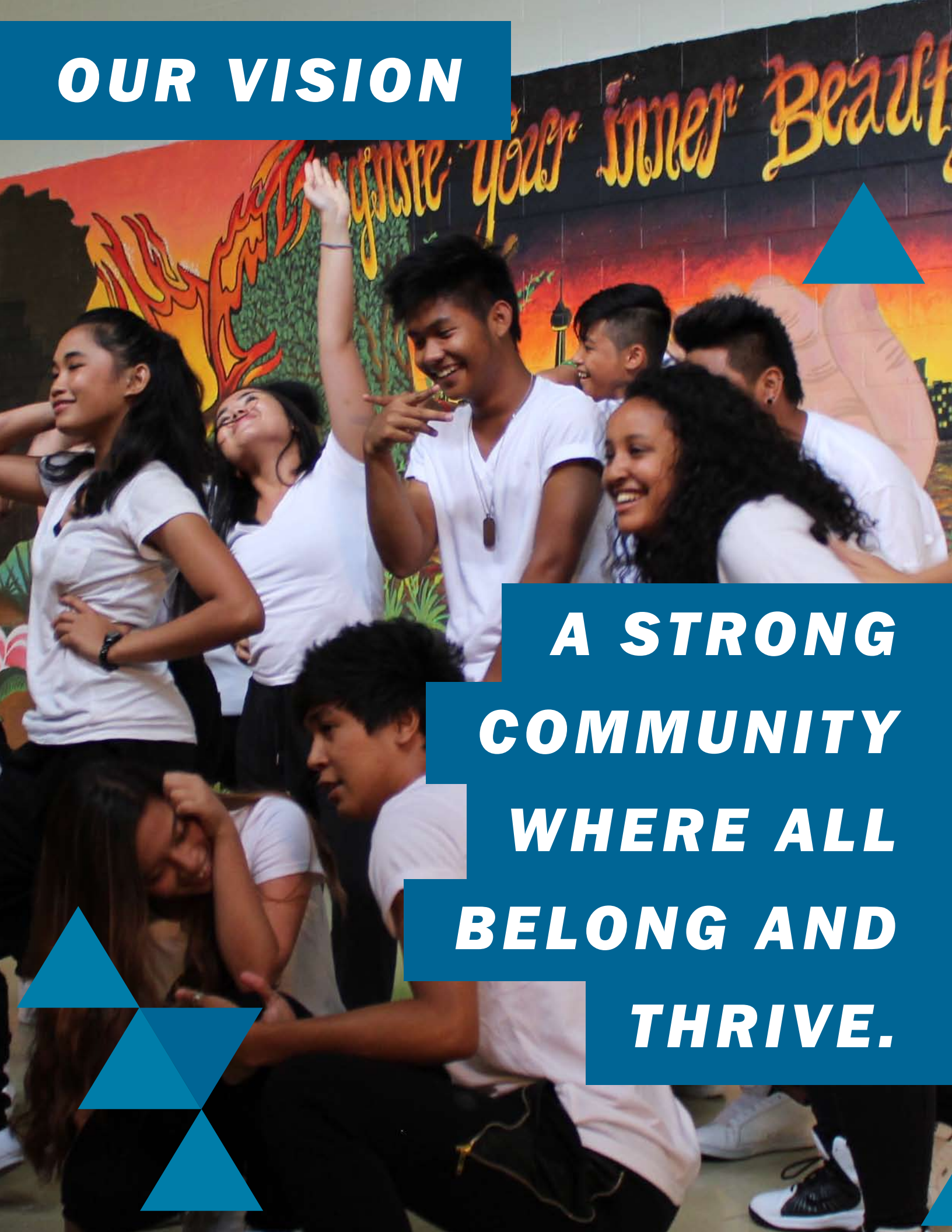


North York
Community
House

Where Community Lives



ANNUAL REPORT 2015

A group of diverse young people, mostly of Asian descent, are posing in front of a large mural. The mural features the text "Unleash your inner Beauty" in a stylized, flame-like font. The group consists of both men and women, all wearing white t-shirts. They are in various poses, some with arms raised, smiling and looking towards the camera. The background is a vibrant mural with orange and yellow tones, suggesting a sunset or fire. The overall mood is positive and energetic.

OUR VISION

**A STRONG
COMMUNITY
WHERE ALL
BELONG AND
THRIVE.**

WHAT'S INSIDE



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This report doesn't show all the work we do, so please visit us at www.nych.ca to learn more about our programs and services.

A MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

In some ways, it's hard to believe that 2015 marked North York Community House's 25th anniversary – the years have gone by so fast. At the same time we have changed so much, growing from 2 staff to over 110, now serving over 20,000 people every year in over 100 locations across northwest Toronto.

Our growth is certainly reflected in our numbers, but even more importantly, in our impact. Countless people have come through our doors and moved on to pursue higher education, build successful careers, become leaders in their communities, and create happy, healthy lives for themselves and their families. This is what has been most gratifying about our work – supporting people as they move towards achieving their goals.

NYCH also took some important steps forward in 2015. We developed a new strategic plan, building on our Theory of Change which focuses our work in the three progressive impact areas of Settle, Thrive and Lead. The new plan outlines program, operational and organizational goals and priorities, which will frame much of our work through 2017.

In order to meet our program goals, many of our staff participated in the development of action plans for NYCH's key program areas (including youth, settlement, language, community development and healthy living, among others). Using our Theory of Change as a framework, these staff members helped to clarify our vision in each area, as well as the most effective ways to deliver our services.

We are now more focused than ever on how best to meet the growing and changing needs of the communities we serve.

NYCH significantly raised its profile in 2015, not only by celebrating our anniversary, but by sharing our new brand through new signage, a revamped website and through social media. Yet, as we continue to evolve as an organization, we remain committed to our vision – applying the talent and dedication of our staff and volunteers, finding opportunities to learn and use new tools and technologies, and encouraging the passion and strength of our members and participants – to build stronger, more vibrant communities for us all.



Maureen Anglin, Board President



Shelley Zuckerman, Executive Director



BOARD OF DIRECTORS

Maureen Anglin, President
Nina Chandarana, Vice-President
Eric Chuen Cheong, Director *
Eduardo Garay, Director
Linda Karlinsky, Secretary
Chryssa Koulis, Director *
Fatima Murji, Director
Nalini Pandalangat, Director
Larissa Parriag, Director *
Eric Plato, Treasurer
Allison Urowitz, Director *
Lisa Watson, Director *

Brandy Hagborg, Secretary⁺
Kaezad Nallaseth, Director⁺

* (as of June 2015)

⁺ (until June 2015)





NYCH TURNS 25 IN STYLE

Natalia stands beside a still from her Digital Story at our 25th anniversary event

Everyone has a story, and each story has the power to surprise, inspire and move us.

In September 2015, NYCH celebrated its 25th anniversary by partnering with North York Arts to create an evening of storytelling and song. Held in the galleries of the Toronto Centre for the Performing Arts, the event showcased digital stories created by newcomer youth and adults.

This was an unusual event for NYCH in many ways – our partnership with North York Arts connected us to members of the local arts community, who otherwise wouldn't have known about NYCH or about our digital storytelling. It was wonderful to see their reaction as they watched screenings of different digital stories, which inevitably have a huge emotional impact when people view them for the first time.

Encouraging our guests to think about their own story, even if they were not newcomers, was an unexpected feature of the event, and many told us how much they appreciated the chance to add theirs to our 'story wall'.

One of the evening's highlights was a performance by Choir! Choir! Choir!, who ended their set by walking through crowd and inviting everyone to sing along with 'Sweet Caroline' by Neil Diamond.

...EACH STORY HAS THE
POWER TO SURPRISE, INSPIRE
AND MOVE US.

All in all, this was a truly wonderful way to mark 25 years of supporting thousands of people in our communities, each with their own unique and powerful story.



Settlement Online

WORKPLACE WRITING ONLINE

One of the things that keeps life exciting at NYCH is that we're always exploring new ways to make an impact. Observing that more and more newcomers were accessing information and resources online, we saw an opportunity to extend our support into the digital world.

In 2015, we partnered with the Immigrant Services Association of Nova Scotia (ISANS), and used their e-learning platform to offer Workplace Writing 1 – a completely online course that helps people improve their professional English language skills. Immediately, we knew this was something many new Canadians were looking for, as registration exceeded available space by 400% within 24 hours of listing the course.

Marilyn, one of our LINC instructors, took on the role of implementing the lessons and providing guidance to the students. Through her hard work and dedication, 100% of the participants reported an improvement in their reading and writing skills.

In evaluating the course, one student remarked, "The course was very useful, and the instructor was really helpful and understanding."

...REGISTRATION EXCEEDED
AVAILABLE SPACE BY **400%**
WITHIN 24 HOURS...

Ultimately, this pilot project wasn't just a learning experience for the students; we also gained a lot of useful information that will guide us as we continue to adapt and find innovative solutions to help the people in our community achieve their goals.



HOW WE MADE A DIFFERENCE IN 2015

100%

of the **231** clients in our **Employment** programs feel more confident and able to market themselves more effectively



100%

of the **155** participants in our **Stepping Stones to Leadership** program reported being better able to communicate in the Canadian workplace

372

newcomers studied English in our **LINC** classes, with over **70%** increasing one or more Canadian Language Benchmarks (CLBs)





Our digital storytelling workshop in Richmond Hill
(image taken from twitter.com/RHCulturalPlan)

▶▶▶ WHAT IS A DIGITAL STORYTELLING WORKSHOP?

Developing a Digital Story is not just about creating a video - it is about telling your unique story.



STORY CIRCLES



SCRIPT WRITING



VOICE RECORDING

DIGITAL STORYTELLING BRANCHES OUT

For over six years, NYCH has developed digital storytelling as a way to connect people with one another through the sharing of personal stories. The process is often very cathartic, and can help participants deal with a wide range of experiences, from immigration, to family separation, to the trauma of war. We've now gained quite a reputation for our expertise in facilitating digital storytelling workshops, and in 2015, we had the opportunity to broaden the scope of the project by working with two new groups.

The digital story session we ran with the Peer Positive Collaborative, part of the Centre for Addiction and Mental Health (CAMH), marked the first time we did this work specifically for people with mental health issues. Our facilitators were able to conduct the workshop in a thoughtful and sensitive way, establishing a safe space for participants to tell their stories – many of which had not been shared for a very long time.

The resulting videos were incredibly powerful, as they reflected not only how long the participants have struggled with their mental health but also their feelings of pride in finally being able to bring that experience to light.

We also ran a digital storytelling workshop with the Town of Richmond Hill, in partnership with the Welcome Centre Immigrant Services. This particular session was part of an initiative to celebrate stories that make the town unique, and brought together a group of new immigrants to describe their journey of settling in Richmond Hill. The group really embraced the process - there were even some tears of joy – and their completed Digital Stories were screened at the Richmond Hill Arts and Culture Summit in March 2016.

We look forward to continuing our digital storytelling project, and seeing the impact as more and more people share their stories.

Digital stories are short videos, created by people of all ages and backgrounds, where participants share their own life story through voice, images, and music.



CURATING IMAGES



VIDEO EDITING



SCREENING

A young girl with dark skin and braids is smiling at the camera. She has white and blue face paint on her face, including a large blue and white design around her eyes and white star-like patterns on her cheeks. She is wearing a grey tank top. The background is a grassy area with other people and a building in the distance.

LOTHERTON SUMMER FESTIVAL

The Summer Festival in Lotherton Village has come to reflect the community spirit that has sparked the neighbourhood's revitalization over the last 10 years. Organized by local residents, with support from our Action for Neighbourhood Change (ANC) office, the annual celebration brings the community together for a little fun under the sun - with food, music, activities for kids, and an annual 3-on-3 basketball tournament. Last year, as a special treat, we partnered with Park People and the Toronto International Film Festival to present TIFF in Your Park – an evening screening of the film *Fly Away Home* – to add a little more fun under the stars.



HOW WE MADE A DIFFERENCE IN 2015

2915

residents attended at least one of the **206** community activities that took place in the Lotherton-Caledonia neighbourhood



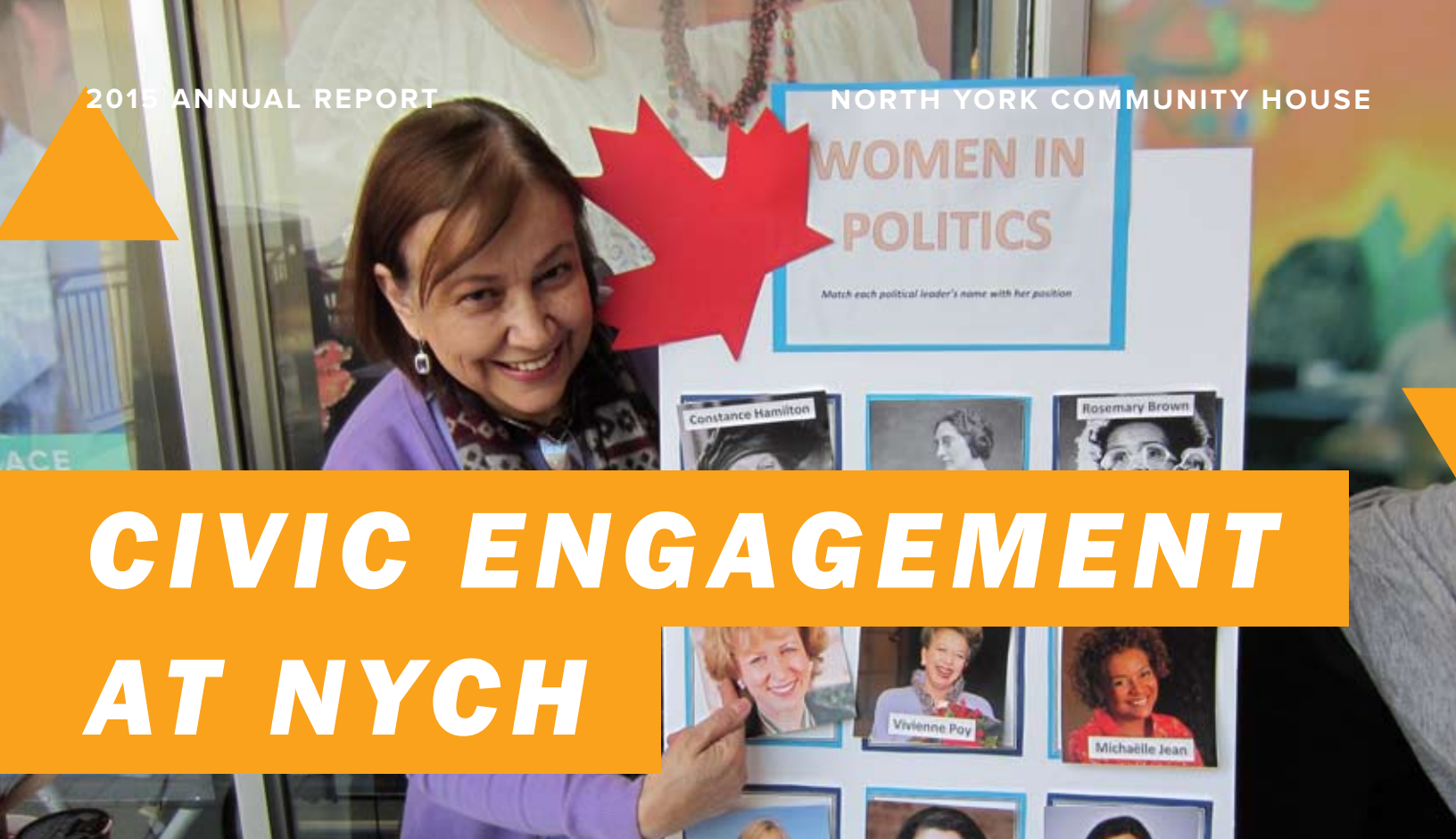
531

participants joined our **Healthy Eating and Active Living** activities, with **95%** reporting that they started making healthier choices

95%

of the participants in our **community kitchen groups** increased their social networks



A woman with dark hair, wearing a purple top and a patterned scarf, is smiling and pointing at a game board titled 'WOMEN IN POLITICS'. The board features several small portraits of women with their names written above them. A large red maple leaf is placed over the top part of the board. The background shows a window with a view of a city street.

WOMEN IN POLITICS

Match each political leader's name with her position.

Constance Hamilton

Rosemary Brown

Vivienne Poy

Michaëlle Jean

CIVIC ENGAGEMENT AT NYCH

“Because I want change for the better.”

This was one of the responses we got when we asked community members why voting is important to them – but it is also a sentiment that serves as an inspiration for all of our civic engagement initiatives.

In 2015, we continued our collaboration with Samara Canada – an organization dedicated to reconnecting citizens to politics – and we facilitated Democracy Talks sessions with over 250 participants. At staff trainings, in English Conversation Circles, and at secondary schools across northwest Toronto, our community was taking part in fun and engaging political discussions.

As the 42nd federal election approached, we helped launch another Samara-designed engagement tool called Vote Pop-Up. Utilizing kits that recreate the experience at polling stations, Vote Pop-Up aimed to “demystify the voting process for first-time and infrequent voters.”

The Village Bloggurls, our girls’ mentorship and media literacy group in Lotherton Village, also got involved and led a Get Out the Vote campaign in their neighbourhood. All of these efforts were mirrored across Canada in a big boost for democracy, as 68.49% of eligible voters cast a ballot - the highest turnout since 1993!

WE FACILITATED **DEMOCRACY TALKS** SESSIONS WITH OVER **250** PARTICIPANTS.

Even beyond the election, from our Leadership and Community Engagement Training, to the quizzes we hosted about the Canadian government, we were continually in awe of residents as they shared their political voice. It echoed that desire for positive change – and our goal was to make sure it was being heard.





NEWCOMER CONNECTIONS FOR SENIOR CAREGIVERS

In November of 2015, NYCH launched a new, three-year project called Newcomer Connections for Senior Caregivers (NCSC). This is an exciting initiative that will connect senior caregivers in northwest Toronto to mentors who can help them get the support they need for themselves and their families.

Newcomer Connections for Senior Caregivers is part of the ENRICHES project, a collaborative partnership designed to support isolated senior caregivers across the city. NYCH will be working with partners (The Sinai Health Foundation, Reitman Centre, Canadian

Mental Health Association, Alzheimer Society of Toronto, and WoodGreen Community Services) to use the resources and learnings from our individual projects to develop a new model for working with seniors. In this way, the collective impact of the partnership is amplified far beyond what any one organization could achieve independently.

We look forward to sharing the findings and impacts of this project as it develops over the next three years.

HOW WE MADE A DIFFERENCE IN 2015

9235

newcomers were served by our settlement staff in **schools & libraries**



100%

of the **3000 newcomers** served by our Community Settlement Workers reported being more aware of community & government resources

95%

of the **seniors** attending our Self-Reliance groups and activities reported making new friends





SCOTIABANK TORONTO WATERFRONT MARATHON

What an exciting year it has been for NYCH – 2015 marked the first time we were able to run, walk and roll under our own banner to raise money, and that we did! An extraordinary group of 33 volunteers, staff, friends, family and community supporters came out very early on a cool, Sunday morning in September and, fueled by coffee and determination, made it to the finish line.

In the end, our team raised \$10,500 to help us continue serving the people in our communities who need us most. It's an incredible feeling of personal accomplishment and team spirit to participate in an event like this, and we look forward to reaching an even higher goal in 2016!



HIGHLIGHTS FROM THE PAST 25 YEARS

1990

NYCH opened its doors at 3101 Bathurst Street with a staff of only two.



1993

The community space at 505 Lawrence was leased for seniors programming.

1994

NYCH became a United Way member agency.

1997

NYCH developed new programs and services, including a resource centre and after-school tutoring for children.

1999

NYCH played a leadership role in the SEPT Program, providing settlement services in 7 schools.

1999

NYCH played a leadership role in the SEPT Program, providing settlement services in 7 schools.

2001

NYCH initiated the Newcomer Connection program, a pilot project that trains immigrant women to reach out to isolated newcomers.

2006

NYCH was selected by United Way to initiate the Action for Neighbourhood Change project in Lotherton-Caledonia.

2006

NYCH piloted the Get Moving! program to help newcomer families become more involved in healthy physical activities.



2008

NYCH's Digital Storytelling program began with the training of the settlement in schools staff.



2013

NYCH launched its Stepping Stones to Leadership program to support and mentor newcomer volunteers.

2015

NYCH celebrated its 25th Anniversary, looking forward to many more years in the community.

**SHARE YOUR NYCH
MEMORIES WITH US!**
Visit nych.ca/nych25



A THANK YOU TO NYCH VOLUNTEERS

We would like to extend a big 'Thank You' to our volunteers who work tirelessly for us. We thank our Peer Leader volunteers working with the SEPT team in supporting newcomer students. We thank our resident leaders working to improve their community, and their all their efforts with the Lotherton community garden.

We are so grateful to the volunteers working to support newcomers in their language development with programs such as the English Conversation Circles, tutoring support for LINC students and those involved in one-on-one mentoring relationships. We also want to thank those who

support our Citizenship Preparation Classes, giving presentations on Canadian culture, history, the justice system, and more. We could not run these programs without your support.

Your hard work, dedication and commitment to your volunteer work has been seen and felt by staff and participants alike. 'Thank you' doesn't seem to be enough to express how much we truly appreciate the time and energy you give, all towards helping us make a difference in the lives of so many.

- Maxine McKoy, Volunteer Coordinator

VOLUNTEERING AT NYCH



258 ACTIVE VOLUNTEERS
IN 2015



3348 VOLUNTEER HOURS
CONTRIBUTED IN 2015

THANK YOU

FUNDERS AND FOUNDATIONS

Canadian Women's Foundation
City of Toronto
Employment and Social Development Canada
Immigration, Refugees and Citizenship Canada

Ministry of Citizenship and Immigration
Ministry of Tourism, Culture and Sport
United Way Toronto & York Region

Cohn & Wolfe
Credit Canada Debt Solutions
Laidlaw Foundation
Ontario Trillium Foundation
Samara Canada

Step Foundation
The Co-operators Foundation
Toronto Foundation
Toronto Park People

MAKING OUR COMMUNITY BLOSSOM | \$1000 AND UP

Bob Cronin
Emerald Foundation
Pedalheads Bike Camps Inc.

Rotary Club of North York
Lottery Trust
Sister of the Good Shepherd

TD Bank
TD Insurance
Whole Foods Market

HELPING TO GROW HEALTHY ROOTS | \$101 - \$999

Sid Abdullahi
Maya Abello
Lucia Abello
Abou Harga Amal
Kasthuri Anandagopal
Carolyn Anglin
Tajin Lisa Asad
Jorge Barahona
Taramatee Bootan
Dejardins Insurance
Valentina Camilleri
Eric Chuen Cheong
Daniela Del Mastro
Rabia Din
Judy Fricker
Noemi Garcia
Hui Geng

Irma Hercules
Bonnie Hunter
Nahid Ismail
Sergei Ivanov
Jane Hilderman
Zestaline Kim
Marilyn Kleiman
Chryssa Koulis
Jun Li
Javiera Mazuelos
Maxine Mckoy
Lidia Monaco
Wendy Montejo
Sarwar Mustofa
Oksana Nazarova
Marina Novinskaya
Krisanta Quianzon Atazan

Lubna Sakhi
Lucy Santos
Howard Sato
Margie Scopelleti
Rashmi Sheth
Biljana Tasevska
Allison Urowitz
Madison Van West
Yingxin Zhang
Shelley Zuckerman
Seneca College
D-Tech Consulting
John Polanyi Collegiate Institute
CPA Chartered Professional
Accountants Ontario
J.S. Cheng & Partners Inc.

PLANTING STRONG SEEDS | UNDER \$100

Habtemichael Abraha
Shova Adhikari
Isaura Agudelo
Tariq Ahmad
Salma Ahmed
Warhat Ahmed
Ishtiaque Alam

Paola Aldana
Tatiana Alexander
Gricelda Alfaro
Guillermo Arboleda
Paul Archer
Edixon Arias
Beatriz Alvarenga Al Azucena

Jorge Barreto
Jela Beebe
Fabiola Bermejo
Lokre Bharti
Shamim Bhuiyan
Valeria Bolanos
Brenda Bor

THANK YOU

PLANTING STRONG SEEDS (continued) | UNDER \$100

Nita Brahmbhatt	Shirin Khatami	Jane Rounthwaite
Triana Cabral	Laya Khatamian	Annette Salem
Carlos Caicedo	Tatyana Kogay	Minjuan Shen
Julio Ceren	Vadim Labounski	Marina Shubin
Maria Ceren	Lolitha Lavina	Yadira J. Soberanes Armenta
Vildan Cil	Carmen Lazarus	Besma Soltan
Mary Rose Cordova	Ludmila Lee	Myer Sremiatycki
Catherine Cotton	Nicolas Lewis	David Stacey
Judith dela Cruz	Alejandra Li	Jeya Surendran
Rahat Fatima Dimple	Jeannine Lunney	Ella Tan
Mustafa Dogan	Silmar Marques	Santiago Tapia Martinez
Javier Encarnacion	Donald Marshall	Vandana Thandira
Ghasem Esmaili	Jose Marti	Valentina Tsaritsyna
Robert B. Fischer	Emma Martinez	Jorge Vasquez
Feliciano Fuentes	Hector Mayans	Mr & Mrs Vijayasegaram
Marita Fuentes	Isabel Mendez	Lisa Villeneuve
Mauricio A. Galeano Daza	Maria Montejó	Linh Vo
Eileen Garber	Zoila Montejó	Elizabeth Walker
Elio Garcia Herrera	Ivan Montoya	To Xuanphat
Elsa Gitierrez	Jeyarajah Nada	Evelyn Zevallos
Stanley Goldstein	Babemko Nadezha	Waila Zeynalova
Lita Gonzales	Javier Nunez	Shaobin Zhang
Galina Gordeeva	Rosario Orlandini	Xiumin Zhang
Irving & Barbara Green	Mehran Pajuhesh	Amigos Tours
Maria Guerrero	Yuli Parraga Arriola	Bravo Logistics
Lina Hao Haynh	Fatyumi Patel	Cosimo
Mario Hernandez	Jugruh Patel	eBay Inc.
Kimberley Hong	Franca Pelaccia	Hugh
Augustin Jimenez Rojas	Ethan Josh Perez	Jeyasiri
Natalia Kachan	Fathi Rashid	Krishnathasan
Upen Kawale	Sharon Robinson	Ms. Babin
Galit Kaznlson	Nora Romero	

IN-KIND DONATIONS

Canadian Tire
Harley Goldlist
Staples Canada
Target Canada

FINANCIAL STATEMENT

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2015

REVENUE	2015	2014
Government grants	\$ 3,917,925	\$ 4,027,613
United Way	727,816	798,731
Foundations	160,551	210,185
Fees for service	82,029	82,709
Investment income	12,928	30,726
Other	135,075	23,548
TOTAL	5,036,324	5,173,512
EXPENSES	2015	2014
Salaries and benefits	4,147,269	4,250,948
Occupancy	262,254	297,431
Program supplies	163,383	182,540
Computer related costs	75,938	90,665
Telephone and internet	47,573	41,229
Participant transportation and outings	43,236	41,151
Office supplies and improvements	41,846	76,186
Publicity and promotion	36,450	47,898
Staff training and transportation	27,494	30,769
Insurance	13,396	13,538
Program evaluation	12,691	748
Professional fees	12,315	9,404
Board and volunteer development	11,558	14,434
Other	11,254	11,862
Amortization	9,247	9,763
TOTAL	4,915,904	5,118,566
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	120,420	54,946
Net assets, beginning of year	1,753,584	1,698,638
NET ASSETS, END OF YEAR	\$ 1,874,004	\$ 1,753,584

*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.



North York Community House

Where Community Lives



United Way
Member Agency

▶▶▶ WANT TO GET INVOLVED?

As a member of our community, you can have a major impact on the lives of the people who use our services. Your support as a donor or as a volunteer enables us to keep doing the work we do, and enriches our community.

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