



Annual Report

2019 - 2020

BUILDING
STRONGER
COMMUNITIES
TOGETHER

TNO

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Message From the Board Chair and Executive Director

Our Mission

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

TNO—The Neighbourhood Organization (TNO) marks the 35th year since the founding of the organization. As we celebrate this milestone, we are reflecting on our past and trying to imagine the next 35 years in our communities; and the role TNO can and should play.

In 1985, we served a handful of people. This year more than 35,000 people will use the services of TNO.

While we have been growing, we have also been learning through our work. With the support of our exemplary staff, management, and volunteer teams along with our Board leadership, with foresight, we are currently working to strengthen and align TNO by soliciting more strategic inputs.

This year, with the help of a qualified consultant team, TNO will be implementing a 5-year strategic plan that will encompass a review of our current model and recommend future strategic operational directions for the organization.

Our partners, funders and government leaders continue to remain pivotal in our ability to successfully develop and implement programs and

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services that contribute to our mission to strengthen the quality of life of the individuals and communities we serve.

Amongst many very important programs and partnerships is the development of the Thorncliffe Park Community Hub, a One-Stop Shop innovative model providing a continuum of services. This collaboration with Flemingdon Health Centre, Michael Garron Hospital, and other stakeholders continues to progress. The innovative model combines Health and Social Services, including settlement, employment, legal, youth, seniors, children, language training and child-minding services that will be integrated within a central meeting place.

As the unexpected COVID-19 developed into a pandemic, priority neighborhoods in Toronto like Thorncliffe Park and Flemingdon Park experienced increased vulnerability. Through thoughtful and measured responses that followed Government directives, from onset of fight against the pandemic, the TNO Team remained agile and took prompt steps to make the necessary safe changes to our operations across our programs and locations.

To those who rely on us for the services and programs that we offer, through safe methods, TNO continued to provide high-quality services and with ingenuity, special efforts were made to develop pandemic responsive programming – such as the food collaborative, making cloth masks for our community and local hospital, as well as engaging the communities we serve in COVID-19 Pandemic education and testing.

We are so very grateful to people who have contributed to a great year at TNO without whom the progress would not have been achieved. We would like to take this opportunity to publicly THANK YOU: TNO Staff, Volunteers, Board Members, Partners, Funders, Government Leaders, and Community Members.

The 2019/2020 report captures the faces and stories of some of those who use our services and access our programs. We invite you to read it and share your feedback with us.

With Warmest Regards,
Shelina Shivji, Chair, TNO Board of Directors
and Ahmed Hussein, Executive Director

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Outgoing Board Members

Cynthia Lee has an extensive financial and accounting experience and she currently works as a Manager of Financial Planning and Analysis at Celestica, an international electronic manufacturing company. She was a member of the Board Audit and Finance Committee where her experience was significant for the work of the Committee. Cynthia graduated at the top of her class at Queen's University and is passionate for building stronger and unified communities as evidenced by her significant contributions to various not-for-profit initiatives. She joined TNO Board in 2017.

John Herald joined TNO Board in 2016. John has over 30 years of leadership experience in the financial services industry and currently he works at Teranet where he is leading Collateral Management Solutions division. He was Chair of the Board Governance Committee and he contributed to the development of many governance policies and procedures of TNO. John lives in the community and beside TNO, he was serving as Board President and

Director of Radius Child and Youth Services and he was Campaign Chair with various organizational United Way Campaigns. John is also passionate about cooking and was one of the Chefs at the annual Flavours of Thorncliffe fundraising event.

Milton O'Brodovich is a retired health care executive with administrative, clinical and teaching experience. Milton has also chaired and participated in numerous health system committees, networks and task forces and published several articles in peer reviewed journals. His extensive practice in the health care sector which includes many years as Vice President of Michael Garron Hospital (formerly the Toronto East General Hospital), contributed to the work of the Thorncliffe Park Community Hub Task Force at TNO which is working on the development of the new community Hub project in the neighbourhood. Milton was also Vice-Chair of the Board for the past year and he joined the TNO Board in 2016.

Thank you to Cythia, John and Milton for your contributions towards building of TNO and thank you for the significant & lasting impact on the communities we serve!

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Success Stories



Ritu & Susamay

Youth Job Connection (YJC) Program

My experience with YJC 2019 was life changing. For new immigrants, a program like YJC is a must. The exposure, provided on Canadian work culture, diversity and mindfulness about certain aspects of life, is very crucial when you are new. TNO bridges a gap for new immigrants, and gives a sense of community and support. Thank you to our outstanding mentors who believed in us and validated that we will find good jobs and settle easily. Mentors are the first representation of Canada to us and they did a phenomenal job. Thank you to the entire team of TNO. – Ritu

I enrolled in YJC 2019 TNO program two weeks after my wife Ritu and I landed in Canada. YJC was quite enthralling since it gave the taste of Canadian Work Place and culture. Networking events, arranged by TNO, allow expansion of professional network in Canada. Assistance provided also included legal rights, soft skills development, and health and community programs. It was an amazing experience.

– Susamay Halder

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Miyadah Babulla

In-House settlement

Miyadah Babulla, a TTC employee, came to Canada April 2017. As a newcomer, she wanted assistance with settlement. She first approached TNO for help. “I found the staff at TNO friendly and professional”

With an Engineering BA from Yemen, and 20 years project manager work experience in the United Arab Emirates, Ms Babulla received guidance from TNO’s employment services. Spring 2018, Ms Babulla joined Ryerson University to study Project Management for Technical Professionals. January 2019, she became an intern with the TTC. Now she is an assistant contract administrator at TTC.

Ms Babulla graduated from Ryerson University June 2020 and is taking final steps towards obtaining a Canadian engineering license.

She appreciates the good work of TNO in helping newcomers and encourages staff to invite clients like her to their events to share their experiences. “I want to return the help that TNO provided,” said Ms Babulla. “I want to continue to volunteer with this great organization.”



Bhrithe

Tutor Me Please Program

Bhrithe joined Tutor Me Please in 2019. Bhrithe’s father, Nirav says: “Although being in French Immersion, Bhrithe shows learning interest in regular stream with math being her favourite subject.” “It’s filled with creativity”, Bhrithe says.

With COVID-19 situation, Tutor Me Please has been very beneficial for Bhrithe. It provided her with essential and excellent resources. “Excitement of children to continue attending zoom sessions shows their enthusiasm and keenness in learning. This program has positively contributed to my daughter’s learning ability with flexibility to attend zoom sessions. With access to internet, Bhrithe excelled in various areas of learning. It continues to encourage reading and writing in all subjects and defines her interest that I have best seen in this online social learning. Thank you TNO for continuing to provide such assistance par excellence. The tutors have been very kind hearted”. “A special thank you to Tutor Me Please teachers”, Bhrithe says.

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Nadima Kinjo

Language Instructions for Newcomers to Canada (LINC)

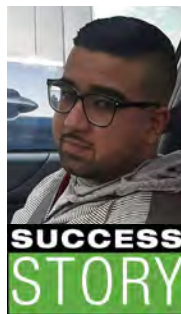
After arriving in Thorncliffe Park January 2017, Nadima Kinjo soon began attending LINC classes at CLB 2. She enjoyed her classes because she was learning English and making new friends from different countries and cultures. Nadima became more comfort-

able in her new environment, started opening up and began looking for interesting opportunities. Around this time she joined Newcomer Kitchen, a social enterprise engaging refugee women in Toronto.

While attending LINC class, Nadima worked with her team on various catering projects. Nadima continued to attend her LINC class regularly. Her progress in language learning enabled her to take a small business course and 8-weeks of preliminary childcare training.

Today, Nadima is a proud member of Newcomer Kitchen's Flavours of Al-Shaam that specializes in delicious Syrian cuisine. She is currently enrolled in CLB 5 and is working diligently on advancing her language skills. She says that LINC has helped her break down the walls between herself and Canadian society.

– Nadima Kinjo



Imran

Trades Connect Centre

The TNO Trades Centre has been a great experience and opportunity for me. I have received my DZ licensing. Additional training helped in the work I am doing right now and was the reason I was able to gain the entry level position and work my way up to the leadership role I have now. The training and

practice that I received has allowed me to advance further in my career and I am happy to use my position now to help hire people and give back to the community which gave to me. It was a pleasure being a part of the program and getting access to resources.

– Imran

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Almas Musaji

Seniors Program

My name is Almas Musaji. I am a senior in Thorncliffe Park, and regular participant and volunteer in the TNO Seniors program activities. In the last 8 years, I have enjoyed and truly educated myself in health, nutrition, physical activities and other interpersonal activities. I have benefitted from workshops on wills, healthy feet and diabetes and more. I enjoyed events like Asian Heritage Events, Summer Fest, Christmas holiday events, Noche Buena event and others. I also learnt how to play mah-jong, dominoes, and bingo games with my friends during Friday drop-ins. I attend the Multicultural Women's Group where I benefit by participating in jewelry making, knitting, making quilts, embroidering and more. We cook and bake together, creating delectable food dishes. I thank TNO through its staff supports for arranging an array of applicable and appropriate programs, projects, and activities for the seniors. TNO is a great organization helping the community for many years.



Heba

Youth Programs

Youth Leader, Heba, has led youth initiatives, programs and events for her peers and for youth. Both in person and online, Heba has been able to connect youth to TNO services and programs. She has been an amazing person to work with over the past year and she has brought so much knowledge and passion to youth meetings and programs. Specifically, Heba has supported youth connecting to TNO, that will help benefit them and help enhance their resumes. Heba, has taken great leadership and initiative in providing other youth with a space to be able to connect with one another and gain from each other. We are grateful for Heba, a strong community leader.

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By the Numbers

35 063

TOTAL CLIENTS SERVED

17 319

TOTAL NEW SETTLEMENT CLIENTS TO TNO

1 606

TOTAL SETTLEMENT BASED WORKSHOPS

37 494

TOTAL CLIENTS ATTENDING WORKSHOPS

532

VOLUNTEERS SUPPORTED TNO WITH 49,000 VOLUNTEER'S HOURS

5 336

VISITS BY PARENTS TO OUR EARLYON PROGRAMS

6 431

VISITS BY CHILDREN TO OUR EARLYON PROGRAMS

3 121

HOUSEHOLDS RECEIVED SUPPORT SERVICES FROM OUR HOUSING PROGRAM

4 446

VISITS TO SENIOR'S PROGRAMS

832

SENIORS PROGRAM UNIQUE CLIENTS OF WHICH 120 WERE NEW TO TNO

1 042

VOLUNTEER HOURS PROVIDED BY THE SENIORS

2 726

CLIENTS ACCESSED EMPLOYMENT SERVICES

150

CLIENTS COMPLETED THE RETAIL SUPPORT PROGRAM

43

MENTEES WERE ENGAGED IN THE MENTORING PARTNERSHIP

789

LEARNERS PARTICIPATED IN THE LINC PROGRAM

150

CLIENTS COMPLETED THE RETAIL SUPPORT PROGRAM

25 994

YOUTH VISITS TO THE YOUTH CENTRE

5 079

VISITS BY COMMUNITY RESIDENTS TO USE OUR FREE PUBLIC PHONES

27 302

VISITS BY COMMUNITY RESIDENTS TO USE OUR FREE PUBLIC COMPUTERS

56

WOMEN ACCESSED WORKPLACE COMMUNICATION COURSES AT RYERSON UNIVERSITY

93

NEW CLIENTS REGISTERED AT THE TRADE CONNECT PROGRAM

139

CLIENTS AT THE TRADES CONNECT PROGRAM ACHIEVED CERTIFICATION

71

CLIENTS COMPLETED THE TRADES CONNECT PROGRAM WITH 34 MOVING ONTO PAID APPRENTICESHIP OR FULL TIME EMPLOYMENT

1 635

LEARNERS PARTICIPATED IN THE ENGLISH CONVERSATION PROGRAM

376

WOMEN WITH 343 CHILDREN ACCESSED OUR GENDER BASED VIOLENCE PROGRAM

2 338

CLIENTS WERE SEEN BY HATP PRIMARY CARE TEAM

693

CLIENTS WERE SEEN BY HATP ALLIED HEALTH TEAM

11 529

TOTAL VISITS TO HATP

847

CLIENTS WERE SEEN THROUGH HATP RESOURCE NAVIGATION AND COMMUNITY WELLNESS WORKSHOPS AND PROGRAMS

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Welcome to the Neighbourhood



TNO is a community-based, multi-service agency providing a wide range of services that support individuals, families, youth, women and seniors in communities across Toronto. TNO services are offered at 4 different strategic hubs which are situated in middle of diverse neighbourhoods with the highest concentration of newcomers. TNO hub locations are: Thorncliffe Park, Flemingdon Park, St. James Town Corner, and Crescent Town Club. We also offer services at 160+ Toronto District School Board (TDSB) and Toronto Catholic District School Board (TCDSB) schools and several Toronto Public Libraries. Our services include:

1. **Child & Family Programs**
2. **Community Development Services**
3. **Employment Services**
4. **Health Access Thorncliffe Park (HATP)**
5. **Housing Services**
6. **Crescent Town**
7. **Flemingdon Park**
8. **St. James Town (The Corner)**
9. **Language Training**
10. **Newcomer Services**
11. **Programs for Women**
12. **Seniors Services**
13. **Trades Connect Program**
14. **Youth Services**

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Programs and Service Highlights



RENT BANK PROGRAM

Our Housing Program works in partnership with Toronto Rent Bank supporting low-income households who are at risk of losing their rental housing. The Toronto Rent Bank program provides interest-free loans to eligible Toronto residents facing eviction or requiring support with first and last month's rent. During the COVID-19 pandemic situation, this program supported many families to remain housed. Loan payment has been deferred up to 12 months while families struggle to make ends meet.

GENDER BASED VIOLENCE PROGRAM

As part of our supports for women who experience gender-based and intimate partner violence, TNO implemented two White Ribbon campaign events to raise awareness of the issue with men. Men take a pledge to speak up about violence against women, address issues directly when they see it, and promote greater awareness among men in their sphere of influence. Our local Starbucks restaurant staff took the pledge and promoted the campaign even after our official event was over. Please consider taking the pledge to be champions of respectful and healthy relationships with women in your neighbourhoods, to support survivors, and prevent all forms of violence perpetrated against women!

FLEMO CITY MEDIA

Flemo City Media has been providing support for local artists and youth for over 6 years. With state of the art recording equipment and an industry leading producer, clients of FCM have produced hundreds of tracks as well as multiple music videos. Youth share safe space, available after school hours, to be creative, socialize with

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likeminded people and work on projects benefitting them and their community.

Local artist Urban Kid Alanso (Alanso Ukuchugvu), a member of FCM, just released his first song Mercy on Spotify! He has created dozens of incredible tracks at FCM.

COVID-19 shut down the studio, however several exciting projects have emerged. There are weekly tutorials on the Flemo City Media YouTube channel and a weekly newsletter bringing together Flemo news and the world of music production! You can get in touch with the studio representative, Morgan Dunbar at mdunbar@tno-toronto or flemocitymedia@tno-toronto.org

CCM HOCKEY

CCM has donated over \$15,000 worth of brand new hockey equipment helping to get our kids on the ice for TNO's hockey programs. They have offered to custom fit equipment for participants with unique requirements.

Leaside & Leaside Hockey Association: An LHA board member has been instrumental in helping our ice hockey programs make big strides. He helped set up partnerships to gain donations and coaching. Leaside Hockey Association has donated \$40,000 to our programs!

Leaside Flames PeeWee Team: Parents and players supported our programs by volunteering on and off the ice. Through this collaboration, we were able to see kids from different socio-economic neighbourhoods connect and build their networks

THE DALLA LANA MENTORSHIP PROGRAM

The Dalla Lana mentorship program takes place weekly, in collaboration with University of Toronto – Dalla Lana School of Public Health, and the Ahead of

the Game Mentorship program at Marc Garneau Collegiate library. It empowers youth through positive relationships, enabling them to develop and learn life skills for leadership. Its goal is to support youth in engaging in careers related to public health, TNO aided with the recruitment of youth. Dalla Lana program has been successful reaching over twenty youth on weekly basis.

LANGUAGE INSTRUCTIONS FOR NEWCOMERS TO CANADA (LINC)

TNO has offered language training to newcomers through the LINC program for about 35 years. These part-time classes are offered from Literacy up to Level 7. The learners' progress is determined using the Portfolio-based Language Assessment (PBLA) tool, which aligns with the Canadian Language Bench (CLB) mark framework. The program develops newcomers' English language skills, improves their knowledge of formal and informal communication and enhances skills relevant to integrating socially, culturally and financially in Canadian society. The curriculum includes financial literacy, employment skill development, cultural competency and Citizenship-test preparation. It has been enhanced by including peer tutoring and collaborative inter-level activities, providing mentoring opportunities and encouraging peer support. To ensure accessibility, the program provides on-site childcare services for parents attending LINC classes. Children are engaged in age-appropriate child development activities with a focus on school readiness, literacy, numeracy and early learning.

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EMPLOYMENT SERVICES

Assists unemployed and under-employed individuals by helping them to develop the skills and knowledge necessary to find and maintain sustainable employment. We offer a range of employment services training programs, job search and placement supports. Our counsellors work with clients to match our programs with their requirements. Of clients assisted to find employment this year, through one or more of our programs and services, 71% secured employment in 2019/2020.

YOUTH PROGRAMS

Program and service delivery promote the healthy growth and development of youth, ages 15 to 29, facing multiple barriers. Programs address the needs of the whole person, offering a wide range of programs, fostering educational advancement and future career success, while enhancing self-confidence, personal and social development.

United Way's netWORKS program helps young people access professional networks which are vital part to become job-ready and secure economic opportunities. Collaboration with agencies and employers offer career-oriented networking and mentoring connections through training, group and individual sessions, and structured one-on-one relationships. Mentors and mentees receive training, participate in group and individual networking sessions, and have the opportunity for more in-depth, structured one-on-one mentoring relationships.

Over 250 youths from the community successfully participated in one or more of TNO Youth programs in 2019/2020.

HEALTH ACCESS THORNCLIFFE PARK (HATP)

A co-led initiative between TNO and Flemingdon Health Centre (FHC), Health Access Thorncliffe Park (HATP) collaborates with community members and local partners to lead and deliver programs and services. In 2019-20, HATP had more than 10,000 visits from residents of Thorncliffe Park. Our Pediatric Health Initiative Clinic, hosted at Thorncliffe Public School, is renewed with TDSB until June 2023. This clinic provides a shorter wait for children in need of pediatric-developmental assessments. As part of Michael Garron Hospital's Winter Surge initiative, HATP once again hosted a successful after-hours clinic to help reduce Emergency Room walk-ins. In 2019-20, this project had a 50% increase in visits compared to the previous year and offered community care navigation to social work, diabetes management and no-cost health and wellness programs for Thorncliffe Park residents.

VOLUNTEER PROGRAM

During the last fiscal year our volunteers contributed over 49,000 hours to a range of programs and services. With COVID-19, additional volunteer positions were created to further support the communities we serve through some of our programs: food delivery, medical help support lines, virtual summer camp etc.

LSP (LIBRARY SETTLEMENT PARTNERSHIP)

LSP (Library Settlement Partnership) was piloted in 2008 and remains a most celebrated partnerships with the Toronto Public Library (TPL) bringing settlement services to 3 local libraries, Thorncliffe Park, Flemingdon Park and Parliament

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Branch. It provides daily services, and weekly workshops. Annually it celebrates 'LSP Week' with theme centred programming events coinciding with Canadian Citizenship Week in October. This year's theme, "Thankfulness," acknowledges Thanksgiving Day which marked the start of LSP Week. Clients, having immigrated to Canada, had an opportunity to reflect upon moments they are grateful for. The LSP team and their clients marked the week with a visit from a Citizenship Judge, film screenings, and more!

MULTICULTURAL BREAD, DRINKS AND STORY TELLING FESTIVAL: THE CELEBRATING DIVERSITY A BOOK OF BREADS, SOUPS AND MORE

This Festival is a community-based initiative in partnership with Flemingdon Community Support Services and other community partners in Flemingdon and Thorncliffe Park. The project showcased the growing diversity, celebrated the contributions of newcomers in these communities and shared cultural expression through storytelling, bread making and drink preparation. Recipes and stories shared by residents during the festival held on November 2019 were compiled in a book entitled, The Celebrating Diversity a book of Breads, Soups and More. This initiative was made possible through the support of the Ministry of Canadian Heritage and Multiculturalism Community Support, Multiculturalism, and Anti-Racism Initiatives Events component.

BIKING IS HEALTHY: THE GATEWAY BICYCLE HUB

The Gateway Bicycle Hub is a community-based initiative of the City of Toronto in partnership with TNO-The Neighbourhood Organization, Flemingdon Health Centre, and Evergreen, established to encourage the repair and repurposing of bicycles in order to reduce waste, promote cycling culture, and create

community connection in Thorncliffe and Flemingdon. In 2019, Gateway Bicycle Hub repaired and refurbished approximately 743 donated, recovered, and abandoned bicycles. The hub addresses the community need for more active transportation by educating about bicycle mechanics, riding skills, learn-to-ride workshops, road safety and skills and supporting the bike clubs of two local schools and local community agencies.

THE TORONTO NORTH LOCAL IMMIGRATION PARTNERSHIP (TNLIP)

The Toronto North Local Immigration Partnership (TNLIP) is a community-based planning table that seeks to enhance the settlement and employment experiences and outcomes of newcomers in the Toronto North region. It works collaboratively with a wide variety of stakeholders on coordinating services and programs, enhancing diversity and inclusiveness, and helping to support the Toronto North region to be a Welcoming Community. This is done through service coordination, research and advocacy, knowledge sharing and transfer, capacity building and ultimately, system change.

The TNLIP is led by a consortium of three agencies: Working Women Community Centre (WWCC); The Neighbourhood Organization (TNO); and the lead agency, Jewish Vocational Service (JVS Toronto) who facilitate projects, events, work groups and initiatives. In partnership with 125 members in North York and across the GTA, TNLIP addresses issues related to Health & Wellbeing, Settlement Language and Integration, and Employment and Labour Market integration.

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TNO—THE NEIGHBOURHOOD ORGANIZATION

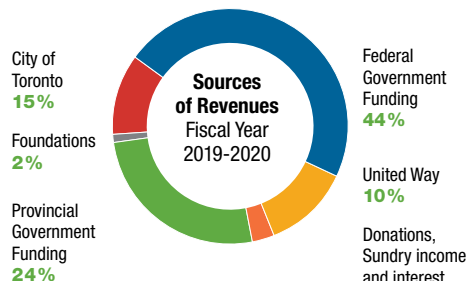
STATEMENT OF REVENUE AND EXPENDITURES

(Year Ended March 31, 2020)
(A registered charitable organization)

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

| Revenue | 2020 | 2019 |
|---------------------------------------|---------------|---------------|
| Federal Government Funding | \$ 4,818,086 | \$ 4,727,751 |
| Provincial Government Funding | \$ 2,612,195 | \$ 2,638,719 |
| City of Toronto | \$ 1,584,889 | \$ 1,184,974 |
| Foundations | \$ 202,900 | \$ 126,650 |
| Donations, Sundry and Interest Income | \$ 502,780 | \$ 264,207 |
| United Way | \$ 1,120,446 | \$ 1,061,395 |
| | \$ 10,841,296 | \$ 10,003,696 |

| Expenditures | 2020 | 2019 |
|--|---------------|--------------|
| Salaries and employee benefits | \$ 8,161,374 | \$ 7,579,163 |
| Rent and occupancy costs | \$ 750,642 | \$ 674,693 |
| Program expenses | \$ 1,128,256 | \$ 1,038,761 |
| Repairs and maintenance | \$ 138,754 | \$ 143,307 |
| Office and general | \$ 147,402 | \$ 153,932 |
| Telephone | \$ 45,908 | \$ 48,635 |
| Insurance | \$ 31,382 | \$ 28,387 |
| Professional fees | \$ 27,748 | \$ 29,748 |
| Amortization | \$ 154,491 | \$ 124,221 |
| | \$ 10,585,957 | \$ 9,820,847 |
| Excess of revenue over expenditures for the year | \$ 255,339 | \$ 182,849 |



Board Members, Donors, Funders and Partners

THANK YOU TO OUR BOARD OF DIRECTORS

Shelina Shivji (Chair)
Milton O'Brodovich (Vice Chair)
Nickolas Stefanoff (Vice Chair)
Shabaz Sopariwala (Finance
Committee Chair/Treasurer)

Maaz Teli (Secretary)
Jason Ash
John Herald
Cynthia Lee

Nazir Valani
Gerri Gershon
Heather Myrvold
Aditi Zahir

Thank you to TNO's skilled and vibrant team of board members, staff, volunteers, youth volunteers and students for 2019-2020.

THANK YOU TO OUR DONORS

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

Lynn Eakin
Bob Cronin
Henrik Vasila
Leaside Lawn Bowling Club
William Pashby
Dawson Family Sharing
Foundation

Withrow Park Capital Corp
Leslois Shaw Foundation
Brooke Biscoe
Michael G. Fuhrmann
RioCan
Fidelity Investments
Leaside Dads
Leaside United Church
Northlea United Church

Wynford Green
Invar Properties
RBC Digital
Q Residential
W. Khan Medicine
Professional Corp
The BLG Foundation
Canadian Tire Jumpstart
Charities

Partners For Health – East
Metro Health Group Inc.
Park Property Management Inc.
Greenwin Inc.
Aqueduct Foundation

Thank you to all other donors who donated in 2019-2020!

THANK YOU TO OUR FUNDERS

Immigration, Refugees and
Citizenship Canada
United Way Greater Toronto
City of Toronto
Ministry of Labour, Training and
Skills Development

Ministry of Children,
Community and Social
Services
Local Health Integration
Network / Ministry of Health
and Long Term Care

Ontario Trillium Foundation
Laidlaw Foundation
LesLois Shaw Foundation
Toronto Foundation
Service Canada

The Rotary Club of
Toronto-Leaside
Canadian Tire Foundation
Aqueduct Foundation

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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.

**Contact us at 416.421.3054
or e-mail us at info@tno-toronto.org**

We are your first stop for TNO Services. Please visit us here with any questions.

We are open from Monday to Friday from 9:00 am to 5:00 pm and Thursdays from 9:00 am to 8:00 pm. Settlement Programs and some evening programs are offered.

Our Main Office and TNO Employment Services all have computers, local fax machines, telephones, a printer, a scanner, and a photo-copier you can use for free.

TNO@FLEMINGDON

10 Gateway Blvd, Suite 104.

Contact us at 416.424.2900.

At this location we have Settlement Services, drop-in computer access, children's programs, housing services and youth programs.

EarlyON CHILD & FAMILY CENTRE

45 Overlea Blvd, Unit 108A.

Contact us at 416.421.8997.

The EarlyON Child and Family Centre is a place for parents, grandparents, caregivers and children up to the age of six.

YOUTH CENTRE

45 Overlea Blvd, Unit 108.

Contact us at 416.421.8397.

The Youth Centre offers a drop-in, recreational and educational programs, and free access to computers, internet and printing

TNO@LEASIDE

1 Leaside Park Drive, Unit 7.

Contact us at 416.467.0126.

Employment and Training Services are some of the services available. We are open on Monday from 9 am to 8 pm, Tuesday to Friday from 9am to 5 pm and Saturday from 10 am to 4 pm.

TRADES CENTRE

2 Thorncliffe Park Dr., Unit 33.

Contact us at 647.748.4866.

Provides services for those curious about careers in skilled trades.

TNO@CRESCENT TOWN

(Satellite Office) Crescent Town Club, Unit 2A, The Market Place. **Contact us at 416.690.6385**

At this location we have Settlement Services

ST. JAMES TOWN COMMUNITY CORNER (THE CORNER)

200 Wellesley St. East,

Contact us at 416.964.6657.

The Corner is a multi-service hub developed by the residents and service providers of St. James Town. The Corner offers a variety of programs and connections to services through Health Access St. James Town. We are open Monday-Saturday from 9:00 am-8:00 pm. You can visit us at www.stjamestown.org

HEALTH ACCESS THORNCLIFFE PARK (HATP)

Locations and Services Offered:

HATP Primary Health Care and Allied Services (Full Team):

East York Town Centre,
45 Overlea Blvd., Unit B7

For more information contact us at 416.421.6369.

We are open Monday to Friday 9:00 am-5:00 pm.

HATP Allied Services at TNO Location:

1 Leaside Park Drive, Unit 7
We are open Monday to Friday.

HATP School Based Paediatric Clinic:

Thorncliffe Park Public School,
80 Thorncliffe Park Drive
Paediatric Clinic: Wednesdays from 9:00 am to 3:00 pm
Call 437.333.9964

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TNO MAIN OFFICE:

18 Thorncliffe Park Drive
Toronto, ON M4H 1N7

Call us at: 416-421-3054
Toll Free: 1-855-421-3054
Fax: 416-421-4269

Email us at: info@tno-toronto.org
Find more info at: www.tno-toronto.org

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