

Annual Report

2021-
2022

**BUILDING STRONGER
COMMUNITIES TOGETHER**



TNO

COVER

CHAIR'S
MESSAGE

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Message From the Board Chair and the CEO

Our Mission

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

Keeping our Communities and its Peoples at the Forefront – Remaining Resilient, Innovative, and Futuristic!

We begin with our gratitude and thank each one of you who has contributed to another successful year at TNO – The Neighbourhood Organization (TNO).

Thank You!

In 2021/2022;

Grounded in our Mission is to strengthen the quality of life, through service, engagement, partnerships, and advocacy, TNO remained resilient and continued to serve our neighbourhoods despite new challenges, and conditions of the COVID-19 pandemic. Our first priority was to connect with our most vulnerable community members, facilitating vaccine access, basic needs like food, groceries, and supplies while providing social and emotional support through wellness calls and check-ins.

In collaboration with our Partners and the Community Ambassador Program that was pioneered at TNO, the agency continued to play an integral role in combatting the COVID-19 pandemic and its impact.

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Building on our knowledge and support of many stakeholders, including our partners, funders, our dynamic and innovative team worked hard to increase our reach and access to relevant opportunities for the communities we serve.

Amongst other newcomer services, TNO played an integral part in supporting the arrival of new Canadians from Afghanistan.

TNO also provided programming for Seniors, Families, Youth, Middle Years, Early Learners, Building Engaged Communities, Skills Development, Language Learning and Improvement, Mental Health, Addiction, Elder Care, facilitating access to health related services and much more.

As we look at the learnings that TNO has had over the years, coupled with a futuristic outlook of sustaining, innovating, and scaling up impactful services in collaboration with our partners, we recognize that without

partners and staff, it would be challenging to serve our communities in the best possible ways.

Community Members, Volunteers, Staff, Partners, our generous donors, funders, and the Board of Directors – Thank you for your generosity of time, skills, and resources – Thank you for having worked tirelessly, braving difficult times with courage and determination, and contributing to yet another great year at TNO. We look forward to your continued contributions!

Warmest regards,

Shelina Shivji, TNO Board Chair and
Ahmed Hussein, TNO CEO

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Outgoing Board Members

John Gayle is a lawyer, committed public servant and lifelong advocate for disadvantaged communities. John joined the Board in June 2020. He has been the Chair of the Board Community Development Committee for the past year and an active member of the Board Governance Committee for the past two years. During his time with TNO, John's leadership style, diversity lens, and legal decision-making skills have been integral in supporting the Board's work.

Shabaz Sopariwala became a resident of Thorncliffe Park community when he moved to Toronto in 2011. He obtained his Master of Business Administration (MBA) degree with specialization in finance from Queen's University and has been employed in Senior Leadership roles in banking. Shabaz Joined TNO eight years ago. Shabaz has since moved out of Thorncliffe Park but has remained actively engaged in serving on the TNO Board. Over the years, Shabaz has been a member of the Program Impact Committee, Thorncliffe Park Community Hub Committee, and the Audit & Finance Committee. For the past five years, Shabaz has been the Treasurer and member of the Board Executive Committee. Amongst others, Shabaz's skills and management style have significantly contributed to TNO's healthy financial outcomes.

Thank you to John and Shabaz for your contributions to TNO and to the communities it serves!

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Success Stories

Employment Services



My name is Hira Bashir and I am new to Canada. When I came here to Canada I had no experience, my English language was weak and I had no confidence. I had a passion that I wanted to do something on my own.

I applied to certain places for work but couldn't find a job. After calling TNO, Marsha, my Employment Counsellor encouraged me a lot, made my resume, and introduced me to a Job Developer. They both helped me find a job, they helped me build confidence and I feel so proud. Getting experience from my job with Canadian Tire, my English is getting better, I made friends and I am learning the Canadian culture.

Employment Services



My name is Saharbanu Safi Nejrabi; I graduated with honors in Paralegal and Immigration Consultant programs from Canadian Colleges in Toronto. I hold degrees in law and political science from Balkh University, Afghanistan and a Master's degree in International Law

from Payame Noor University, Iran. I was a law professor at Balkh University prior to immigrating to Canada. Since arriving in Canada, I worked in various law firms in Toronto. Currently I am a Settlement Counsellor at TNO. I am truly honored to be part this organization. I sincerely thank the TNO Board of Directors, Manager Malini Singh and Kirit Pitroda, Employment Counsellor for assisting me on my journey with TNO.

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Seniors Program Stories

Almost a decade ago, I lost my wife, and many of my friends. I became reclusive and homebound. During door-to-door canvassing addressing COVID-19 awareness and vaccination, I was referred to the TNO Seniors Team for support. After almost a year of wellness calls, I was convinced to participate in programming. The Seniors Team helped me sign up with the library for free internet, loaned me a tablet, taught me to use Zoom to join virtual programs. I learned to use Facebook to find and connect with long lost friends.

Now the Personal Support Services program staff support me in my home, help with errands, groceries and even accompany me to in-person programs. These services help to keep me healthy and active despite the affects COVID-19 has had on me and all seniors – BW

Seniors Program Stories

Fazila and her co-worker Adil were very professional and I was very impressed by the way they made their home visit to me, this was great professionalism. They were very caring and provided me with a lot of information and were very helpful in providing help and guide to me and my wife. Fazila also calls back every week to see how me and my wife are doing and always has some more information on how she can help me. Every time she calls I have more problems for her to help me solve. My wife and I have benefited greatly from this work. This is a wonderful program that you are helping seniors. God Bless." – AM

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Community Development



Hi, I'm Tabasum Mohammadi. I immigrated to Canada in 2009 and settled with my family in the Thorncliffe Park community. Shortly after arriving, I connected to TNO and started volunteering as a receptionist at the Main Office. I also used to take my young children to the TNO EarlyON program. During the

early stages of the pandemic, I became a TNO Lead Community Ambassador supporting the Community Development Team with outreach for TNO's COVID-19 initiatives. When TNO advertised for a full-time Community Resource Worker, I applied. In February 2022, I started with TNO as a Community Resource Worker with the Integrated Services for Seniors Team. I couldn't be more proud to now be working at the same organization that supported me and my family through our journey as newcomers.

Empowering Migrant Workers Project (EMWP)

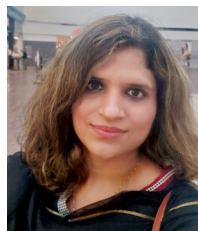
I have been traveling to Canada for 11 years to work on the farm to provide for my family with a steady income stream.

When introduced to TNO upon arrival in Canada, I felt empowered for the first time. The outreach staff used workshops to teach us our rights and privileges as migrant staff in Canada. He gave us supplies to help combat the spread of COVID-19, some culturally correct food supplies during quarantine, helped to apply for permanent residency and studying for the CELPIP exam and transported me to the test centre in London and back to Kingsville, all at no cost to me.

The organization is an indispensable organization in the fight against the oppression of migrant workers by the employers. I pray for a day when all migrant workers will be treated with respect and equal rights for all and know it will be organizations like the TNO that's fighting to make this dream a reality.

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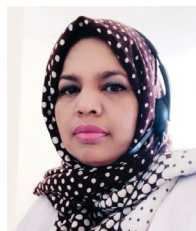
Language Instruction for Newcomers to Canada (LINC) #1



I would like share my experience of using TNO LINC provided Chrome Book, while learning online. It is very useful for me to use a proper device, because it has a bigger screen, which helps me in doing my work easily. Before this equipment, I was taking my class from my mobile; which was not conve-

nient for me because some files are not mobile friendly and it was very difficult for me to complete my work. I would like to say thanks to TNO for providing me the equipment, which is really appreciated. – Syeda Hira Kirmanie, CLB 6/7

Language Instruction for Newcomers to Canada (LINC) #2



I wanted to thank TNO LINC for the Chrome Books. It helped me a lot in many ways. In the beginning, my family and I didn't have enough devices to take online classes, so I had to wait for a device to be available, which was not an efficient way to learn; but after I received the Chrome Book it helped a lot and I was able to

take classes properly with enough practice time. Also, it assisted me to develop computer skills, use google docs/slides, type better and gain many more skills in addition to English language! It has been very helpful and I really appreciate it. – Mahfuja Begum, CLB 6/7

netWORKS Program



Attending the sessions facilitated by netWORKS Program has helped me discover a wide variety of new information that was completely new to me and very helpful to learn about. These sessions provided me with detailed knowledge on various matters, ranging from Financial

Literacy to HR Recruitment Processes, as well as Interview Preparation and how to stand out in them. I found these sessions especially beneficial since each one of them was facilitated by a highly experienced and professional individual.

Through the netWORKS Program, I was able to make meaningful connections with mentors who have guided and supported me throughout these sessions and beyond them.

– Reem Mohammed

netWORKS Program



The netWORKS Program has been a very helpful resource for me over the last year. They provided me with plenty of opportunities to meet and have meaningful conversations with industry professionals through Zoom calls where I would often have one-on-ones with professionals, who provided

plenty of useful information that helped me with my job search and eventually landing a job at Chubb as an Operations Underwriting Associate. Overall, they provided an environment that helps with growth for youth from all types of different backgrounds and I have learned so much over the past year, netWORKS Program has helped me in more than one way and I am truly grateful for what they have provided for me. – Liban Suleiman

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Youth Job Connection (YJC)



I was looking for relevant training to enhance my skills and get ready for a job in Canada. I came to know about TNO from a friend. I saw a post about YJC on Facebook and was very interested to join the program. It was free to attend and I even got paid for my participation in the workshops.

The workshops were carefully designed to help youth to get their first job. They were interactive, thought-provoking and insightful. The workshops helped as there were activities ranging from how to prepare resumes, and what to do to for interview preparation. Learning about the workplace culture in Canada contributed a great deal to my success at work.

I received my first job in Canada through this program. I got a placement in a CPA firm through the program. I am forever thankful for the opportunity TNO YJC Program created for me. TNO, I have moved on from my placement job and am now the Finance Manager for another company. Thanks to the TNO staff for all their assistance and professional kindness.

– Towfiq Pritom

Afghan Refugees

S.S., who arrived in Canada on August 11, 2021, was one of the first Afghan families that TNO had the opportunity to assist. IRCC has established a special program to assist Afghans whose lives have been jeopardized as a result of their associations with foreign governments.

Quarantined upon arrival, S.S. and family was initially located in Hamilton; TNO was contacted for assistance with the transition of settling in Canada and a move to Toronto. Volunteers assisted with relocating S.S. to Toronto, and TNO was able to assist them with the purchase of some home furnishings.

S.S. has completed his Masters from Japan and currently working to complete his Ph.D. from Doshisha University, Kyoto, Japan. He was an Education Consultant for Global Affairs Canada (Embassy of Canada) in Kabul for several years prior to coming to Canada and now looking for a job in international development as a consultant. (Project Manager, M&E, or Researcher.)

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By the Numbers

32 881

TOTAL CLIENTS SERVED

15 189

TOTAL NEW SETTLEMENT CLIENTS TO TNO

1 065

TOTAL SETTLEMENT BASED WORKSHOPS

31 805

TOTAL CLIENTS ATTENDING WORKSHOPS

349

EARLYON PROGRAM VIRTUAL SESSIONS HELD AND 93 IN-PERSON SESSIONS

1 776

VISITS BY PARENTS TO OUR EARLYON VIRTUAL SESSIONS

2 043

CHILDREN ATTENDED OUR EARLYON VIRTUAL SESSIONS

1 805

EARLYON TELEPHONE CONSULTATIONS OF 554.5 HOURS TO PARENTS/CAREGIVERS

107 653

EARLYON POSTS VIEWED ON FACEBOOK

111

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

4 069

HOUSEHOLDS RECEIVED SUPPORT SERVICES FROM OUR HOUSING PROGRAM

836

SENIORS RECEIVED SUPPORT FROM OUR SENIORS PROGRAM

148

CLIENTS COMPLETED THE RETAIL SUPPORT PROGRAM

41

MENTEES WERE ENGAGED IN THE MENTORING PARTNERSHIP

635

LEARNERS PARTICIPATED IN THE LINC PROGRAM

82

CHILDREN ATTENDED CARE FOR NEWCOMER CHILDREN (CNC) PROGRAM

148

CLIENTS COMPLETED THE RETAIL SUPPORT PROGRAM AND BUSINESS SKILLS TRAINING

36

NEW CLIENTS REGISTERED AT THE TRADE CONNECT PROGRAM ONLINE PLATFORM

197

CLIENTS RECEIVED INDIVIDUAL WRAP AROUND SUPPORT BY TRADE CONNECT PROGRAM

25

VIRTUAL SESSIONS HOSTED BY TRADE CONNECT PROGRAM WITH 182 PARTICIPANTS

1 296

LEARNERS PARTICIPATED IN THE ENGLISH CONVERSATION PROGRAM

1 149

WOMEN WITH CHILDREN ACCESSED OUR VIOLENCE AGAINST WOMEN PROGRAM, PROVIDED WITH 3693 HOURS OF COUNSELLING

939

VIOLENCE AGAINST WOMEN PROGRAM SAFETY PLANNING FOR WOMEN AND THEIR CHILDREN

1 244

YOUTH PROGRAM ONE-ON-ONE SESSIONS

237

YOUTH PROGRAM GROUP SESSIONS

939

NUMBER OF PROGRAMS RUN BY THE YOUTH PROGRAM

13 668

CLIENTS SERVED REMOTELY BY EMPLOYMENT SERVICES

4 593

CLIENTS ATTENDED EMPLOYMENT SERVICES WORKSHOPS

76

CLIENTS ACCESSED AND COMPLETED YOUTH JOB CONNECTION PROGRAM

221

CLIENTS ACCESSED AND COMPLETED netWORKS PROGRAM

1 756

PARTICIPANTS REGISTERED IN THE GATEWAY BIKE HUB PROGRAM

1 633

UNIQUE CLIENTS SEEN BY HATP PRIMARY CARE

1 126

UNIQUE CLIENTS SEEN BY HATP ALLIED HEALTH

16 421

TOTAL ENCOUNTERS AT HATP

788

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

164

VOLUNTEERS FROM THE COMMUNITY DONATED 672 HOURS OF THEIR TIME TO GATEWAY BIKE HUB

1 756

RESIDENTS TRAINED IN BASIC BICYCLE REPAIR AND REFURBISHMENT

1 052

BICYCLES RECEIVED BASIC REPAIR

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OUR WINNING SHOT

TNO's Vaccine Day team when a record 26,771+ vaccine doses were administered at Scotia Bank Arena.

Welcome to the Neighbourhood

TNO is a community-based multi-service agency that functions across four hubs: Thorncliffe Park, Flemingdon Park, St. James Town Community Corner, and Crescent Town Club. We also offer services at 160+ Toronto District School Board and Toronto Catholic District School Board schools, Toronto Public Libraries, and City of Toronto sites with programming focusing on:

1. Child, Family, and Wellness
2. Community Development
3. Employment Services
4. Health Access
5. Language & Skills Development
6. Newcomer Support
7. Youth Services

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Programs and Service Highlights



LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC) PROGRAM

The focus of the LINC Program has always been to deliver language instruction to newcomers in a way that would enable them to settle successfully in Canada. When the pandemic hit, TNO's LINC Program rose to the unprecedented challenge of engaging learners from Literacy to CLB 6-7 in a completely new learning environment. Teachers came up with creative ways to engage their learners while transitioning those with limited computer skills from a face-to-face program to a remote learning environment. Teachers designed interesting class activities to use innovative technology. Learners interacted and connected with their teachers and peers, gained language skills and enjoy the human connection, which is so vital to maintaining their mental and emotional health. Chrome Books were provided to learners who need equipment to participate in remote learning.

Learning through play is the most important pillar of our CNC Program. During COVID-19, TNO's CNC Program confronted the unique challenge of engaging parents and children virtually. The CNC Staff did a remarkable job in transitioning all children activities from traditional play-room to a creative virtual child centered activities. Parents and children are engaged through many virtual fun, educational activities, which provided children with an opportunity to thrive in all developmental areas, at their individual pace.

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TNO FOOD COLLABORATIVE

The TNO Food Collaborative was established in March of 2020 in order to address food security crises at the outset of the COVID-19 pandemic. It continues to address the heightened needs of food insecurity intensified by surging consumer prices. With a clientele list of 1100 individuals and families, with approximately 700 using the service on a consistent basis, an improved database system has streamlined appointment scheduling. The program has transitioned to clients frequenting the food bank twice a month to ensure bimonthly access to fresh produce, dairy and eggs. Clients unable to come to the location continue to have food hampers delivered directly to them. Food provision continues through support of The Daily Bread Food Bank, individual donors and grants. Awareness of the Collaborative has resulted in numerous businesses, schools, individuals, condominium buildings, churches and other groups organizing food drives. TNO employees and volunteers ensure that the facility provides a welcoming, respectful, and compassionate environment for the food bank's clientele while addressing cultural sensitivities by maintaining a designated section of non-Halal food items.

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 support. Our counsellors work with clients to match our programs with their requirements. Of the clients assisted to find employment this year, through one or more of our programs and services, 76% secured employment in 2021/2022.

RESILIENT MINDS – MENTAL HEALTH SUPPORTIVE SERVICES

“These sessions are amazing and I mentioned that these sessions must be provided and advertised in the community”

Dr. A-Group Participant

Funded by the Toronto Central LHIN, the Mental Health Support Services provides mental health and wellbeing programs that range from health promotion and disease prevention to one-on-one counselling for clients in our neighbourhood. We assist clients in their journey toward their wellness goals, and for those experiencing addiction and mental health challenges. Racialized community members including seniors and newcomers are engaged in safe, caring environments. The program incorporates a harm reduction approach, promotes engagement with mental health and addiction resources in culturally sensitive ways, resulting in an improvement in coping strategies, interpersonal relationships, and a reduction of distressing symptoms.

The mental health caseworkers offer psycho-education sessions to equip clients with healthy coping mechanisms to help reduce stress and build resiliency. In partnership with HATP, our caseworkers are supporting the lesser acuity clients with supportive counselling and case management, hence reducing wait times for counselling. Our two social workers provide counselling services to our clients.

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SENIORS PROGRAM

The 2021/2022 fiscal year has been filled with many milestones and successes for TNO's Senior Services, under the Family and Wellness portfolio. A new provincial funding stream from Ontario Health has allowed Senior Services to evolve its programs. Growing from a recreation-based program to now offering a multi-tiered range of services including recreation, case management, outreach, navigation and referrals to also offering a full spectrum of personal support services, addressing the social determinants of health in our vulnerable seniors.

Since introducing the new TNO Seniors Services, we have engaged with over 800 seniors in Thorncliffe, Flemingdon and now St. James Town, who due to the COVID-19 Pandemic became much more compromised and isolated. Our new service platform has helped bring seniors out of isolation, gives them the strength to endure many physical and mental obstacles and provide them with healthy mechanisms to continue to live vibrant and full lives.

TRADES CONNECT PROGRAM

The Trades Connect program has served over 766 individuals since inception in 2018. It has provided 241 individual safety certifications and established three main pathways into information technology, industrial transportation, and construction trades, with additional support for those entering Health Care (PSW) and Post-secondary programs. Programming includes hands-on construction training, an online learning platform, licensing and certifications, employment and union connections, and wrap around supports.

MASS VACCINATION/MOBILE BUS VACCINATION/BUILDING VACCINATION CLINICS

Prioritizing the health and safety of our people in the Community, TNO with the support of MGH advocated strongly for a Mass Immunization Clinic in Thorncliffe. In March 2021, the City of Toronto and East Toronto Health Partners (ETHP) announced the opening of the Mass Immunization Clinic at The Hub in East York Town Centre. MGH along with TNO, FHC and HATP advocated for prioritization of our neighbourhoods, leading to vaccines becoming available for 18+ age group in prioritized neighbourhoods. The first Pop Up clinic took place at the Darul Salam Mosque on April 9th, 2021.

TNO is proud to have been a part of several record setting events; a Canadian record of 10,470 doses for the most vaccines administered at a single site within 24 hours on May 16th, 2021 at the Thorncliffe Hub, the first ever pop up clinic held in the Toronto City Hall rotunda on May 23rd, 2021 and a record breaking clinic at the Scotia Bank Arena where more than 25,000 vaccines were administered on June 27th, 2021.

Along with supporting Mass Vaccine Clinics, Pop Up clinics, School based clinics and homebound vaccinations, throughout the year with support from Vaccine Engagement Partners & ETHP, TNO planned and organized over 100-targeted building clinics in our communities of Thorncliffe Park, Flemingdon Park and Taylor Massey.

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COVID-19 POSITIVE CASE ROUNDS

In December, 2020, TNO, HATP, FHC, SRCHC and MGH came together to respond to the growing needs of families who had tested positive and needed to isolate. With funding from the City of Toronto, TNO was able to provide fresh groceries augmented with the monthly food bank hampers while families isolated.

A team consisting of Pandemic Response & Intake Workers, Food Collaborative, Settlement Workers, Housing Workers, Employment Workers etc. met to discuss barriers and challenges facing specific clients and supported them with financial applications, wellness checks and over-the-counter medications to improve their recovery from COVID-19. The triage approach where food and medications were provided within 24 hours and referrals for other supports made quickly was highly successful. During the year, 2021, the group supported 2207 individuals, including 579 families.

AFGHAN REFUGEES SUPPORT SERVICES

In August 2021, TNO initiated support streams to Afghan newcomer arrivals to aid in their resettlement to Toronto. Dari and Pashto staff came together from all departments serving clients in arrival hotels, helping with translation, COVID-19 testing and vaccine needs. Twenty-two volunteers started an emergency donation drive from our 18 Thorncliffe Park Dr. office space. An overwhelming 6000 items of clothing, baby formula and hygiene products were sorted, parceled and delivered to quarantined families in hotel rooms.

Staff, were assisting COSTI Resettlement Assistance Program (RAP) teams with settlement services including helping fill out forms for IRCC, Service Canada, school registration, supports, while addressing immediate needs in processing hotels and refugee shelters.

COMMUNITY AMBASSADORS

Prior to the launch of COVID-19 vaccines, more than 80 TNO Community Ambassadors played a key role in creating awareness about COVID-19, distributing personal protective equipment, hosting town hall meetings, promoting testing at assessment centres and promoting mobile testing. Spring 2021, Community Ambassadors were at the frontlines promoting Vaccine Clinics, sharing flyers in the community, knocking on doors and bringing vaccines to places where people lived. Community Ambassadors were vital in building trust and eliminating barriers faced by community residents, shared relevant, accurate information, discussed vaccine myths and shared educational resources with their networks of family, friends and community residents.

As part of the City of Toronto's Vaccine Engagement Strategy, TNO worked with over 35 Community Ambassadors in four communities. During the year, they supported over 100-targeted building vaccine clinics, school based vaccine clinics and mass vaccination sites in our communities. They distributed over 49,000 flyers, knocked on doors over 53,000 times in over 31,000 units. At the end 2021, we had successfully achieved 85% and 79% in Thorncliffe Park, 86% and 80% in Flemington Park, 87% and 82% in St. James Town and 86% and 82% in Taylor Massey for first and second doses for 12+ age group. Ambassadors escorted residents to vaccine clinics, arranged homebound vaccinations, booked vaccine appointments, answered questions about vaccine hesitancy and supported front line health care workers from Michael Garron Hospital (MGH). A big thank you to our Community Ambassadors!

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Financials

TNO—THE NEIGHBOURHOOD ORGANIZATION

STATEMENT OF REVENUE AND EXPENDITURES

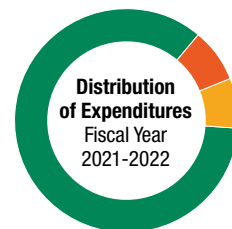
(Year Ended March 31, 2022)
(A registered charitable organization)

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

Revenue	2022	2021
Federal Government Funding	\$ 6,091,211	\$ 5,162,237
Provincial Government Funding	\$ 4,081,367	\$ 3,040,388
City of Toronto	\$ 2,188,366	\$ 1,966,524
Foundations	\$ 227,605	\$ 229,591
Donations, Sundry and Interest Income	\$ 597,084	\$ 729,020
United Way	\$ 834,390	\$ 1,139,595
	\$ 14,020,023	\$ 12,267,355

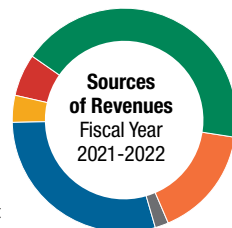
Expenditures	2022	2021
Salaries and employee benefits	\$ 9,735,096	\$ 8,761,424
Rent and occupancy costs	\$ 981,600	\$ 876,179
Program expenses	\$ 2,131,389	\$ 1,670,646
Repairs and maintenance	\$ 166,831	\$ 115,294
Office and general	\$ 194,801	\$ 113,192
Telephone	\$ 81,109	\$ 60,610
Insurance	\$ 28,460	\$ 33,212
Professional fees	\$ 40,000	\$ 36,951
Amortization	\$ 288,071	\$ 264,146
	\$ 13,647,357	\$ 11,931,654
Excess of revenue over expenditures for the year	\$ 372,666	\$ 335,701

Direct Service Delivery Cost
85%



Rent and Occupancy cost
7%
Office and General administration expenses
8%

United Way
6%
Donations, Sundry income and interest
4%
Provincial Government Funding
29%



Federal Government Funding
43%
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2%

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**Thank you to TNO's skilled
and vibrant team of board
members, staff, volunteers,
youth volunteers and
students for 2021-2022.**

THANK YOU TO OUR DONORS

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

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

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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 photocopier 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 416.424.2900.
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 to Friday from 9am to 5 pm and Saturday from 10 am to 4 pm.

TRADES CENTRE

18 Thorncliffe Park Drive.
Contact us at 416.421.3054
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.
Chiropractic services are offered on Wednesdays, 9:00 am-5:00 pm.

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TNO MAIN OFFICE:

18 Thorncliffe Park Drive
Toronto, ON M4H 1N7

Call us at: 416-421-3054
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Fax: 416-421-4269

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

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