

# Annual Report

2018 - 2019

**BUILDING  
STRONGER  
COMMUNITIES  
TOGETHER**



# TNO

## Our Mission

To strengthen the quality of individual and community life by inspiring and empowering the neighbourhoods we serve.

### MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

Our inspiration to excel comes from the communities and the people that we serve!

2018-19 has been an exciting year; TNO-The Neighbourhood Organization continues to break ground in shaping an integrated service delivery model. This model will keep communities and its people at the fore front while simultaneously managing budgetary limitations and funder accountability. We aim to be fiscally responsible while achieving best practice in shaping our integrated service delivery model.

Thanks to the bold actions and foundational work that we have laid in the past few years, TNO in its fourth year of a five-year *Vision 2020 Strategic Plan (2015-2020)* has remained focused on providing creative, accessible, integrated and client centered services at its four locations - St Jamestown, Crescent Town, Flemingdon Park and Thorncliffe Park.

Furthermore, TNO has taken significant steps to make progress in its strategic directions. Achievements include development of Thorncliffe Park Community Hub, extension of Health Access Thorncliffe Park (HATP), expansion of youth employment services, and enhancement of organizational governance.

The one stop shop integrated model of Thorncliffe Park Community Hub, currently in its developmental phase, when fully operational will house, community, social, legal, and primary health services.

The operational HATP, brings a conducive model for physicians and a community-based agency to collaboratively work together to improve newcomer health and social wellbeing outcomes. It provides primary health services (including physicians, nurses, social workers and health promoters) integrated with social services.

The Youth Employment Services saw the growth of new skills enhancement programs including the trade skills program and the bicycle hub.

The restructuring of the management team contributed to governance enhancement.

We are grateful to people who have contributed to a great year at TNO and without whom the progress would not have been achieved.

Our thanks to the men and women who so tirelessly and generously have given of their time to serve - as Volunteers, Community Members, Staff and the Board of Directors!

Our thanks to the various funders, foundations, corporations, individual donors and public leaders who partner with us - for their insights in helping inform our priorities and strategic directions, and for entrusting us with the valuable resources to support our clients and the communities we serve!

Warmest Regards,

**Ahmed Hussein**  
Executive Director

**Shelina Shivji**  
Board Chair

### OUTGOING BOARD MEMBERS

This year we are saying goodbye to our three Board members Pat Moore, Brook Physick and Nancy Stewart. Thank you to Pat, Nancy and Brook for their contributions towards the building of TNO and thank you for the significant and lasting impact on the communities we serve!



**PAT**



**BROOK**



**NANCY**

#### PAT MOORE

Pat has lived in Flemingdon and Thorncliffe Park for more than 40 years. She is known as a tireless advocate on issues related to housing as well as youth and women's rights. Over the years, her work has contributed to the creation of tenants associations that help to protect the rights of tenants as well as making more co-op housing available in the community. She has raised awareness of the need to stop violence against women and has created community programs to support the growing youth population in her neighbourhood. In 2018, Mayor John Tory presented Pat with the Key to the City for her remarkable work to ensure that everyone in Toronto's Flemingdon and Thorncliffe Park communities has a voice. In her honor, the westerly portion of Thorncliffe Park Dr. was renamed Pat Moore Drive. Pat was with the TNO Board since 2011.

#### BROOK PHYSICK

Brook has spent the better part of his career in the community. Active in both public and private housing and tenant issues for 35 years, he has assisted with tenant organizing, education about tenants' rights and responsibilities, provided input to landlord and tenant legislation, and been involved with numerous other housing and tenant-related matters. He has also represented countless tenants in both the courts and tribunals. A tireless advocate and accomplished professional with a deep understanding of systemic barriers facing individuals and communities, Brook stands out as a superb example of a remarkable community builder. Of all his outstanding contributions, his fierce advocacy for tenants and the improvement of housing stock in the neighbourhood, stand as an example of lasting impact in improving the quality of life for individuals and families throughout the neighbourhood. Brook joined the Board in 2015.

#### NANCY STEWART

Nancy Stewart, caring and compassionate individual, has a strong connection to the Thorncliffe Park and Flemingdon Park communities. Not only did she attend Valley Park as a student, she taught her entire career as a teacher at this school that serves both communities. She served her students well as both a French teacher and a guidance counsellor and became an exemplary mentor for Valley Park students. She coached them to be the best that they could be educationally and helped newcomer parents and children to adjust smoothly to our educational system. Her love of her students and their families was most fortunately carried over in her commitment to serve on the Board of Directors at TNO. Nancy was with the Board since 2012.



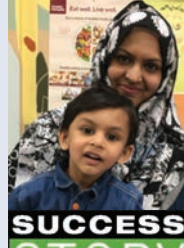
### Xiao Zhong

#### Workplace Communication Program

I attended the WCC Program at TNO. I have a Doctor of Medicine from Sun Yat-Sen University in China. The WCC Program paved the path towards reaching my passion for working in the medical and health field in Canada. I gained skills, knowledge and insight

on what communication skills are needed to succeed in Canada. Now feeling confident, it allowed me to enroll in the Autism and Behavioral Science program at George Brown College. I have also gained employed part-time in a health institution. WCC Program, offered through Ryerson University, has provided support to learn about effective communication.

It was helpful to put on a resume and discuss during interviews. The course has provided me with enough tools to succeed in today's competitive labour market. I am looking forward to a bright future to fulfil my dreams.



### Rabia

#### EarlyON Child and Family Centre

Rabia started to visit the EarlyON Child and Family Centre more than a year ago looking for support for her, then 16-month old, son Muhammad. Muhammad was not walking at the time, and appeared to be very withdrawn. Muhammad is now three years old and an active participant in EarlyON programs.

Rabia is very thankful for the support she and Muhammad continue to receive from TNO EarlyON Centre. She shared: "Staff were very nice and helpful, and encouraged Muhammad to walk by pushing the toy stroller, and then after a few months, he started to walk." Rabia added; "Muhammad used to be very shy and he didn't like to play with the toys by himself or participate in Circle Time; now he loves to do the humming sound of the songs. He is doing the actions of Zoom, Zoom, Zoom, and Wheels on the Bus." The program helped Rabia connect with other families, and helped Muhammad to become more engaged and social. Muhammad is now playing with toys on his own.



### Mohammad Jabery

#### Employment Services

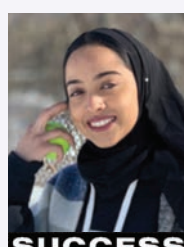
As a newcomer, a professional engineer, I faced various barriers and obstacles in my new life in Canada. In that new challenging path, TNO has always been a place of solutions for me.

One of the major issues I faced as a professional engineer was connecting and networking with employers in my field. Another challenge was finding a supportive environment to analyze and learn about Canadian living and employment opportunities.

TNO staff were very informative, resourceful, caring and well connected. In their welcoming and supportive manner, they go the extra mile to assist the community members with all aspects of Employment Services.

I participated in workshops in various aspects of the job finding process in Canada. I learned of the professional requirements and procedures to reach my field of engineering. With TNO's guidance, I have entered into my career path in Canada.

I am proudly delighted in becoming familiar with TNO and its great staff.

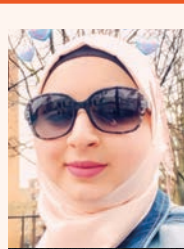


### Safeera Lulat

#### Youth Centre

Safeera Lulat has been a part of many TNO - The Neighbourhood Organization youth programs. She has assisted with the co-ed Summer Camp, was a part of our very first and very successful Winter Wonderland Camp and also co-facilitated our Girls only

March Break Camp. Safeera has developed her leadership skills as a volunteer and as a TNO Camp Staff. She is very committed to working with the youth of Thorncliffe Park and Flemingdon Park communities. She shares TNO's passion in providing the youth with great programs that help them grow and learn new skills. Safeera is a great young leader that shines, as she continues to be an amazing role model for her peers and the youth that she has positively impacted. The TNO Youth Centre has been very lucky to have had the opportunity to work with her and looks forward to her continuous participation in TNO programs.

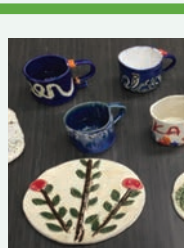


### Walaa Al Nahhas

#### Syrian Caterers Group

Walaa is a young, single mother of three who came from Syria to Canada with her family in 2015. She settled in Brampton but felt isolated and unhappy. She heard that Thorncliffe Park offered a better experience for new Canadians and moved here in 2016.

She hasn't looked back! She immediately enrolled in the TNO LINC program and made amazing progress. She earned her Food Handling Certification with TNO and started a small catering business. To develop her capacity, she worked with the Newcomer Kitchen. Walaa came to the TNO Community and Economic Development team to volunteer to help others the way she was helped. She is currently the lead for the Syrian Catering group, working to empower women to expand their capacity.



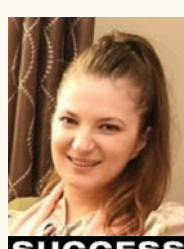
### Pottery Group

#### Gender Based Violence Program

This year, with the support of Penelope, our volunteer facilitator, we were able to provide a series of pottery workshops at our Main Office and Flemingdon locations.

Our hope for this group was that it would provide women with an opportunity to engage with art as an avenue to explore self-expression and healing. Our secondary goals were to provide a welcoming and enjoyable space where our clients could engage with other women and break the isolation that many face in their daily lives.

The results were overwhelmingly positive. Week after week women became more confident, as they worked with the clay and engaged with each other. As time progressed we found that working together, sharing tools, offering advice and giving support, created an opening for our participants to build relationships naturally. We received 100% positive feedback during evaluation, and our women cannot wait for more arts-based programming.



### Iris Mici

#### Youth Job Connection

My name is Iris Mici and I came to Canada almost 3 years ago from Albania with a Bachelor's Degree in Banking and Finance. Coming from a small country was a little bit hard for me as a newcomer. I was looking for a job and applying to different universities

to further my studies towards a Master's in Accounting. While talking to my friend, I learned about the employment offices that help newcomers find jobs. I joined the Youth Job Connection program (YJC) after visiting the Employment Office. YJC program helps people find a job, write resumes, prepare for interviews and the Canadian workplace. When the program was almost finished I had an interview for an Accountant and Payroll Assistant. My dream was coming true. I started the position April 3rd, 2017 and I really liked my job. Meanwhile, I got accepted to study for Chartered Professional Accountant (CPA). After 2 years, I started as a Payroll Administrator at the Salvation Army. It is the best thing ever working in the new job, with a good working environment and amazing people. I want to thank the Youth Job Connection staff for helping me build my career.

**TNO BUILDING STRONGER COMMUNITIES TOGETHER**

