

Annual Report

2020 - 2021

**BUILDING
STRONGER
COMMUNITIES
TOGETHER**



TNO

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Message From the Board Chair and Executive Director

Our Mission

We strengthen quality of life through services, engagement, partnerships, and advocacy.

In 2020/2021, TNO celebrated 36 years of services in our neighbourhoods. We have transformed from one program with two staff to over 30 programs and more than 170 staff, providing services to new Canadians, Youth, Families, Seniors, Middle Years, Early Learning for young people, Building Engaged Communities and much more.

TNO has accomplished its five-year Vision 2020 Strategic Plan (2015-2020) and developed a new three-year plan 2021-2023 focusing on Youth, Poverty Reduction and Expanding Newcomer Services. TNO has also received its Health Service Provider designation and funding to deliver Mental Health, Addiction, and Elder Care related services.

Due to the COVID-19 pandemic-related challenges and barriers, TNO's work changed drastically. TNO remained agile, resilient, and committed to support our communities. This brought opportunities and growth.

In March 2020, to sustain the supports and programs TNO provides, we moved most of our services to a remote service delivery model. Where essential and possible, we continued in-person support services, and also pivoted to create new programs and ways of working.

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A Call Centre was established at 1 Leaside Park Drive to receive community calls and assess needs. Through the Call Centre, we learned of the immediate pandemic-related needs as well as support services required to rebuild post-pandemic.

Amongst many needs and accomplishments, one of the things we learned is that community members who lost their jobs needed access to food and assistance applying for government benefits. In response, we dedicated a team of staff to help community members apply for benefits and we also established a food bank. Over 4000 individuals, including seniors and families, have accessed the food bank thus far.

TNO's longstanding collaborative approach continued to improve the quality of life in the communities it serves. One such partnership is our membership in the East Toronto Health Partners (ETHP). During the pandemic, we strengthened our relationship, collectively delivering relief measures quickly and efficiently.

The Hub collaborated with the ETHP and others to implement COVID-19 testing and vaccinations, mask distribution, emergency food bank, Community Ambassador support model, Community Engagement and more.

The work with our partners and stakeholders continues as we plan, develop and build for the future. One such initiative includes TNO's partnership with Michael Garron Hospital, Flemingdon Health Centre and other stakeholders to establish The Thorncliffe Park Community Hub. The development of this multi-service integrated hub will improve client and community outcomes while making most efficient use of health-care, social services, and community resources.

As our thoughts turn to the future we are thankful, amid very difficult circumstances, that TNO is where it is in 2020/2021.

Community Members, Volunteers, Staff, Partners, Government Officials and the Board of Directors – thank you for your generosity of time and resources, thank you for having worked tirelessly through months of crisis, braving these difficult times with courage and determination and contributing to a great year at TNO. We look forward to your continued support!

Warmest Regards,
Shelina Shivji, Chair, TNO Board of Directors and
Ahmed Hussein, TNO Chief Executive Officer

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Outgoing Board Members

Jason Ash is a lifelong resident of the Thorncliffe Park community and is an engaged and empowered corporate leader. Jason joined the Board in June 2018. He has been the Chair of the Board Community Development Committee for the past two years and an active member of the Board Program Impact Committee. During his time with TNO, Jason has been committed to creating opportunity in all the neighbourhoods that TNO serves. While at TNO, Jason also served the communities as a member of the Leaside Towers Tenants Association's steering committee and a co-founder of Friends of Thorncliffe Park.

Maaz Teli has been a long-time resident of Flemington Park. He is an internationally established Information Technology professional. Maaz joined the Board in June 2018. He has been the Board Secretary for the past two years. He has actively participated and contributed to the work of Board Program Impact Committee, Board Fund Development Committee and Thorncliffe Park Community Hub Task Force. While at TNO, in his role as a "hockey Dad", Maaz also contributed his time by supporting the TNO Hockey camps.

Thank you to Jason and Maaz for their contribution to strengthen quality of life through services, engagement, partnerships, and advocacy!

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Success Stories



COVID-19 AMBASSADORS



Tarum

Youth Job Connection (YJC) Program

My experience with Youth Job (YJC) Connection was life altering. For new immigrants, a program like YJC is quite enthralling. The exposure provided on Canadian work culture, diversity and mindfulness about certain aspects of life, are very crucial when you are new to the country. TNO bridges a gap for new immigrants, and gives a sense of community, support and belonging. Thanks to outstanding mentors who believed in me, validated, guided and supported me that I will find a good job and achieve my goal and settle easily.

Immigrating to Canada alone, I joined the YJC program after talking to Sandra. Through a new connection with 2 other youth from my country, I have a very good job after a referral by a past participant of the program. Thank you to the entire team of TNO for their impact they made in my life.

– Tarum

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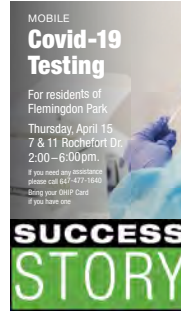


Kavitha In-House settlement

Feeling lost after moving to Canada with my family, I got connected with TNO's Crescent Town School Settlement Worker. She helped me file for the Canada Child Benefit and suggested volunteering in the school. With volunteering, came confidence and

connections. After connecting with East End Community Health Centre, I got trained and employed as a community Peer Leader to Prevent Diabetes. Last year I pursued the Community Service Worker program. My student placement with my Settlement Worker gave me the job skills and help to prepare for job interviews. With the resources provided, I got a job as a Housing Counsellor. I am very thankful to TNO and my Crescent Town Settlement Worker, who guided and helped me get a job of my passion and interest.

– Kavitha



Sardo Family Story Pandemic Response

We are a family of 8 living in a two bedroom + den unit in Flemington Park for the last two years. I became aware of TNO two years ago when seeking resources for housing and settlement supports. After my wife tested positive for COVID-19 the

whole family tested positive. It was very stressful. I reached out to a hotline number on a TNO flyer on a Saturday, expecting to leave a message but a Pandemic Response person answered and listened. Assured I did not have to worry about food and that I should stay home and isolate, we received fresh food items from Iqbal Halal Foods and staple items from the food bank. The following Monday a TNO Settlement Worker provided information to apply for the CRSB. A caseworker assisted with information to get funding to cover my March rent. TNO's team were very respectful and caring, at such a difficult time and work hard for all of us.



Nesren

Language Instructions for Newcomers to Canada (LINC)

My name is Nesren and I am from Syria. I would like to share my story with you.

In August 2018, we fled the Syrian war and came to Canada with the help of my in-laws and some good-hearted Canadians. We started a completely new life and joined LINC

program four days after arriving in Canada. We enjoyed learning about Canada and Canadian culture in class. My husband and I quickly learned enough English to go about our daily lives here.

I heard about the Newcomer Kitchen and began to work there because I can cook a lot and I love cooking too. We often do workshops and some Canadian people ask us to cook Syrian food for them because they love Syrian food so much. I completed two courses, cooking and how to run a catering business. I attend CLB 5 classes online and with working just two or three days a month I still consider it the first step towards building my own business.

I want to thank Canada for providing us with a decent, safe life and a better future for me and my family. Thank you TNO for all the support. – Nesren



Matt Russell Casia

netWORKS Program

With netWORKS, I've learned how networking can increase meaningful opportunities, how it can impact my chances of getting employed and the strategies on how I can get myself to effectively make meaningful and productive communication with acquaintances. With the help of it, I was even able

to design a good-looking LinkedIn profile and was able to make connections with 113 people in less than a month. They have so much to offer, and I think that's the best thing about it. – Matt

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Covid-19 Ambassadors Selected from 80+ Buildings

With City funding for pandemic response measures, TNO hired and trained over 80 ambassadors from more than 80 buildings in Thorncliffe Park, Flemingdon Park and Taylor Massey. November 2020–March 2021, 60,000 flyers were distributed to increase awareness of the community testing centre,

mobile testing sites and pop-up vaccination clinics. Ambassadors reduced barriers to accessing accurate COVID-19 information while addressing vaccine hesitancy. They supported frontline health workers from Michael Garron Hospital with floor-by-floor vaccinations in some hot spot buildings in Thorncliffe and supported local pop-up vaccinations clinics. More than 900 residents were tested and 6,800 vaccines were administered in the vaccine rollout supported by the ambassadors. Ambassadors also direct community members to services, for food security support, access to financial assistance, Personal Protective Equipment (PPE) and emotional support. In addition to outreach, they attended educational sessions, town halls and other health promotion activities related to COVID-19 to educate the community on issues related to COVID.



Ammara Najam SewTO Women's Collective

“I am greatly thankful to the coordinators and staff in charge of the Sew TO Women's collective. This wonderful group has helped me and other women benefit socially and economically during these trying times. This pandemic and lockdowns have taken a toll on many of us and left us longing for human

interaction, a desire to help out those in need while keeping safe. TNO created the Sew TO Women's collective, a sewing group that trains sewers of various levels to sew different types of masks and various accessories using upcycled fabric. Provided with sewing machines, cloth, thread and elastics and the opportunity to make quality masks which are then sold, we gain an economic profit. Our instructor, Sediqa Nawrozian, continues to teach us many things about sewing, inspiring us to try our best and giving us hope that one day we may become as skillful as she is. I appreciate being able to make a positive impact, all while staying safe.”

– Ammara

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By the Numbers

33 586

TOTAL CLIENTS SERVED

13 596

TOTAL NEW SETTLEMENT CLIENTS

1 213

TOTAL SETTLEMENT BASED WORKSHOPS

24 940

TOTAL CLIENTS ATTENDING WORKSHOPS

468

VOLUNTEERS SUPPORTED TNO WITH MORE THAN 49,000 VOLUNTEER'S HOURS

175

VIRTUAL EARLYON PROGRAM SESSIONS OFFERED

617

FAMILIES ATTENDED EARLYON VIRTUAL SESSIONS

1 102

TELEPHONE CONSULTATIONS TOTTALING 2496 HOURS OFFERED TO EARLYON PROGRAM PARENTS

120

NEWSLETTERS/RESOURCE MATERIALS CREATED DURING EARLYON PROGRAMS WHICH WERE POSTED ON OUR SOCIAL MEDIA SITES

16 731

VIEWS OF EARLYON POSTS ON FACEBOOK

3 238

HOUSEHOLDS RECEIVED SUPPORT SERVICES FROM OUR HOUSING PROGRAM

1 106

SENIORS RECEIVED SUPPORT FROM OUR SENIORS PROGRAM

141

CLIENTS COMPLETED THE RETAIL SUPPORT PROGRAM

40

MENTEES WERE ENGAGED IN THE MENTORING PARTNERSHIP

587

LEARNERS PARTICIPATED IN THE LINC PROGRAM

87

CHILDREN ATTENDED CARE FOR NEWCOMER CHILDREN (CNC) PROGRAM

25 994

YOUTH VIRTUAL VISITS TO THE YOUTH CENTRE

38

WOMEN ACCESSED WORKPLACE COMMUNICATION COURSES AT RYERSON UNIVERSITY

87

NEW CLIENTS REGISTERED AT THE TRADES CONNECT PROGRAM

53

CLIENTS IN TRADES CONNECT PROGRAM ONLINE

64

CLIENTS COMPLETED THE TRADES CONNECT PROGRAM MOVING ON TO PAID APPRENTICESHIPS OR FULL TIME EMPLOYMENT

1 955

LEARNERS PARTICIPATED IN THE ENGLISH CONVERSATION PROGRAM

396

WOMEN WITH 278 CHILDREN ACCESSED OUR VIOLENCE AGAINST WOMEN PROGRAM, PROVIDED WITH 1,558 HOURS OF COUNSELLING AND 592 SAFETY PLANS

13 939

INTERACTIONS WITH YOUTH

3 669

3,669 YOUTH VISITS TO ONLINE PROGRAMS

1 065

UNIQUE YOUTH VISITS

9 791

CLIENTS SERVED REMOTELY BY EMPLOYMENT SERVICES

3 219

CLIENTS ATTENDED EMPLOYMENT SERVICES WORKSHOPS

55

CLIENTS ACCESSED AND COMPLETED YOUTH JOB CONNECTION PROGRAM

196

CLIENTS ACCESSED AND COMPLETED NETWORKS PROGRAM

1 226

UNIQUE CLIENTS SEEN BY HATP PRIMARY CARE

1 529

UNIQUE CLIENTS SEEN BY HATP ALLIED HEALTH

13 684

TOTAL ENCOUNTERS AT HATP

1 270

1-1 UNIQUE CLIENTS SEEN BY HATP RESOURCE NAV/COMMUNITY WELLNESS TEAM

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Welcome to the Neighbourhood



COVID-19 TESTING IN THORNCLIFFE PARK

TNO is a community-based multi-service agency that functions across four hubs:

Thorncliffe Park, Flemington Park, St. James Town Corner, and Crescent Town Club. We also offer services at 160+ Toronto District School Board and Toronto Catholic District School Board schools and several Toronto Public Libraries with programming focusing on:

1. **Child & Family Programs**
2. **Community Development Services**
3. **Employment Services**
4. **Health Access Thorncliffe Park (HATP)**
5. **Housing Services**
6. **Crescent Town**
7. **Flemington 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



THE STORY OF THE YEAR:

The TNO Food Collaborative was a major program of TNO to help deal with the COVID-19 crisis. Pictured here are (left to right): Rob Oliphant, MP Don Valley West; Catherine Mary McKenna, Minister of Infrastructure and Communities; Ahmed Hussein, TNO Chief Executive Officer and Shelina Shivji, TNO Board Chair

TNO FOOD COLLABORATIVE

Responding to emerging community needs arising from the COVID-19 pandemic, TNO implemented a hybrid system for the ongoing provision of its services, including a live call centre facilitating quick responses for clients. All services developed an online presence.

Of particular concern was an emerging food security crisis. Clients began asking TNO for assistance in finding and sourcing food. Initially 50 food hampers were provided to vulnerable seniors identified by our staff. Numerous grass roots groups engaged with us in the first few months, helping form what came to be called the TNO Food Collaborative. TNO reallocated human and financial resources to coordinate the work. Safe distribution, during the first six months of the pandemic, centred on assembling food hampers in a warehouse and then delivering them through a network of volunteers to families and individuals in need each month. Resources came from grants, the support of businesses and individual donors stepping forward to enable TNO to source bulk food purchases carrying the program through the spring and early summer of 2020. It was truly a collective, inspirational effort as people in the community volunteered their time to help pack and deliver the hampers.

In August of 2020 TNO reached out to the Daily Bread Food Bank and transitioned from delivery to a primarily in-person market pickup. The TNO Food Collaborative currently shares the same location as the COVID-19 vaccination clinic, both run out of the Thorncliffe Park Community Hub. Food bank services are provided Tuesdays and Wednesdays each week. Clients

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unable to come to our location receive direct delivery of hampers to their apartments. TNO was pleased to participate in the development of the Daily Bread annual report, filming its food bank work and speaking about the manner in which the Daily Bread Food Bank helped create a sustainable model for our work.

HYBRID SERVICES DELIVERY MODEL

At the beginning of the COVID-19 pandemic, TNO quickly took all necessary precautions to ensure the well-being of our clients, staff members and communities. Delivery of our in-person services was suspended and a hybrid services delivery model was started.

TNO developed a live-answer call centre with limited staff at 1 Leaside Park. These staff supported the entire organization and the staff working remotely. This call centre dispatched calls, provided prompt settlement services as well as supported clients with other urgent needs including connecting them virtually with staff to help them apply for the Canada Emergency Response Benefit (CERB) and connected with The TNO Food Collaborative. An average of 200 calls per day were answered to connect the community with needed services and support.

Summer 2020, saw TNO develop and disseminate a Pandemic Procedure Manual to provide safety protocols for TNO staff and clients to follow. In early September, TNO reopened some locations to serve high-needs vulnerable newcomer clients, while still offering virtual services. Live-answer call centre and hybrid services to clients continued when delivery of our in-person services halted with Toronto's November 23rd lockdown.

TNO staff reached out to and connected with vulnerable newcomer clients, worked remotely to support clients, individually and in-group settings, delivering virtual services.

In April 2021, we ran our Annual Tax Clinic and supported many newcomers and senior clients, working with our Community Volunteer Income Tax Program (CVITP) team members to establish a virtual filing process and filed taxes for 859 clients, saving the community around \$80,000 in fees. Clients received \$194,500 in refunds and \$518,400 in Federal Tax Credits.

EMPOWERING MIGRANT WORKERS PROJECT

TNO partnered with KAIROS Canada to address the needs of migrant agricultural workers in Ontario during the COVID-19 pandemic and empowered workers to protect their health. Through a dedicated team of outreach and Settlement Workers, this project aims to: provide support, settlement and immigration services to migrant agricultural workers across Ontario; inform and build awareness amongst migrant agricultural workers of their rights and responsibilities, on health and safety measures related to COVID-19, and on services and benefits available to them during and post pandemic; provide skills and capacity training to migrant agricultural workers and local community groups closely working with migrant agricultural workers; and, address and fill in identified gaps in existing supports and services in the current COVID-19 context through a community coordinated strategy.

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During the pandemic, our team provided one-on-one and referral support services to migrant agricultural workers; and delivered tutorials/workshops/webinars on various topics, such as basic computer skills, conversational English, and other life skills; provided online and mobile services related to immigration, and settlement support services; produced videos highlighting supports and services available to migrant agricultural workers affected by COVID-19; and compiled a list of community organizations and support networks for migrant agricultural workers in Ontario, including government-funded service providers.

COMMUNITY RESOURCE HOTLINE

Information, protocols and guidelines seemed to change every day as the health experts themselves were learning in real-time, making it very difficult for staff to answer the volume of questions directed to the agency.

In response to this the newly established COVID-19 testing site that was hosted out of the TNO Youth Centre, Health Access Thorncliffe Park (HATP) helped co-create a Community Resource Hotline. This was a telephone number that was established to allow the caller to be connected to real-time support and connect with staff of different agencies depending on the need. The hotline also allowed Michael Garron Hospital (MGH) to link services to its COVID-19 Assessment Centre including:

- Appointment scheduling
- Linking additional social determinants of health supports to community members
- Updates on new tests site and FAQs relating to: site locations, accessibility concerns, hours of operation, type of test etc.

- Support retrieving test results for those who didn't have the ability to access result website.
- Creating real-time communication channels between on-site MGH staff and hotline operators.
- Consolidating all information in a secure channel via HATP's server and network.

To provide better access, the hotline is now operating from 9am-8pm each day of the week and is now linked to COVID-19 testing and vaccination appointments in Flemingdon Park, Taylor-Massey, Oakridge and Crescent Town. By the end of the 2020-21 operating year, the Community Resource Hotline answered more than 26,000 calls of residents looking for support.

COVID-19 POSITIVE CASE ROUNDS

In response to the growing need of a coordinated response for community members experiencing the hardships of COVID-19, TNO, Health Access Thorncliffe Park (HATP), Flemingdon Health Centre (FHC), South Riverdale Community Health Centre (SRCHC) and Michael Garron Hospital (MGH) came together to create a triage-type approach. The intention was to be able to bring all the resources to one table to respond to the needs of a community member and their family who has COVID-19 to increasing access to supports such as food, financial, medical etc. The group was created to respond to the unique needs of Thorncliffe & Flemingdon Park and Taylor Massey & Crescent Town

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communities. The group is comprised of Pandemic Response & Intake Workers, Food Collaborative, Settlement and other staff. The triage approach has been highly successful in rapidly responding to the client needs for food and medicine, questions answered, and assistance with applications for financial support and more. To date, the group has supported 1311 individuals, including 322 families.

COVID-19 TESTING IN THORNCLIFFE PARK

In June of 2020, the East Toronto Health Partners (ETHP) established the first satellite COVID-19 testing site in Thorncliffe Park to help divert Thorncliffe Park residents from Michael Garron Hospital's (MGH) testing site. This initiative provided a more accessible option with minimal wait for families to get tested locally.

Hosted out of TNO's Youth Centre, 13,683 community members received their COVID-19 test. With higher positivity rates in the community, ETHP began mobile testing within the residential buildings of Thorncliffe Park including the Seniors within local Toronto Community Housing buildings.

During the fall of 2020, three additional testing sites and in-school testing in both Thorncliffe Park and Flemingdon Park were established. By the end of March, TNO's Youth Centre site completed more than 15,500 tests.

VACCINATION SITES

TNO, in collaboration with East Toronto Health Partners (ETHP) and other community partners, supported several vaccine pop-up sites to vaccinate residents of Thorncliffe Park, Flemingdon Park, Crescent Town, St. James Town, Oakridge, Taylor-Massey as quickly as possible. On March 24th 2021, ETHP extended their vaccination efforts to the Thorncliffe Park Community Hub, with the capacity to vaccinate up to 10,000 people per day once fully staffed and supplied. For eligible residents not able to wait in line, TNO helped book appointments at the nearby mass immunization clinic at Thorncliffe Park Community Hub. We also help with transportation and language translations for those who needed it.

A mobile vaccination plan was developed to reduce barriers to getting vaccinated in the community. Pop-up clinics are geared to people who were hesitant about going into an indoor space or who did not have the opportunity to pre-book appointments. TNO worked with community members and other partners to create accessible and meaningful messages for residents and advocated with landlords to ensure that posters were displayed across their buildings to remove fears and uncertainties in the community about being diagnosed with COVID-19.

More recently, first-come, first-served pop-up vaccination clinics were opened to anyone over the age of 18 and are meant to quickly vaccinate neighbourhoods that have been disproportionately hit by COVID-19, and areas that are often home to large populations of essential workers.

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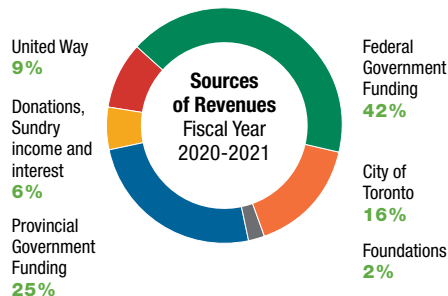
STATEMENT OF REVENUE AND EXPENDITURES

(Year Ended March 31, 2021)

Revenue	2021	2020
Federal Government Funding	\$ 5,162,237	\$ 4,818,086
Provincial Government Funding	\$ 3,040,388	\$ 2,612,195
City of Toronto	\$ 1,966,524	\$ 1,584,889
Foundations	\$ 229,591	\$ 202,900
Donations, Sundry and Interest Income	\$ 729,020	\$ 502,780
United Way	\$ 1,139,595	\$ 1,120,446
	\$ 12,267,355	\$ 10,841,296

Expenditures	2021	2020
Salaries and employee benefits	\$ 8,761,424	\$ 8,161,374
Rent and occupancy costs	\$ 876,179	\$ 750,642
Program expenses	\$ 1,670,646	\$ 1,128,256
Repairs and maintenance	\$ 115,294	\$ 138,754
Office and general	\$ 113,192	\$ 147,402
Telephone	\$ 60,610	\$ 45,908
Insurance	\$ 33,212	\$ 31,382
Professional fees	\$ 36,951	\$ 27,748
Amortization	\$ 264,146	\$ 154,491
	\$ 11,931,654	\$ 10,585,957
Excess of revenue over expenditures for the year	\$ 335,701	\$ 255,339

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



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Board of Directors, Donors and Funders

THANK YOU TO OUR BOARD OF DIRECTORS

Shelina Shivji (Chair)

Nickolas Stefanoff (Vice Chair)

Shabaz Sopariwala (Finance Committee
Chair/Treasurer)

Maaz Teli (Secretary)

Jason Ash

John Gayle

Shirley Roberts

Ashraf Rajani

Nazir Valani

Gerri Gershon

Heather Myrvold

Aditi Zahir

Thank you to TNO's skilled and vibrant team of board members for their dedication, leadership and guidance.

THANK YOU TO OUR DONORS

Thank You to all donors who donated more than \$5000!

The Benevity Community Impact Fund
Leaside Toy Drive

George Cedric Metcalf Charitable
Foundation

Tides Canada Initiatives Society

Vancouver Foundation

Aqueduct Foundation

Cathleen J Richards

Abundance Canada

The Azrieli Foundation

Mr. William Pashby

Wendy Thompson

J.S. Cheng & Partners Inc.

The Northpine Foundation

Anonymous Donor

Maurice Cody Family and School
Association

Aly Hadibhai

Thank you to all other donors who donated in 2020-2021!

THANK YOU TO OUR FUNDERS

Immigration, Refugees and Citizenship
Canada

Agriculture and Agri-food Canada
Service Canada

Government of Canada's Temporary
Foreign Worker Program (Kairos
Canada)

Ministry of Labour, Training and Skills
Development

Ministry of Children, Community and
Social Services

Ministry of Employment and Social
Development

Ministry of the Solicitor General
Toronto Central Local Health
Integration Network / Ministry of Health
and Long-Term Care

City of Toronto

United Way of Greater Toronto

Ontario Trillium Foundation

Community Food Centres Canada

Leslois Shaw Foundation

Canadian Women Foundation

Toronto Foundation

The Rotary Club of Toronto-Leaside

Canadian Tire Foundation

Aqueduct Foundation

Azrieli Foundation

Laidlaw Foundation

Thank You to our all funders for their continued support in 2020-2021!

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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,
Toll Free: 1-855-421-3054,
Fax: 416-421-4269 or e-mail
us at info@tno-toronto.org.
Find more information at:
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@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.

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

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.

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

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

TRADES CENTRE

2 Thorncliffe Park Dr., Unit 33.
Contact us at 647.748.4866.
Provides services for those curious about careers in skilled trades.

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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CONTACT



TNO MAIN OFFICE:

18 Thorncliffe Park Drive
Toronto, ON M4H 1N7

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Find more info at: www.tno-toronto.org

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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:

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