

Annual Report 2017 - 2018



TNO

Our Mission

We are committed to building a safe and healthy community through supporting and strengthening the quality of individual and community life in Thorncliffe Park and Flemingdon Park.

CHAIRMAN'S MESSAGE

After a decade as Chairman of the Board of TNO, I am stepping down at the end of the 2017/18 year. It has been an honour to be part of the incredible growth and progress TNO has experienced over the last ten years. The Board, staff, volunteers, partners and funders have worked tirelessly to improve the quality of individual and community life in Thorncliffe Park, Flemingdon Park and all the communities we serve.

This year, the Board continued to successfully address TNOs 'Vision 2020 Strategic Plan (2015-2020)' with a focus on:

- a) enhancing our organizational capabilities;
- b) strengthening our employment and language programs;
- c) expanding neighbourhood primary health care services (Health Access Thorncliffe Park (HATP));
- d) further developing the Thorncliffe Park community health and social services hub.

Of particular interest to me is our community health and social services hub. Details are now being worked out that will result in TNO leading many community organizations and groups which will occupy the second floor of the old Target store at the East York Town Centre. Over 50 years ago, I had my first paying job selling shoes every Saturday in the Sayvette department store in this same space. The Hub will provide 'one stop shopping' for many of the services needed by the residents of Thorncliffe Park including language training, employment services, primary and specialized medical services, seniors' programs, child and youth programs and legal aid.

TNO has proven to its major funders (the federal, provincial, city governments and the United Way of Greater Toronto) that it can deliver consistent, effective programs. Our funders have demonstrated their confidence in TNO by doubling our annual funding over the last ten years to \$10 million. This level of confidence is a result of the hard work and dedication of dozens of passionate frontline workers under the guidance of the Executive Director.

During my time with TNO, I have been fortunate to serve with two exceptional leaders in the social services sector: Jehad Aliwiwi and Ahmed Hussein. These men immigrated to Canada from different continents and are excellent examples of how young people coming to Canada from abroad can become effective leaders in our society. They have employed their skills, intelligence and kindness to make TNO, the people we serve, our staff and our city a better place.

I have also had the pleasure of working with a team of Directors who always put the interests of our clients first. During the last decade, the Board has led TNO through many important initiatives including the 'coming together' of Thorncliffe Neighbourhood Office and Flemingdon Neighbourhood Services, the challenges and opportunities of the Syrian refugees coming to Canada, the change in our corporate name, the opening of several new offices and the establishment of Health Access Thorncliffe Park to meet the primary healthcare needs of the people in our community.

The future is promising for TNO. Our Executive Director, Ahmed Hussein, is leading an exceptional group of managers and staff and our funders continue to show confidence in our ability to deliver a growing number of services. TNO's Board of Directors consists of a group of committed men and women who provide oversight and guidance under the leadership of Shelina Shivji, the new Board Chair. Shelina is a caring, capable woman who came to Canada when she was young and landed in Thorncliffe Park. She has remained connected to Thorncliffe Park and Flemingdon Park over the years and raised her family in Flemingdon Park.

I also want to personally thank Jehad, Ahmed, the many Directors with whom I have served and the wonderful staff of TNO for supporting me as Board Chair over the last decade. It has been a wonderful experience for me.

I look forward to watching the continued success of TNO in the future.

Bill Pashby
Chair of the Board

EXECUTIVE DIRECTOR'S MESSAGE

Welcome to TNO – The Neighbourhood Organization!

In 2017/18, TNO continued to make progress on our *Vision 2020 Strategic Plan (2015-2020)*. We have expanded primary health care services in Thorncliffe Park, further developed our plan for a community health and social services hub in Thorncliffe Park, enhanced youth employment supports and strengthened our organizational governance.

Over the last 12 months, TNO has worked closely with multiple partners including the City of Toronto, Toronto Central Local Health Integrated Network (TCLHIN), United Way of Greater Toronto, Flemingdon Health Centre (FHC) and Michael Garron Hospital, to continue the development of the community health and social services hub in Thorncliffe Park. The Hub will be located in the East York Town Centre at 45 Overlea Blvd. in the former Target retail space. To date, we have received planning and development funding from the Ontario Government to complete architectural and cost calculations, secured the lease for the space and are working on a submission for capital funding.

Our ultimate goal is to create an accessible, integrated multi-service hub that will provide a range of anchor and flexible-use community space in Thorncliffe Park, including primary health services, newcomer support, youth services, employment services, seniors' services, family support services and early and middle years' programs and more.

TNO continued to collaborate with TCLHIN and FHC for the expansion of the Health Access Thorncliffe Park program. We are currently providing primary health care and other support services five days a week at the lower level of East York Town Centre and 1 Leaside Park Drive.

Expanding youth services geared to employment is another priority we are addressing in partnership with both the Federal and Ontario governments. One of the options we are exploring is the establishment of pre-apprenticeship services for youth in the neighbourhood.

The only way we are able to provide the much-needed services we offer is through the generous support of our partners, funders, foundations, corporations and individual donors. And of course, the delivery of these programs and services would not be possible without the dedicated efforts and inspired vision of our staff and volunteers.

I want to offer my appreciation on behalf of the clients we serve for their commitment to TNO.

Ahmed Hussein
Executive Director

SUCCESS STORY

EarlyON CHILD AND FAMILY CENTRE

TNO's EarlyON Child and Family Centre is part of a province-wide initiative that offers free programs to parents/caregivers and their children from birth to six years of age. Qualified professionals help families and caregivers find support, get advice, make personal connections and access a network of resources. After taking part in the 'Playtime in the Gym' EarlyON program, Zainab Khan saw a big change in her son. At the beginning he was upset and cried a lot but gradually started to smile and interact with the other children. "He has learned so much and is continuing to pick up more skills," said Zainab. "I'm very grateful to the staff for their encouragement and support and don't know what I would have done without TNO."

SUCCESS STORY

SENIORS PROGRAM

After retiring from her job with the City of Toronto, Angela Hollohan - Angle to her friends - joined the TNO Seniors Program. The long-time resident of Thorncliffe Park is now both a participant and an invaluable TNO volunteer who believes that staying active is important for the health of seniors. "Staying active and mentally she said. Angle is also a volunteer for TNO's Shibashi (meditation exercise) and Tai-Chi programs, is involved in Thorncliffe Multicultural Women's Group as a participant and a volunteer and is a peer leader with the Kathleen Wynne's Community Volunteer Service Award for Don Valley West, Angle has made a remarkable contribution to the Thorncliffe Park community and is an inspiration to seniors everywhere.

SUCCESS STORY

CAREGIVERS IN TRANSITION PROGRAM

Jocelyn Godroy came to Canada from the Philippines in 2008 under the Live-in Caregiver Program, leaving her three kids in the Philippines with her parents. For the next two years she sent money home to support her family while working hard to meet the 24-month employment requirement to be eligible to apply for Permanent Residency in Canada. Despite a backlog of applications for Permanent Residency, marriage break down, the death of her mother in the Philippines and difficulty finding alternative care for her kids, she didn't give up. In 2017, TNO helped her contact her Member of Parliament, Minister of Immigration, Refugees and Citizenship Ahmed Hussen, for assistance with her application. She was also referred to advocates and leaders in the Filipino community who help live-in caregivers. After receiving permanent residency in November 2017, TNO helped Jocelyn prepare for the arrival of her now-grown children. After 13 years of separation, she is now happily reunited with her family and using her experience to advocate on behalf of caregivers still affected by the backlog.

SUCCESS STORY

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

After surviving the Syrian war, Suheila Alkadiri and her husband and three children arrived in Canada in 2016 through the Private Sponsorship of Refugees Program. For the first time in years, she finally felt safe in her new country but still has painful memories of what happened to her family. Her father and two brothers were arrested during the national uprising in 2011. Her husband was kidnapped and she was forced to use her life savings to pay a ransom for his return. The family fled to Jordan and lived in a refugee camp for two years.

Through TNO's LINC classes, Suheila quickly improved her English and completed the Mental Health First Aid (MHFA) course. A former elementary school teacher and education administrator, she now counsels young Syrian refugees and their parents and is a volunteer Arabic language teacher. Despite suffering great personal losses, Suheila has made a positive difference in her community. In April 2018, she received the Community Volunteer Services Award from Premier Kathleen Wynne.

SUCCESS STORY

YASER NADAF

Like many refugees, the first two years in Canada for Yaser and his family have been all about navigating life in a new country, with a new language and a new future. The TNO team was there to help them every step of the way. Yaser and his wife Bayan enrolled in TNO's Language Instruction for Newcomers to Canada (LINC) program and a year later were both able to communicate in their new language. TNO staff helped the kids adjust to a new school and helped Yaser find work as a carpenter. Bayan had never held a paying job but the TNO Syrian women's group helped her focus on something at which she excels - cooking Syrian food. After taking the food handler certificate training program she was soon invited to be one of the chefs for the Flavors of Thorncliffe event.

Becoming a Canadian citizen is a dream for Yaser and his family. "I don't want to just be an immigrant, I want to be a Canadian. I feel I have a responsibility to be part of this country. This is our home," Yaser said.

SUCCESS STORY

MULTICULTURAL WOMEN'S GROUP

Almas Musaji has been part of TNO's Multicultural Women's Group for the last five years and describes it as a vibrant and progressive group. On Wednesday evenings, you can find her with a group of women involved in a broad range of stimulating topics and activities including workshops on health, nutrition and physical activity such as yoga. She has also enjoyed participating in sessions on education and politics as well as women's issues which leads to lively discussions. On the creative side, she has pursued an impressive list of arts and crafts including sewing pants, kurtas, hats, handbags, table-runners, handkerchiefs, pillow covers, tablecloths, table mats, and quilts. She has also enjoyed classes in knitting, cooking and baking. "There is always an atmosphere of calm, camaraderie, friendship and fun accompanied by a snack or meal and a cup of tea," said Almas. "I believe my time is well spent and a positive experience. We learn, participate in various activities, communicate and share experiences."

SUCCESS STORY

ZAKERA ANJUM

Zakera has benefited from many TNO programs since she arrived in Canada from India in 2012. Recognizing the importance of learning to speak English before she could start a career, she enrolled in the LINC program to improve her English. This allowed her to continue enrolling in TNO programs including Customer Service Training, computer courses and the Ryerson Career Education and Employment Program for Women (CEEW). With increased confidence in her skills, she became a client of the Community Enterprise Resource Centre (CERC) in 2016 with an interest in starting a small catering business. After successfully completed Food Handling training through Toronto Public Health, sponsored by TNO, she has launched her own catering business. Clients include regular catering jobs in the community, and for TNO and partner agencies. Through her participation as a local chef at TNO's fundraising event "Flavours of Thorncliffe" and catering for TNO workshops, she is a great example of how our clients can become our partners!

SUCCESS STORY

REFUGEE YOUTH ENGAGEMENT FOR SUCCESS (RYES)

The Refugee Youth Engagement for Success (RYES) program works with refugee youth in the Thorncliffe and Flemingdon neighbourhoods. Last year, Sultan, who is originally from Yemen, joined the RYES program, after being in Canada for three years, in hopes of making positive changes in his life. He was looking for a job, needed help settling in Canada and wanted to strengthen his presence on the internet and social media as a YouTuber - a videographer who becomes an internet celebrity by attracting a large following. Since joining RYES, Sultan has taken great strides in building his life in Canada. He has obtained part-time employment and made new friends with whom he shares common interests. He has also started his online career as a YouTuber under the name 'Sultan CJ'. With the help of RYES staff, Sultan has made positive changes to his life and is pursuing his dream job. To check out Sultan CJ's YouTube videos, visit <https://www.youtube.com/user/sultancj>

TNO

BUILDING STRONGER COMMUNITIES TOGETHER

Welcome to the Neighbourhood

11 086

11086 NEW CLIENTS ACCESSED
OUR SETTLEMENT SERVICES

29 644

VISITS BY NEWCOMERS TO OUR
SETTLEMENT SERVICES

756

TOTAL NUMBER OF SETTLEMENT
SERVICES WORKSHOPS

9 441

VISITS BY NEWCOMERS TO OUR
SETTLEMENT WORKSHOPS

9 104

VISITS BY PARENTS TO OUR
EARLY YEARS' PROGRAMS

9 894

VISITS BY CHILDREN TO OUR
EARLY YEARS' PROGRAMS

788

SENIORS PARTICIPATED IN OUR
SENIORS PROGRAM ACTIVITIES

2 582

HOUSEHOLDS RECEIVED
SUPPORT SERVICES FROM
OUR HOUSING PROGRAM

2 302

CLIENTS ACCESSED OUR
EMPLOYMENT SERVICES

726

LEARNERS PARTICIPATED
IN THE LINC PROGRAM

7 016

YOUTH VISITS TO THE YOUTH
CENTRE

5 487

VISITS BY COMMUNITY
RESIDENTS TO USE OUR
FREE PUBLIC PHONES

24 289

VISITS BY COMMUNITY
RESIDENTS TO USE
OUR FREE PUBLIC
COMPUTERS

472

VOLUNTEERS SUPPORTED US

40

WOMEN ACCESSED WORKPLACE
COMMUNICATION COURSES AT
RYERSON UNIVERSITY

182

WOMEN ACCESSED
ENTREPRENEURIAL
SUPPORT

525

CLIENTS ACCESSED OUR
GENDER-BASED VIOLENCE
SUPPORT PROGRAM

487

INDIVIDUALS SERVED
BY HEALTH ACCESS
THORNCLIFFE PARK

TNO

provides a wide range of services that support individuals, families and communities across Toronto.

Our eleven distinct services are listed below:

1. **Settlement and Newcomer Support**
2. **Primary Health Care services**
(through Health Access Thorncliffe Park)
3. **Employment and Youth Employment Services**
4. **Youth Services**
5. **Language Training Programs**
6. **Gender-Based Violence Support Program**
7. **EarlyON Child and Family Centre**
8. **Seniors Services**
9. **Housing Services**
10. **Community Development**
11. **Health and Emotional Wellness**

PROGRAMS AND SERVICES HIGHLIGHTS



GLAM PROGRAM

G.L.A.M (Girls Leadership and Mentorship) Program is a three tier, sisterhood program for girls aged 9-16. It provides the opportunity for younger and older girls to connect and learn new skills. The G.L.A.M program has given girls a space to call their own, to gain confidence, and to be leaders within their own community. Participating in arts and crafts, science and technology and physical activities also helps the girls build positive relationships.

SUMMER AND MACH BREAK YOUTH LEADERSHIP OPPORTUNITIES

The Youth Centre mentorship programs give participants the opportunity to collaborate with leaders and community members in the Thorncliffe Park and Flemingdon Park neighbourhoods. We have had success in shaping our youth into young professionals through guidance, training and mentoring. Possessing knowledge of community demographics and anti-oppression along with planning and strategizing activities, these young leaders have been prepped for their next step: employment as a camp counsellor.

PASHBY RHYTHMS-GUITAR CLASS @ FLEMO CITY MEDIA STUDIO

The Pashby Rhythm Guitar Class is a program for Roma, South Asian and East African youth to learn music theory and how to play the guitar. The engaging program is open for all ages and levels and is growing as more instruments are made available.

ANNUAL FOOD DRIVE

On December 21, 2017 more than 800 individuals from Thorncliffe Park and Flemingdon Park received support through TNO's Annual Food Drive. The food items were kindly donated by TNO's corporate partner Celestica.

EMPLOYMENT PROGRAMS

Employment and economic development are key standards of wellbeing. Income security and labour market conditions have a direct impact on individual and family success. TNO Employment Services provides job seekers with labour market knowledge and customized responses to employment barriers. Youth Employment is one of the key focus areas of the TNO Vision 2020 Strategic Plan. TNO provides a variety of youth employment programs to support the unique needs of young job seekers. The program provides paid pre-employment training, placement supports, job trails, networking and career development. Our Youth netWORKS program provides opportunities to youth to explore various career opportunities by networking with professionals.

LANGUAGE TRAINING PROGRAMS

Language Instruction for Newcomers to Canada (LINC) helps newcomers learn English and assists them in the settlement process and integration into Canadian society. TNO's LINC Program provides free part-time English language classes from beginner to advanced. Classes are offered mornings, afternoons and evenings at different locations in Thorncliffe Park. Some of the support services offered include transportation and childcare for children 19 months and older.

MULTICULTURAL WOMEN'S GROUP

The purpose of this group is to provide a platform for women to interact and create opportunities for them to learn new skills and hone existing ones. Participants are women from 14 years to 85 years of age.

There is a continuous exchange of ideas between newcomers and those who have lived in Canada for many years. The group provides a safe place for women to unburden themselves and learn from the experience of those who have had similar journeys. Many of the participants have home-based enterprises, which serve as good examples for newcomers who are considering similar creative avenues.

The topics offered in our workshops cover diverse interests such as learning to sew, learning to embroider and learning to cook as well as parenting classes, information about nutrition, developing skills to enter the job market and building healthy relationships. There is always a needs-based approach to developing the format of the workshops. The group meets on a weekly basis at TNO's main office location.

TAX CLINIC 2018

TNO's Income Tax Clinic continues to grow in popularity. Many thanks to our nine volunteer accountants for contributing over 1,000 hours to file more than 1,050 tax returns for our clients. The clinic ran from February 27th to April 7th on Tuesdays, Wednesdays, Thursdays and Saturdays. Clients were given the option to book morning, afternoon or evening appointments to suit their schedules. Every year, the clinic saves even more people the cost of hiring a professional to prepare their taxes.

CAREGIVERS IN TRANSITION

TNO's Caregivers in Transition Program started in 2008. This program assists live-in caregivers under the old Live-in Caregiver Program and the new Caregiver Pathways Program.

In addition to providing settlement and referral services, our Tagalog-Speaking Settlement Workers also provide one-on-one support related to immigration issues including permanent resident status, work permit applications and the family reunification process. We also provide specialized services to support live-in caregivers who are in transition from live-in temporary worker status to landed immigrant status by assisting them in navigating employment services to achieve their desired professions and help them prepare for the arrival of their families. We also provide ongoing support to help their newly arrived families settle into a new environment.

We offer basic and advanced computer classes, English classes every Saturday and a free English grammar course for caregivers in partnership with the Labour Education Centre. We also offer workshops and information sessions on workers' rights, conduct education awareness sessions on policy changes and provide skills-based training. TNO sits on the Community Advisory Board of the Migrant Mothers' Project and on the Canadian Council for Refugees Sub Committee on Migrant Workers.

TNO EVENTS

- On May 15, 2017 TNO participated in the third **Newcomer Day** hosted at Toronto City Hall. The event celebrated and welcomed newcomers with an Information Fair, a Citizenship Ceremony and entertainment. The event had more than 500 participants.
- This year **LINC Program** celebrated its 25 years of success. The Learners and staff organized a colorful program of speeches, songs, posters and a slideshow to commemorate the momentous silver jubilee occasion. One of the highlights was our special guests, including the first teacher of the LINC classes, first volunteer and the first CNC staff of TNO/ LINC. They took the staff and students on a memory lane tour and talked about the successes and hardships they faced in the early days of the program. Students were given the opportunity to mingle and practice English over a slice of cake.
- TNO Summer Festival** was held on Saturday, August 26, at R.V. Burgess Park in Thorncliffe Park. Many community members attended the event and enjoyed the food, music, entertainment and fun activities for the kids and youth.
- United Way Agency Campaign – Spirit Award!** In 2017, TNO won the Spirit Award for United Way Fundraising! The award is presented every year to an agency that runs an exceptional United Way workplace campaign and demonstrates an outstanding commitment to creating opportunities for everyone. TNO ran a successful fundraising campaign and exceeded expectations in several agency projects throughout the year including Agency Tours, Day of Caring and Speakers' Bureau.
- In 2017, **TNO involved clients, community and staff** in the planning and coordination of our United Way campaign which included a Staff Pledge participation rate of 100%. Every TNO department/team participated in running their own fundraising event. Some of our activities included exclusive Gala luncheon for donors, clients and staff; a silent auction, CHAI one ON!; LINC Community Bake Sales; Crescent Town events; a CN Tower Climb; Scotiabank Rat Race and many more. Our campaign reflected our community and the important work we do every day.
- Health Access Thorncliffe Park (HATP)** provides health and wellness services and connects people to the resources they need. HATP is now open five days a week for business from its new interim location in the lower level of the East York Town centre (EYTC) mall. Having a dedicated space has allowed HATP to expand services and programs to meet the already growing needs of Thorncliffe Park residents. A total of 487 clients were served in 2017/18.

Now open one day a week, the Paediatric Health Initiative Clinic at Thorncliffe Park Public School opened in the late fall of 2017 to address the paediatric needs of the Thorncliffe Park residents. The response from the community has been overwhelming.

TNO IN THE NEWS:

- May 19, 2017** – Federal Finance Minister, Bill Morneau visited the TNO satellite office in St. James Town and spoke about providing additional resources for community space in the neighbourhood.
- July 14, 2017** – Mayor John Tory visited TNO Summer Camps and met over 300 child and youth Summer Camp participants, volunteers and staff.
- January 19, 2018** – Mayor John Tory spoke at the Toronto Resilient Neighbourhood Project launch at Native Child and Family Services. TNO is one of the 10 community agencies involved in the project.

Financials TNO – THE NEIGHBOURHOOD ORGANIZATION

STATEMENT OF REVENUE AND EXPENDITURES (Year Ended March 31, 2018)

(A registered charitable organization)

| Revenue | 2018 | 2017 |
|---------------------------------------|--------------|--------------|
| Federal Government Funding | \$ 4,290,060 | \$ 3,891,611 |
| Provincial Government Funding | \$ 2,495,539 | \$ 2,395,986 |
| City of Toronto | \$ 757,882 | \$ \$834,340 |
| Foundations | \$ 303,675 | \$ 482,867 |
| Donations, Sundry and Interest Income | \$ 230,645 | \$ 264,781 |
| United Way | \$ 1,134,394 | \$ 1,049,945 |
| | \$ 9,212,195 | \$ 8,919,530 |

| Expenditures | 2018 | 2017 |
|--|--------------|--------------|
| Salaries and employee benefits | \$ 7,074,470 | \$ 6,811,866 |
| Rent and occupancy costs | \$ 626,184 | \$ 594,785 |
| Program expenses | \$ 950,270 | \$ 1,050,612 |
| Repairs and maintenance | \$ 90,030 | \$ 92,790 |
| Office and general | \$ 182,705 | \$ 101,313 |
| Telephone | \$ 41,640 | \$ 40,558 |
| Insurance | \$ 23,677 | \$ 26,899 |
| Professional fees | \$ 31,620 | \$ 23,387 |
| Amortization | \$ 78,910 | \$ 63,217 |
| | \$ 9,099,506 | \$ 8,805,427 |
| Excess of revenue over expenditures for the year | \$ 112,689 | \$ 114,103 |

Direct Service Delivery Cost
86%

Distribution of Expenditures
Fiscal Year
2017-2018

Rent and Occupancy cost
7%
Office and General administration expenses
7%

City of Toronto
8%
Foundations
3%
Provincial Government Funding
27%

Sources of Revenues
Fiscal Year
2017-2018

Federal Government Funding
47%
United Way
12%
Donations, Sundry income and interest
3%

TNO's financial statements were audited by BDO's Chartered Accountants, and are available in full to any member upon request

THANK YOU TO OUR BOARD OF DIRECTORS

Bill Pashby (Chair)

Shelina Shivji (Vice Chair)
Nickolas Stefanoff (Finance Committee Chair/Treasurer)
Shabaz Sopariwala (Secretary)

Nancy Stewart
Shabnum Budhwani
John Herald
Cynthia Lee

Milton O'Brodovich
Pat Moore
Brooke Physick
Aditi Zahir

THANK YOU TO OUR DONORS

Thank You to all donors who donated more than \$1000!

Nextopia Software

Milton O'Brodovich

Dawson Family Sharing Foundation
The Toronto-Dominion Bank
David Pidduck
Aqueeduct Foundation
Neil Iddon (Associum)
David Honderich
Members Leaside Lawn Bowling Club

William Pashby
The BLG Foundation
Kris Vikmanis
Park Property Management Inc.
Bob Cronin
GTA Couriers Inc.
Wynford Green GP Inc.

Rotary Club of Leaside Charitable Foundation
Shahin Oudji
Foresters Financials

Thank you to all other donors who donated in 2017-2018!

THANK YOU TO OUR FUNDERS

Immigration, Refugees and Citizenship Canada

United Way of Greater Toronto

City of Toronto

Ministry of Advanced Education and Skills Development

Ministry of Education
Ministry of Community and Social Services
Ministry of Children and Youth Services
Ministry of Citizenship, Immigration and International Trade
Ministry of Economic Development, Trade and Employment

Ministry of Seniors Affairs
Ministry of Tourism, Culture and Sport
Ontario Trillium Foundation
Canadian Women's Foundation
Coco Cola Foundation
Laidlaw Foundation
RBC Foundation
Service Canada

The Rotary Club of Toronto-Leaside
Toronto Central Local Health Integration Network

Toronto East Rotary Club

TD Friends of the Environment

Girls Action Foundation

GEM (Girls E Mentorship Innovation)

Canadian Tire Foundation

THANK YOU TO OUR CORPORATE MENTORS AND PARTNERS

Foresters
Finastra
Celestica

Corporation of Massey Hall & Roy Thompson Hall

Thank You to our all Neighbourhood, Community and Service Partners for their continuous support!

We thank Flemingdon Health Centre for their collaborative partnership with Health Access Thorncliffe Park

THANK YOU TO OUR VOLUNTEERS AND PLACEMENT STUDENTS

During the last fiscal year our volunteers contributed over 6,169 hours to our programs and services. TNO's volunteers

provide support in a number of areas including math and French classes, tutoring, conversation circles, citizenship classes and reception. The TNO Youth Center also receives strong support from

volunteers for March Break and summer camps, after school sports programs, and girls' leadership programs. Our long-time volunteers support programs such as Me and My Dad, School Readiness, Come and

Play and the Breastfeeding Support Group. Senior Volunteers supported yoga and fitness programs for their friends and neighbours in Thorncliffe Park.

DONATIONS

If you would like to make a donation to TNO please visit our website at

www.tno-toronto.org or you can

write a cheque payable to:

TNO - The Neighbourhood Organization

18 Thorncliffe Park Drive

Toronto, ON

M4H 1N7

MAIN OFFICE

18 Thorncliffe Park Drive. We are your first stop for TNO services.

Please visit us here with any questions. You can call us at 416-421-3054 or

e-mail us at info@tno-toronto.org.

We are open from Monday to Friday from 9am to 5pm and Thursday from

9am to 8pm. We also offer some evening programs.

Our Main Office and TNO Employment Services all have computers, a local fax

machines, telephones, a printer, a scanner, and a photocopier you can

use for free.

TNO @ FLEMINGDON

10 Gateway Blvd., Suite 104, You can

contact us at 416-424-2900. We are

open Monday to Friday from 9am to 5pm. At this location we have settlement

services, drop-in computer access, VAW program, children's program, housing

services and youth programs.

EarlyON CHILD & FAMILY CENTRE

45 Overlea Blvd, Unit 108. You can

contact us at 416-421-8997. The

Ontario Early Years Centre is a place

for parents, grandparents, care-givers and children up to the age of six.

YOUTH CENTRE

45 Overlea Blvd, Unit 108. You can

contact us at 416-421-8397. The Youth

Centre includes a drop-in, recreational

and educational programs, and free

access to computers, internet and

printing.

TNO @ LEASIDE

1 Leaside Park Drive, Unit 7. You can

contact us at 416-467-0126. We offer

a variety of services out of this location

including employment and training

services. We are open Monday to Friday

from 9am to 5pm and Saturday from

10am to 4pm.

TNO @ CRESCENT TOWN

(Satellite Office) Crescent Town Club,

Unit 2A, The Market Place. You can

contact us at 416-690-6385.

TNO @ ST. JAMES TOWN

(Satellite Office) 200 Wellesley Street

East. You can contact us at

416-964-6657.

HEALTH ACCESS THORNCLIFFE PARK (HATP)

Locations and Services Offered:

HATP Clinic

East York Town Centre

45 Overlea Blvd., Unit B7

416-421-6369

TNO

1 Leaside Park Drive, Unit 7 – Intake and

Navigation, Dietitian and Social Work,

Chiropody – Mondays to Fridays

Flemingdon Health Centre

10 Gateway Blvd., – Vaccinations, Paps,

Pre-natal Care – Wednesdays and

Thursdays