



ANNUAL REPORT **2016**



North York
Community
House

Where Community Lives



Photo credit: John Beebe

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 25 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: [!\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1_img.jpg\)](#) [!\[\]\(e06a1d39938b2f5d7a2c3618fea4f77f_img.jpg\)](#) [!\[\]\(23ac9e28f2600a1e787d149d7f76716a_img.jpg\)](#) / nychonline

Registered Charity #: 129469029RR0001

WHAT'S INSIDE

- 1** A MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR
- 2** 2016 BOARD OF DIRECTORS
- 3** NEW CANADIANS
- 5** YOUNG LEADERS BUILDING STRONG COMMUNITIES
- 7** HEALTHY LIVING
- 9** CONNECTING SENIORS WITH THEIR COMMUNITY
- 13** BUILDING SKILLS
- 15** SUCCESS THROUGH MONEY MANAGEMENT SKILLS
- 17** CIVIC ENGAGEMENT
- 19** WHAT DOES COMMUNITY MEAN TO YOU?
- 21** THANK YOU TO ALL OF OUR FUNDERS & DONORS
- 23** NYCH VOLUNTEERS
- 24** FINANCIAL STATEMENT

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 our Executive Director and the President of our Board of Directors

Every year, we look back on all the changes at North York Community House, and how they often reflect changes in our city, in Canada and even in other parts of the world. In 2016, the devastation of the war in Syria continued to be in the global spotlight. NYCH's staff went the extra mile in providing support to incoming refugees, both upon their arrival and as they continued to settle into their new communities. This is challenging, vital work that highlights the ongoing need for the services we provide.

A shifting political and economic climate meant that NYCH needed to become even more agile in order to respond to rapidly changing community needs. We made changes to our organizational structure and to our model of working in 2016, in order to have a greater impact in the lives of those we serve. We focused on becoming more evidence informed, identifying new and best practices, and drawing on research from the field to ensure our programs are as relevant and effective as possible.

As we all know, our population is aging and with that comes myriad social, economic and health related issues. This past year, NYCH's Newcomer Connections for Senior Caregivers program took full flight. As part of the ENRICHES initiative, NYCH has partnered with local health and community organizations to address the complex challenges facing isolated senior caregivers in Toronto. Each partner has their own project that supports this population in a specific way, and together the collective impact of this work will offer a new model for supporting senior caregivers now and in the future.

The NYCH team, including board and staff members, volunteers, clients and friends, was very proud to participate in the Scotiabank Toronto

Waterfront Marathon in 2016. We had an amazing group of runners and walkers who raised over \$20,000 – an agency record for any fundraising event! We are so grateful to all those who participated as well as the many donors who supported them. Your support means so much, and we hope to make you proud again next year!

NYCH's Board of Directors was very busy this past year, in part recruiting new members who bring a wealth of diverse experience, knowledge and enthusiasm to the team. The board focused on strengthening NYCH's governance through innovation, change management, fund diversification, and risk management to maintain a solid foundation that will see us through all the changes yet to come.

As always, we are eternally grateful for the invaluable passion, dedication, and hard work of NYCH's staff and management teams, as well as to our volunteers who support us in so many ways. We are so proud of the impact you have in the lives of the 20,000+ people who come through our doors every year.

Best wishes, and many thanks for your ongoing support.



Shelley Zuckerman
Executive Director



Nina Chandarana
Board President



2016 BOARD OF DIRECTORS

Maureen Anglin, President*

Nina Chandarana, Vice-President* / President**

Eric Chuen Cheong

Eduardo Garay

Linda Karlinsky, Secretary

Chryssa Koulis

Fatima Murji

Nalini Pandalangat*

Larissa Parriag

Eric Plato, Treasurer

Allison Urowitz

Lisa Watson, Vice-President**

* until June 2016

** as of June 2016

NEW CANADIANS

3



Photo credit: Mehrnaz Ahangar



Because of the Settlement Worker's sessions and one-on-one support, I now feel strongly connected to my community and would like to be a leader for other newcomer families.

NYCH has a long history of supporting new Canadians, so we were very excited to expand the scope of our settlement services in 2016. Our new Mobile Settlement model allowed us to work from various locations across the city, including Toronto City Hall, Seneca College, York University, and several branches of the Toronto Public Library.

With the arrival of families affected by the crisis in Syria, we hired two Settlement Workers to provide support specific to the Syrian community. These staff members were able to meet with clients across several different locations, helping them through the unique challenges involved in starting a new life in Canada. We worked with over 100 Syrians, offering one-on-one settlement services, leading youth and women's groups, and acting as liaisons to the school system and other institutions.

We continued to provide information and referrals to newcomers at our Lawrence Square Mall and Bathurst-Finch Hub offices, with 2779 clients served by the Community Settlement Workers at those locations. Additionally, our School Settlement Workers served 10,481 clients and hosted over 900 group activities that addressed topics ranging from financial literacy to digital storytelling.



13,377

13,377 NEWCOMERS WERE SUPPORTED IN THEIR TRANSITION TO LIFE IN CANADA



362

362 NEWCOMERS STUDIED ENGLISH IN OUR **LINC CLASSES** WITH **117** INCREASING A CLB LEVEL



230

WE HAD SETTLEMENT STAFF IN **80 SCHOOLS** ON A REGULAR BASIS AND **230 SCHOOLS** OVERALL

YOUTH PROGRAMS

YOUNG LEADERS BUILDING STRONG COMMUNITIES





I WAS ABLE TO LEARN, IMPROVE AND ADAPT SKILLS THAT WEREN'T ON THE HIGH SCHOOL CURRICULUM.

WENDY, VILLAGE BLOGGURLS MENTOR

What does a world without street harassment look like? How can we address mental health in schools? What does a future look like with appropriate public transit? These are the questions the Village Bloggurls asked when they re-imagined the future in their third published zine. Consisting of almost 20 girls aged 10-18, the weekly leadership and media literacy group continued to provide a safe space for girls from the Lotherton neighbourhood to develop their unique perspectives, reach out to their community, and ask important questions about the world in which they live.

Our Newcomer Settlement Program sought to engage both the Assyrian and Filipino communities in Toronto schools, with over 230 newcomer youth accessing these services. Youth clubs were started and used storytelling, arts and other activities to expand participant skills around leadership, community engagement, employment readiness, and financial literacy.

The V.O.I.C.E. Arts and Leadership Program encouraged the creativity and confidence of newcomer youth by connecting them with local artists to explore drumming, spoken word and dance. The summer program featured energetic drum and dance performances as part of the City of Toronto's Cultural Hotspot initiative.

This past year, we also began the Seeds of Change Project, a youth participatory action research (Y-PAR) project funded by the Ontario Trillium Foundation's Seed Grant. As the project continues through 2017, the aim is to support individual youth in researching and understanding what they need to enhance their own lives; ultimately, working towards a transformative change at the level of the community, as youth assess the results of their research and mobilize to take collective action.

www.nych.ca/youth-programs



HEALTHY LIVING

7



Photo credit: Sandra Reds



I have become more aware of how to live a healthier lifestyle. I am managing my stress better and learned valuable information that I easily incorporated into my daily routine. I feel so alive!

From our kids summer camp to our self-reliance groups for seniors, we continued to support the health and wellness of Toronto families. Our Get Moving! after-school program provided a space for children to get active and learn about healthy nutrition - with 84% of the kids reporting that they are doing better in school since joining the program. Through our Community Kitchen Leadership Program, participants became more aware of community resources and gained the confidence to start their own groups.

Workshops on specific topics such as zumba, diabetes prevention and stress management helped to expand the skills and knowledge of residents, with one participant stating, "I am more active and share this with the rest of my family."

During the summer, participants from across all of these different programs came together to take part in a Discovery Walk along the Pan Am Path, organized in partnership with the Toronto Foundation, Friends of the Pan Am Path, and Playing for Keeps. Over 100 residents took part in the event, exploring Toronto's public spaces and celebrating an active, healthy lifestyle.



WE SUPPORTED **1136** RESIDENTS WITH PROGRAMS THAT PROMOTE **HEALTHY LIVING**



WE HELPED **225** PARENTS & CAREGIVERS DEVELOP POSITIVE **PARENTING** SKILLS



162 RESIDENTS COOKED HEALTHY MEALS TOGETHER AT OUR **COMMUNITY KITCHENS**

SENIOR CAREGIVERS

CONNECTING SENIORS WITH THEIR COMMUNITY





WITH THE HELP OF THIS PROGRAM AND A SUPPORTIVE VOLUNTEER, I GAINED BACK MY SMILE. NOW, I AM VERY HAPPY. ROSALINDA

In its first full year, the Newcomer Connections for Senior Caregivers (NCSC) project launched several new programs with the goal of engaging and supporting senior caregivers who are at high risk for social isolation due to language and cultural barriers. The project is part of the ENRICHES initiative, a collaborative of health and community organizations funded by Employment and Social Development Canada.

An essential component of the NCSC project is Friendly Visiting, which matches volunteer mentors with senior caregivers. Once paired, mentors are available for regular meetings, through which they can share information and resources, and assist with community navigation. In 2016, we were able to facilitate 37 mentorship connections, with one of the success stories being Filippo - a senior providing care for a close relative. After being matched with a volunteer named Helen

and meeting on a weekly basis, Filippo was able to improve his English skills and became more comfortable speaking with others. He described his experience saying, "It's nice having conversations with my mentor. I am content that I met her this year."

Along with these one-on-one mentorship matches, the NCSC project also organized a variety of group activities. These sessions focused on promoting health and enhancing skills, while providing opportunities for seniors to connect with one another and the community at large. We held yoga sessions for 68 participants, had English conversation circles with 31 attendees, and offered an intergenerational program in partnership with Youth Empowering Parents (YEP) where youth tutors taught computer skills to seniors.

www.nych.ca/senior-caregivers





OUR MISSION

To support our diverse community
to enhance the strength and res



Photo credit: Mehrnaz Ahangar

ity to achieve its goals, and
silience of our neighbourhoods.

BUILDING SKILLS

13





Participating in the employment training workshop was perfect for me...[it] enhanced my knowledge and confidence in job search and employment skills in Canada.

In 2016, we increased the number of clients receiving employment support from 231 in 2015 to 424. Along with one-on-one assistance, we offered several speed mentoring workshops where corporate volunteers helped participants through resume critiques and mock interviews. After all of these sessions, 92% of participants reported feeling more confident in their employability skills.

We also introduced a mentorship program to provide opportunities for newcomers to make connections, build self-confidence and get more involved with their community. We matched 44 newcomers with established Canadian volunteers for one-on-one mentoring, with one participant sharing, "I am glad that I got to meet a good mentor like Alex. He is very supportive and helpful. He answered a lot of questions...which will definitely help me in my job search." In addition, the mentorship program offered small group sessions covering topics such as public speaking and customer service skills.

Our citizenship preparation programs and English conversation circles also brought newcomers and volunteers together to develop skills and knowledge around Canadian language and culture.



WE PROVIDED **424 NEWCOMERS** WITH THE SKILLS & KNOWLEDGE TO START THEIR JOB SEARCH



72% OF EMPLOYMENT PROGRAM PARTICIPANTS REPORTED FINDING A JOB IN THEIR PREFERRED FIELD



44 MENTORSHIP MATCHES WERE MADE TO CONNECT NEWCOMERS WITH 1-ON-1 SUPPORT

FINANCIAL LITERACY

SUCCESS THROUGH MONEY MANAGEMENT SKILLS





THE FINANCIAL LITERACY PROGRAM HAS EMPOWERED ME. I CAN MAKE INFORMED DECISIONS ABOUT MY FAMILY FINANCES.

For several years, NYCH has been helping newcomers to gain the skills and knowledge they need to successfully understand and manage their finances in Canada. It is critical for newcomers' success to practice basic money management, but also to learn about different savings plans, government benefits and the Canadian tax system. Additionally, this program supports entrepreneurs who are interested in starting their own small business to learn about developing business plans, securing loans and managing credit and taxes.

In 2016, we took this work to the next level, integrating financial coaching (which helps people to change their behaviour around finances) into our existing settlement services. To achieve this goal, five of our settlement workers were trained to become a financial coaching team. We were fortunate to have significant support from Prosper Canada for this initiative. They have provided ongoing training, as well as online resources and

communication tools to connect with other partner agencies who are delivering financial literacy programs.

In this way, we are able to provide financial literacy support to far more of our clients than ever before. Furthermore, using a behaviour change model ensures that the impact of this work will be greater and more long-lasting. As many of us know from our own experiences – whether it's managing finances, healthy eating or reducing clutter – knowledge and skills do not always translate into good habits. The coaching our staff can now provide will help newcomers to put what they have learned into practice.

We are very excited to know that more and more of our clients are developing and using the financial literacy skills they need for themselves and their families to thrive in Canada.

www.nych.ca/financial-literacy



WHY IT MATTERS

Financial vulnerability has been on the rise in Canada for some time. Nearly **1 in 4** Canadians have no financial wealth at all (including savings, stocks, bonds, RRSPs)

Prosper Canada, Financial Empowerment

CIVIC ENGAGEMENT

17



Photo credit: John Beebe



Kids can better protect themselves, make their own choices, and voice out their concerns and opinions if they understand their rights and Canada's democracy.

Over the last few years, we have embedded civic engagement across all of our programming as a way to provide residents with the tools and opportunities to share their political voice.

In 2016, we continued our partnership with Samara Canada and facilitated Democracy Talks activities in over 40 locations, encouraging residents to initiate conversations on the issues that matter to them. We also held civic literacy workshops, with 100% of the participants reporting that they now know more about making their opinions heard by the government. In April, we hosted our 'Change Fair' – an event that had over 100 community members participating in activities such as our 'Women in Politics' quiz, voting practice, and writing letters to politicians. Our Leadership and Community Engagement Training had a total of 25 participants who led initiatives addressing topics ranging from Canada's Food Guide to basic income. We even introduced Democracy Talks to our summer camp for kids aged 8-12, discussing the UN Rights of the Child and asking them which rights were most important to them. Through our continued efforts to include civic engagement in our programs, we hope to build a community where residents feel represented and are confident in leading positive change in their neighbourhoods.



1400+ PARTICIPANTS SHARED THEIR POLITICAL VOICE THROUGH **DEMOCRACY TALKS**



WE HELD DEMOCRACY TALKS ACTIVITIES IN **40 LOCATIONS** ACROSS THE CITY



100% OF OUR CIVIC LITERACY PARTICIPANTS LEARNED HOW TO BE HEARD BY THE GOVERNMENT

NYCH VIDEOS

WHAT DOES COMMUNITY MEAN TO YOU?





COMMUNITY IS A GROUP OF PEOPLE WHO ARE SHARING THEIR IDEAS, EXPERIENCES AND CULTURE WITH EACH OTHER.

Last year, we worked with director Francine Zuckerman of Z Films to create two videos about our organization. It was a great opportunity to showcase the residents we work with every day, and to celebrate the community we love so much.

For the video titled 'What Does Community Mean To You?', we interviewed participants from across our varied programming, and asked them to share their thoughts on the idea of community. Highlighting the diversity of the neighbourhoods we serve, we spoke with people from different backgrounds, teenagers to seniors, residents who have been living in Canada for many years to recent immigrants who had arrived only a few weeks prior – and all together, the resounding sentiment was that a community is a place where people feel welcome.

The second video called 'Where Community Lives' features a song generously contributed by Amy Kirkpatrick, and includes many scenes from the 2016 Lotherton Community Festival. It seemed only fitting to film there since the annual event, which is organized by resident leaders and our Action for Neighbourhood Change office, is a perfect example of neighbours coming together and fostering a sense of belonging in their community.

www.nych.ca/community



WATCH THE FULL VIDEOS ON YOUTUBE
www.youtube/user/nychonline

THANK YOU TO ALL OF OUR FUNDERS & DONORS

OUR FUNDING PARTNERS

Immigration, Refugees and Citizenship Canada
United Way of Toronto and York Region
Employment and Social Development Canada
Ministry of Citizenship and Immigration
Ministry of Tourism, Culture and Sports
City of Toronto

Canadian Women's Foundation
Credit Canada Debt Solutions
Maytree Foundation
Ontario Trillium Foundation
Prosper Canada
Samara Canada
TD Friends of the Environment
Toronto Foundation

MAKING OUR COMMUNITY BLOSSOM | \$1000 AND UP

BrandActive	CS Toronto
Chuen Cheong, Eric	Sisters of the Good Shepherd
Cronin, Bob & Gayle	Urowitz, Allison

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

Abdullahi, Sid	Fricker, Judy	Nixon, Robert
Abello, Lucia	Garcia, Noemi	Novinskaya, Marina
Abou Harga, Amal	Geng, Hui	Plato, Eric
Anandagopal, Kasthuri	Hanson Canada	Sakhi, Lubna
Anglin, Carolyn	Hercules, Irma	Santos, Lucy
Anglin, Maureen	Hong, Kimberly	Sato, Howard
Anglin, Robert	Hunter, Bonnie	Seneca College
Arts Etobicoke	Ismail, Nahid	Sheth, Rashmi
Banner, Karen	Ivanov, Serguei	Smith, Tyler
Bootan, Taramatee	J.S. Cheng & Partners Inc.	Surendran, Jeya
Chandarana, Nina	Kachan, Natalia	Tasevska, Biljana
CPA Chartered Professional Accountants of Ontario	Kim, Zestaline	Toronto Firefighters Association
Desjardins Group Assurance	Koulis, Chryssa	Trejos, Rosa
Dignity Memorial	Koulis, Denise	Villeneuve, Lisa
Din, Rabia	Mazuelos, Javiera	Zhang, Yingxin
Dsa, Mangala	McKoy, Maxine	Zuckerman, Shelley
Filion Wakely Thorup Angeletti LLP	Montejo, Wendy	
	Mustofa, Sarwar	

PLANTING STRONG SEEDS | UNDER \$100

Abbasova, Gunlara	Escobar, Deisy	Lee, Choon Jee	Pacheco, Cesar Rocael
Abdi, Fathi Rashid	Evhen, Pastukhov	Loaiza, Andres	Garcia
Aghazadeh, Roya	Franco Mejia	Mauricio Ossa	Palacios, Natalia Rios
Ahmed, Salma	Fuentes, Marita	Lokre, Bharti	Perayra, Juan Carlos
Ali, Neezam	Garay, Eduardo	Lopez, Erich Williams	Puggioni, Francesco
Alvarenga, Beatriz	Garber, Eileen	Reyes	Quevedo, Luis Omar
Angeliev, Cvetar	Gardner, Bruce	Lunney, Jeannine	Rao, Fortunato
Archer, Paul	Goldlist, Harley	Magno, Mariles	Salem, Annette
Ardo, H.	Goldstein, Stanley	Maluto, Joelina M.	Sert, Nurgul
Atazan, Krisanta	Grandmother's Touch	Marshall, Donald	Shahin, Shahdokht
Quianzon	Inc.	Miranda, Andreia de	Sharmin, Mansura
Bakhtiari, Mohammad	Groshopf, Marie	Oliveira	Shubin, Marina
Reza	Gunn, Catherine	Mizuno, Hanako	Sofi, Jorita
Ballesteros, Robert B.	Hayao Valero	Monaco, Lidia	Stadnik, Anne
Barahona, Jorge	Herrmann, Blaine	Montejo, Zoila	Stop All Traffic Tickets
Barrett, Andrea	Hilderman, Jane	Moradinia, Zinat	Tang, Xiaofen
Bode, Helmuth	Hoan, Hi Huyah	Mousavion, S. Mohsen	Truong, Thi Khanh
Butalia, E.	HR Transformations	Murji, Fatima	(Selene)
C., Nerlande Joseph	Hutchinson, Nicole	N., Zaida Morales	Tusan, Erlinda T.
Cameron, Christina M.	Hysa, Eduart	Nazarova, Oksana	Vanebas, German
Campoverde, Janeth	Joshua, Sheila	Necesito, M. R.	Zhang, Shaobin
Clegg, Robert	Jotojot, Randy	Nezhad, Nazanin	
Colite, Cleope	Karabulut, Laura	Ghoochani	
Contaioi, Rosalinda	Karlinsky, Linda	Nghi, Pham Thanh	
Contreras, Angel	Kermani, Farzad	Nguyen, Hong	
Cotton, Catherine	Rahmanzadeh	Olafimihan, Omotayo	
Dama, Tulsi	Kirgil, Mahmut	Orpilla, Jennylyn	

IN-KIND DONATIONS

Bongers, Pat & Bernie	Loblaws	Staples Canada
Cohen & Master Tree & Shrub Services	Metro	Swain, Joe & Jane Marie
Fairmont Royal York Hotel	No Frills	YCC-46
Frontier College	Procter & Gamble	York West Active Living Centre



SCOTIABANK TORONTO WATERFRONT MARATHON

On October 16, 2016, over 50 runners and walkers went the distance in the Scotiabank Toronto Waterfront 5k, Half and Full Marathon as part of our Charity Challenge Team. The support our team received not only motivated them to make it across the finish line, but provides all of us at NYCH with the drive to keep building a strong community where all belong and thrive. Thank you for helping us raise **\$22,804!**

Want to join our 2017 Charity Challenge Team?
Visit www.nych.ca/stwm for more information.

NYCH VOLUNTEERS

We are grateful for the incredible team of volunteers who generously share their time and talent across our organization. They continue to show us that communities truly are stronger when residents get involved. If you wish to become a NYCH volunteer, please visit: www.nych.ca/volunteer



FINANCIAL STATEMENT

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2016

REVENUE	2016	2015
Government grants	\$ 4,245,293	\$ 3,917,925
United Way	743,855	727,816
Foundations	135,369	160,551
Fees for service	79,464	82,029
Investment income	67,088	12,928
Other	51,324	135,075
TOTAL	5,322,393	5,036,324
EXPENSES	2016	2015
Salaries and benefits	4,450,774	4,147,269
Occupancy	245,835	262,254
Program supplies	157,005	163,383
Computer related costs	81,841	75,938
Office supplies and improvements	68,126	41,846
Telephone and internet	50,664	47,573
Restructuring Costs	48,350	—
Participant transportation and outings	42,211	43,236
Publicity and promotion	38,862	36,450
Staff training and transportation	29,223	27,494
Board and volunteer development	20,079	11,558
Insurance	13,956	13,396
Professional fees	11,958	12,315
Program evaluation	4,982	12,691
Other	12,785	11,254
Amortization	6,631	9,247
TOTAL	5,283,282	4,915,904
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	39,111	120,420
Net assets, beginning of year	1,874,004	1,753,584
NET ASSETS, END OF YEAR	\$ 1,913,115	\$ 1,874,004

*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.



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700 Lawrence Ave. W., Suite 226
Toronto, ON M6A 3B4
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