

Annual Report

2022 -
2023

BUILDING STRONGER
COMMUNITIES TOGETHER



Seniors served by TNO, eagerly posing for a group photo before participating in our scheduled fitness and creative arts programs.

TNO

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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.

In 2022/2023, TNO celebrated 38 years of excellence in serving our neighbourhoods.

We continued to support our clients and kept our communities the centre of our work, as in previous years. TNO remained agile and responsive to the emerging needs of our communities, scaling up its efforts in several areas and creating access to relevant opportunities for the betterment of our community members.

Amidst the many phases of the COVID-19 Pandemic, TNO expanded programs and services and demonstrated yet again its track record of timely responsiveness in meeting the needs of our communities, even during crises. Many of the initiatives TNO undertook, addressed long-term systemic inequity issues which were highlighted during this time. TNO advocated for, sought after, and successfully obtained funding for several of these new initiatives which have been adopted to better serve our clients.

Last year we began our path to post-pandemic recovery. Remaining grounded in our mission to strengthen wellbeing through service delivery, engagement, partnerships, and advocacy, we have continued to assist our communities to recover while we have simultaneously remained focused on our deliverables tied to our strategic priorities.

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These include youth, poverty reduction, newcomer services, integrated health, and social services.

The areas of growth have been several. Some of these include:

Our service delivery format where our teams balanced the needs for in-person programming while accommodating, where effective, the newly established demand for virtual services.

We have expanded our community access to healthcare services including mental health and seniors' services.

The pandemic highlighted how essential migrant workers are to food supply chains, and other industries. The federal government launched the

Migrant Worker Support Program (MWSP), to better support these workers and because of our expertise and history of supporting migrant workers TNO was selected to receive federal funding and launched the Workers Support Services (WSS) program across Ontario with

11 partner agencies across the province. We have now opened a new office in Simcoe and expanded our services in the GTA.

To better support youth in the Thorncliffe and Flemingdon neighbourhoods, TNO has secured an 11,000 sq. ft. integrated collaborative Thorncliffe Park Youth Wellness Hub at 45 Overlea Blvd, which is part

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of Youth Wellness Hubs Ontario with multiple partners including Michael Garron Hospital. This Hub will also house the TNO Food Collaborative, Trades Connect, youth and senior programs, as well as other support services.

TNO assumed a lead-role in coordinating Ontario's settlement sector's response to the Afghan refugee settlement and Ukrainian refugee crisis.

To address some of the labour shortages in the healthcare sector, we launched the Bridge to Health program, which is providing employment related support for any internationally trained healthcare professionals to help them get back into the healthcare profession and join the Canadian workforce.

All the above highlighted work and more would not have been achieved without the incredible collaborative efforts of our staff, Board of

Directors, volunteers, many partners, and friends of TNO. We thank our staff for their creativity, compassion, and commitment to providing exceptional client services. We thank our Board of Directors for their leadership, governance, and engagement. We thank our funders, donors, sponsors, community partners and mentors for their unwavering support. Thank you all, for together we are creating pathways for growth and transformation to support and empower the communities we serve!

Warmest regards,

Shelina Shivji, TNO Board Chair and

Ahmed Hussein, TNO CEO

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Outgoing Board Members

Shelina Shivji Shelina Shivji is a creative Change Facilitator. Among other credentials from accredited Canadian institutions, she holds a Masters in Conflict Analysis and Management with a concentration in Community and Schools. Through multiple volunteer and professional roles, Shelina has had extensive practice in the area of Human Empowerment and Social Development. Over the past 30+ years, the Ministry of Solicitor General has employed her in varying capacities within Correctional Institutions as well as Community and Court Programs. Shelina has been a Board member of TNO for the past eight years; she was the Board Chair for the past five years and before that, she was Vice-Chair for three years. Shelina is passionate about influencing social change including facilitating opportunities for individual growth and building safe, healthy, and peaceful communities; Thorncliffe/Flemingdon neighborhoods are close to her heart as this was her first home when she emigrated from Tanzania at age 17. Shelina's leadership style, compassion and dedication to the community, have been integral in supporting the Board and TNO's work.

Nick Stefanoff Nickolas Stefanoff is the past principal of Valley Park Middle School and president of the Church Board at Holy Trinity Eastern Orthodox Church in East York. He lives in the village of Unionville, Ontario within the city of Markham and has been an educator for 40 years. He is connected with the Thorncliffe and Flemingdon Park community as principal and as co-chair of the Go Green Youth Centre (GGYC). Nick was born in Toronto Canada but his background is Macedonian. He is Vice-President of the Macedonian Patriotic Organization in Canada and in the United States and a contributor to the Macedonian Tribune, the oldest ethnic newspaper in the United States and Canada. Nick retired as Valley Park M.S. principal in 2015 and continued to be connected to Flemingdon and Thorncliffe via his role as GGYC co-chair and as a member and Vice-Chair of TNO's Board of Directors. Over the years, Nick has been a Chair of the Fund Development Committee and Thorncliffe Park Hub Task Force. Nick is a caring and compassionate individual, a tireless advocate and accomplished professional with a deep understanding of systemic barriers facing individuals and communities.

We want to recognize the amazing service and guidance that both Shelina and Nick have provided in challenging times during the pandemic. There was an increase in client needs within the community, and TNO was able to grow and provide programming to address these needs. They are leaving the Board this year. They will be missed. We have big shoes to fill.

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Success Stories

Seniors Program Stories



Mrs. Hinlo was referred to the Personal Support Services (PSS) Program through the Primary and Community Care Response Teams Round 1 just before her discharge back into the community from MGH. The Primary Care Physician and family had ex-

pressed the need for extra supports. There was concern that this senior was isolated and her engagement in day-to-day activities had significantly reduced. When the PSS program launched in 2022, we were able to pair Mrs. Hinlo with one of our Community Support Liaisons. With a patient, positive and compassionate Community Support Liaison, she started to eat well, became eager to go for walks, go to the mall for grocery shopping and enjoy her regular coffee. Mrs. Hinlo's condition has improved significantly where she now enjoys her old interests like music, reading novels and watching movies.

Integrated Mental Health Services – Resilient Minds



Marianne N. first came to Resilient Minds in August 2022 experiencing housing insecurity. Paralysis, from adverse side effects to her second dose of the COVID-19 vaccination prevented her from working. Although experiencing severe symptoms of depression when Marianne came to TNO Mental Health

Services, her primary concern was getting support to prevent eviction. A client-centered plan, prioritizing her immediate needs for housing stabilization, financial stability and food insecurity was the focus. Addressing needs with timely advocacy with ODSP housing stabilization, private donations, support from TNO Food Bank and other services, Marianne N. was now ready to access counselling. “Thank you for everything. If it wasn't for TNO I would have been homeless with my children, while being disabled.”

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Employment Services



There are times in life when you are confronted with the decision to make a change to enact meaningful progress in your life. The prospect of taking steps toward a new career path can be very daunting without the right people guiding you along the way. The pandemic brought a sudden halt to my employment, and I have been looking for a stable job ever since. I decided to look into reskilling to improve my job prospects. Luckily, I learned about the Better Jobs Ontario program and applied for it through Employment Services. My Employment Counsellor, Chandan Singh, guided me through the entire process, answering all my questions. This helped bolster my confidence to continue with the process to successfully enroll and start my journey of reskilling in IT. I would absolutely recommend Employment Services to anyone looking to take the next step to change their career trajectory.

– Khalil Mubarak

Youth Job Connection



As a new immigrant, it can be difficult to navigate the system in Canada like school or work for the first time, but with the support of the Youth Job Connection (YJC) program, I was able to learn new skills that helped me not only for acquiring a job but also to adapt in Canada. I joined TNO right after I finished high school and at that time, I was looking for a job so I could work and save some money for university. It was then I met Swosti and Sandra for the first time; they advised me to join the program, and I applied for it. And as they said the program was a great opportunity for me because I went to a job interview within 3 days of completing the program. To this day, I'm working at the same place. Thanks to the amazing teachers and mentors I completed the program much more confident and capable to handle challenges at work. Moreover, even though I finished the program months ago, Sandra still calls me from time to time to check up on me if things are going well, which shows the organization's dedication. I would like to commend Sandra and the entire Employment Staff for the support and mentorship I received in the program and continue to receive. – Robel Gebreselasse

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EarlyON Child Centre



I am writing to express my deepest appreciation for the invaluable impact that EarlyON Child Centre has had on my child's learning journey. Since my child began attending EarlyON Child Centre, I have witnessed remarkable growth and development in their learning and overall well-being. The engaging

and nurturing environment provided by the skilled educators at EarlyON Child Centre has fostered my child's curiosity, creativity, and love for learning. With play-based learning experiences, my child has acquired important cognitive, social, emotional, and physical skills that have laid a strong foundation for their future academic success. Moreover, the inclusive and diverse community at EarlyON Child Centre has helped my child develop empathy and respect. Thank you for the wonderful opportunities provided to my child at EarlyON Child Centre.

– Muhammad Amir & Kiran Altaf

Newcomer Support Services



The Naderi family arrived from Afghanistan less than a year ago and struggled with different needs. The Settlement Worker explained the process on how to access different program supports. They secured an apartment but still needed furniture. We connected them to the Furniture Bank. TNO

was also able to help with a laptop for their three school aged children needing to complete online homework. Their Settlement Worker connected them with the food bank, assisted with various government forms, referred them to YMCA for language assessment and the language program, and connected them to Employment Services. The Settlement Worker continues to support the family in their settlement journey.

“We appreciate TNO–The Neighbourhood Organization, especially the settlement team for helping us out”

– Naderi family

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Language Instruction for Newcomers to Canada (LINC)



When you step into a new country, the first thing which comes to every person's mind is learning the language. Knowing at least basics of the country's official language is a must. On September 2022, I started LINC with my daughter. I went to English class and the little one went to the Child Care. After struggling a lot, she got used to the Child Care. Thank you to Ms. Nada, a very understanding and kind teacher who supported me a lot and the Child Care teachers who took care of my daughter on behalf of me. Getting a certificate in just four months was not possible without your all support – Moqadisa Babak

Trades Connect Program



I joined Trades Connect and participated in the January Construction cohort. Through the program I earned many safety certifications: Workers Health and Safety Awareness, Globally Harmonized WHMIS, Working at Heights, Powered Elevating Work Platform Operator and Confined Spaces and more.

The team helped me build my resume, set up my LinkedIn profile and honed my interview skills. I was introduced to different unions and employers within the Construction industry. My program placement was with GMCI at the downstairs The Youth Hub build. After my placement, I was offered a job as a general labourer and painter where I am now working. I am happy working at the Hub. I am also volunteering at the Food Collaborative. The Trades Connect and Food Collaborative staff are a wonderful team who work well together, are always there to support, and help when I need it.” – Ghamai Mohammad Shah Khan

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Worker Support Services Program



My name is Carlos Vasquez, I am a temporary foreign worker from Mexico. I was introduced to TNO and the Worker Support Services program during the pandemic, where I saw firsthand the support given to thousands of migrant workers across Ontario. I am grateful for the support I have received from this program, helping me access government services and supports for myself and my colleagues. As a migrant worker who is new to Canada, we don't always have the knowledge of the different programs and services available in communities across Ontario. I want to thank the funders of this program, TNO staff and volunteers, and all the partner organizations who contribute to this important initiative. We hope this support will continue in the future, as it is essential for the wellbeing of thousands of migrant workers across Ontario.

Employment Services



My name is Farhan Hafizulla, I am a landed immigrant from Bangladesh. I received my diploma in Business Administration and then ran my own small company for retail and sales. Afterwards I moved to Customer Service as a Telephone Operator Agent. I enjoy retail and customer service-oriented environments. Currently, I am in Retail Customer Service. Recently I received a hands-on hand practical course from Golden Mile Training Centre. The training I received includes: Elevating Work Platform Operator, Working at Heights, Globally Harmonized WHMIS, Power Elevated, Hand Tools, Personal Protective Equipment, Traffic Control, Confined Spaces and Hazard Recognition, CPR and First Aid. All those courses and job connection opportunities come from TNO-The Neighbourhood Organization. I am profoundly grateful to them and will always recommend anyone who has newly immigrated to Canada.

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Employment Services



My name is Aiman Mahboob. I am a client of TNO. This employment agency always warmly welcomes its clients. The staff are friendly, knowledgeable and make you feel at ease. I am particularly thankful to my Career Counselor Kirit, who has been instrumental in helping me settle down in Canada and find the right

jobs. From the first consultation, he displayed professionalism and a deep understanding of the Canadian job market, assessed my needs and provided me with the resources I would have otherwise missed. He is always patient and responsive to my queries, promptly replies to my emails/calls, makes me feel valued, and boosts my morale during difficult times. Thanks to the team, I was able to get my first job in Canada within two months of landing. I would highly recommend them to anyone who needs career advice and guidance. – Aiman Mahboob

Road to Employment



I came to Canada with a 12 years' experience as an HR professional but decided to put my career on hold to help my family get settled smoothly. Once that was done, one of the first things I wanted to do was to get acquainted with the Canadian workplace culture. Luckily, I came across the Road to Employment

Program on the Facebook page. I requested more information regarding the program. Staff assisted me in getting enrolled and before I knew it, I was on an amazing learning journey. In this power packed program, I was able to gain an insight into the basics of the Canadian workplace culture and gained important tools to aid my career. For example, I learned how to design an impactful resume and give effective interviews. I learned a lot about Canadian workplace communication and how to improve other important soft skills such as effective listening and assertiveness. The program essentially had everything I was looking for. Most importantly, I gained a community of support. TNO has continued to provide me guidance and with the confidence I have gained, I am currently pursuing my passion for training by providing training to newcomer women in Canada.

– Rabia Tabassum

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By the Numbers

35202

TOTAL CLIENTS SERVED

20595

TOTAL NEW SETTLEMENT CLIENTS TO TNO

1311

TOTAL SETTLEMENT BASED WORKSHOPS

24609

TOTAL CLIENTS ATTENDING WORKSHOPS

12097

DIRECT SERVICES PROVIDED TO AFGHAN CLIENTS

18954

CLIENT VISITS TO TNO FOOD COLLABORATIVE

3291

VISITS BY PARENTS TO OUR EarlyON PROGRAMS

4011

VISITS BY CHILDREN TO OUR EarlyON PROGRAMS

870

EarlyON SESSIONS OFFERED

126993

VIEWS OF EarlyON POSTS ON SOCIAL MEDIA

6358

HOUSEHOLDS RECEIVED SUPPORT SERVICES FROM OUR HOUSING PROGRAM

190

HOUSEHOLDS RECEIVED THE RENT BANK GRANT

299

HOUSEHOLDS RECEIVED A VARIETY OF ENERGY ASSISTANCE SUPPORT

1200

SENIORS RECEIVED SUPPORT FROM OUR SENIORS PROGRAM

1488

LEARNERS ENROLLED IN THE LINC PROGRAM

195

CHILDREN ATTENDED CARE FOR NEWCOMER CHILDREN (CNC) PROGRAM

400

CLIENTS REGISTERED TO YESS PROGRAM

87

CLIENTS REGISTERED TO ROAD TO EMPLOYMENT PROGRAM

154

CLIENTS REGISTERED TO SKILLS TRAINING PROGRAM

25

CLIENTS REGISTERED TO CODING FOR FUTURE PROGRAM

500+

VOLUNTEERS REGISTERED WITH 55, 000 + VOLUNTEER HOURS SUBMITTED

57

NEW CLIENTS REGISTERED AT THE TRADES CONNECT PROGRAM ONLINE PLATFORM

386

CLIENTS RECEIVED INDIVIDUAL WRAP AROUND SUPPORT BY TRADE CONNECT PROGRAM

19

VIRTUAL SESSIONS HOSTED BY TRADES CONNECT PROGRAM WITH 297 PARTICIPANTS

700

LEARNERS PARTICIPATED IN THE ENGLISH CONVERSATION PROGRAM

388

CLIENTS RECEIVED SUPPORT BY RESILIENT MINDS-MENTAL HEALTH PROGRAM

897

YOUTH PROGRAM ONE-ON-ONE SESSIONS

368

YOUTH PROGRAM GROUP SESSIONS

1463

TOTAL NUMBER OF YOUTHS WHO ATTENDED YOUTH PROGRAM

16215

CLIENTS SERVED REMOTELY BY EMPLOYMENT SERVICES

2552

CLIENTS ATTENDED EMPLOYMENT SERVICES WORKSHOPS

291

CLIENTS ACCESSED AND COMPLETED netWORKS PROGRAM

10

SUPPORTIVE GROUPS WERE RUN FOR WOMEN ACCESSING VIOLENCE AGAINST WOMEN PROGRAM

299

WOMEN WITH 97 CHILDREN ACCESSED OUR VIOLENCE AGAINST WOMEN PROGRAM AND WERE PROVIDED WITH 2190 HOURS OF COUNSELLING

153

VIOLENCE AGAINST WOMEN PROGRAM SAFETY PLANNING FOR WOMEN AND THEIR CHILDREN

6242

NUMBER OF TEMPORARY FOREIGN WORKERS REACHED BY WORKER SUPPORT SERVICES (WSS) STAFF WITH OVER 11,808 INTERACTIONS

203

NUMBER OF TEMPORARY FOREIGN WORKERS REACHED WITH EMERGENCY SUPPORTS BY WORKER SUPPORT

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OUR FOODBANK

Now serving around 600 families every week.

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 as well as some programs across Ontario with programming focusing on:

1. Child, Family, and Wellness
2. Community Development
3. Employment Services
4. Health Access
5. Housing Services
6. Language & Skills Development
7. Newcomer Support
8. Senior Services
9. Worker Support Services Program (WSS)
10. Youth Services

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Programs and Service Highlights

TORONTO COMMUNITY CHAMPION AWARD

On March 20th, 2023 the City of Toronto awarded the Toronto Community Champion Award to 25 Community Organizations. Over 260 nominations were received from community members who wanted to recognize and shine a spotlight on the many organizations across the City of Toronto who made a positive and lasting impact on communities and individuals throughout the COVID-19 Pandemic. Amongst these 260 were 22 honourable mentions and 25 Community Champions. TNO-The Neighbourhood Organization received the award at a ceremony at the Toronto Reference Library along with many organizations who we work collaboratively with on a regular basis, including Thorncliffe Park Autism Support Network, a Toronto Community Champion.

YOUTH EMPLOYMENT AND SKILLS STRATEGY PROGRAM

The Youth Employment and Skills Strategy (YESS) is an integrated skills development program targeting youth aged 15 to 30. YESS is led by Employment and Social Development Canada (ESDC), in partnership with 10 additional federal departments, and encompasses a large array of youth employment services. YESS Program helps youth navigate the labour market and successfully transition into sustainable employment. The program is designed to support youth facing barriers to access programs that allow them to acquire the skills, learning experience, mentorship, and opportunities they need to find and maintain employment or return to (or remain in) school. Career planning and development, job search, readiness, retention and placement supports are also available. Placement opportunities are also tailored to support newcomer youth as they enhance skills needed to succeed in the Canadian workforce. In 2022–2023, over 400 youth job seekers accessed the program and through TNO's ongoing support, a significant number of these youth were successful in gaining meaningful employment.

FOOD COLLABORATIVE

March 2023 marks our 3rd anniversary at the Food Collaborative. Now serving around 600 families every week by appointment at the food bank, our operations have changed significantly. As an agency of the Daily Bread Food Bank,

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we are provided with our main food support through them. With support received from individuals, food drives and corporate initiatives, we strive to support as many clients as possible. We have received generous support from multiple individuals and groups.

EMPLOYMENT SERVICES

We assist unemployed and under-employed individuals by helping them develop the skills and knowledge necessary to find and maintain sustainable employment. Services include training programs, job search and placement support. Seventy per cent of our employment services programs youth clients secured sustainable employment this year. TNO's Youth Employment Programs for ages 15-29, promote healthy growth and provide wrap-around services to youth facing multiple barriers. Over 350 youth from the community participated in one or more of TNO Youth Employment Programs this year.

INTEGRATED & PERSONAL SUPPORT SERVICES FOR SENIORS

Integrated and Personal Support Services for Seniors recently celebrated our one-year anniversary milestone. Over the past year, we have increased community awareness about our programs and services, serving over 1200 seniors. Our Programs and Services empower, support and educate seniors to improve their quality of life. Programs strive to meet the physical, intellectual,

social and the creative interests of older adults while remaining actively involved and engaged. Resources and education to promote healthy aging, physical independence and well-being are also available. We use a holistic approach with individualized client referral navigation, activities to enrich daily living, supportive case work to address client needs and sense of community through outreach awareness. Our Personal Support Services (PSS) program helps older adults navigate the issues related to their social determinants of health. Our team supports clients in their homes, many socially isolated, using a person-centered approach. Our PSS staff help with scheduled accompaniment to medical appointments and additional in-home supports after discharge from hospital. Our team supports clients in their home with activities of daily living to help them maintain their independence in the community with dignity and grace.

INTEGRATED MENTAL HEALTH SERVICES – RESILIENT MINDS

Resilient Minds offers a range of mental health services to residents of Ontario with a mission to provide individuals with the support and resources they need to improve their mental health and well-being. Our services include one-on-one counselling, case management, group workshops, psychoeducation, community mental health awareness, substance abuse counselling, and anger management. Individuals can express their emotions in a safe space to sustain their

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mental health goals to achieve an increased sense of well-being, self-confidence, self-awareness, and reduction of distressing symptoms. Case management services offer case navigation, advocacy, supportive counselling, referrals, home visits and more with personalized care plans that are self-directed by the client. Group workshops and peer support groups provide individuals with the opportunity to explore and practice new skills in the safety of a group. We collaborate with Punjabi Community Health Services (PCHS) Sahara Mental Health Program to provide substance abuse counselling and case management services using a holistic, culturally appropriate response. Our harm reduction approach towards addictions and substance abuse aims to stabilize and empower the lives of our service users.

YOUTH PROGRAM

In the 2022-2023 fiscal year, the youth team provided many different types of youth programming. Some of them included: recreational programs such as drop-in basketball, ice hockey, winter and summer camps, leadership, tutoring, and the G.I.R.L. empowerment program. The G.I.R.L. empowerment program, which stands for guiding, inspiring, resilience, and learning, is designed for females, ages 11-18, to help promote health, wellness, mentorship, leadership, and more. The leadership development program was designed to inspire and coach our youth to become visionary leaders. This program was developed to

complement the regular school academic curriculum in a 6-week intensive leadership training program. Our programs help youth to connect to resources, further their team building skills, confidence and life skills.

THORNCLIFFE PARK YOUTH WELLNESS HUB

TNO and the East Toronto Health Partners (ETHP) are thrilled to introduce the Thorncliffe Park Youth Hub: a safe space for youth aged 12-25 to easily access a spectrum of essential services including mental health support, substance use counseling, primary care, employment assistance, housing services, and additional wellness resources. Virtual services were successfully launched March 2023, and we're looking forward to opening a physical location at East York Town Centre in the summer. Once open, the space will offer a safe and relaxed environment for youth to unwind, study, and play games. The physical space will also serve as a permanent home for the Food Collaborative and the Trades Connect Program. The Youth Hub's objective is to promote health equity among youth and families of Thorncliffe Park and Flemingdon Park by tackling the stigma attached to mental health and substance use issues. This initiative is a collaboration with Youth Wellness Hubs Ontario (YWHO). To learn more or get services please visit www.ethp.ca/thorncliffeYWHO.

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EMPOWERING ONTARIO'S TEMPORARY FOREIGN WORKERS: THE WORKER SUPPORT SERVICES PROGRAM

Each year, Ontario welcomes thousands of temporary foreign workers who contribute significantly to the province's economy and cultural diversity. These workers, hailing from various countries, are employed across a range of industries, including agriculture, hospitality, and construction. As they adapt to life in Canada, temporary foreign workers often face numerous challenges, such as language barriers, accessing information about their rights, and navigating health, financial, social, and legal services. Recognizing the need to support these valuable members of our society, TNO had launched the Worker Support Services (WSS) program. This initiative aims to empower temporary foreign workers in Ontario, providing them with the tools and resources necessary to exercise their rights, access essential services, and foster social and civic engagement. Funded by the Government of Canada through the Migrant Worker Support Program (MWSP), the WSS program aims to deliver support to workers through educational activities, materials, workshops, and events. In addition, the WSS program offers support to migrant workers during emergency situations. The WSS program aims to create a positive environment that enables temporary foreign workers to thrive and fully integrate into their

communities across Ontario. Partner organizations work collaboratively to provide comprehensive support to temporary foreign workers. TNO is proud to have 11 sub-agreement organizations who form part of the WSS program. In addition, the WSS program benefits from the support and collaboration of numerous community, grassroots, faith-based organizations, local networks, and multicultural groups across the province. This enables the program to reach temporary foreign workers across the entire province of Ontario. By acknowledging and addressing the unique challenges faced by these workers, the program demonstrates a deep understanding of their lived experiences. Henry Vamos and Rushelle Irons-Vamos, employers of temporary foreign workers at Vamos Farms in Simcoe, Ontario, expressed their support for the WSS program. "We look forward to working with the team and supporting the wellbeing of migrant workers in the Simcoe region," they said, emphasizing the program's potential to create positive change for both workers and employers. A groundbreaking initiative, that addresses the critical need for support among temporary foreign workers in Ontario, works to create a positive impact on the lives of thousands of temporary foreign workers, paving the way for a brighter future for migrant workers in Ontario.

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TNO—THE NEIGHBOURHOOD ORGANIZATION

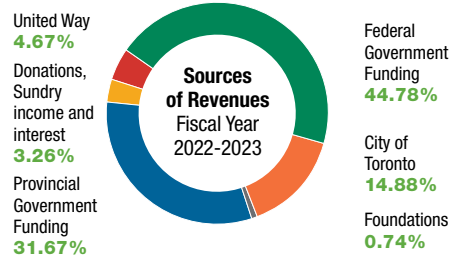
STATEMENT OF REVENUE AND EXPENDITURES

(Year Ended March 31, 2023)
(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	2023	2022
Federal Government Funding	\$ 8,155,748	\$ 6,091,211
Provincial Government Funding	\$ 5,767,910	\$ 4,081,367
City of Toronto	\$ 2,710,526	\$ 2,188,366
Foundations	\$ 134,483	\$ 227,605
Donations, Sundry and Interest Income	\$ 594,459	\$ 597,084
United Way	\$ 850,435	\$ 834,390
	\$ 18,213,561	\$ 14,020,023

Expenditures	2023	2022
Salaries and employee benefits	\$ 12,062,863	\$ 9,735,096
Rent and occupancy costs	\$ 1,249,957	\$ 981,600
Program expenses	\$ 3,241,050	\$ 2,131,389
Repairs and maintenance	\$ 338,724	\$ 166,831
Office and general	\$ 467,859	\$ 194,801
Telephone	\$ 87,619	\$ 81,109
Insurance	\$ 30,513	\$ 28,460
Professional fees	\$ 45,996	\$ 40,000
Amortization	\$ 293,737	\$ 288,071
	\$ 17,818,318	\$ 13,647,357
Excess of revenue over expenditures for the year	\$ 395,243	\$ 372,666



THANK YOU TO OUR BOARD OF DIRECTORS	Shelina Shivji (Chair) Nickolas Stefanoff (Vice Chair) Atif Waleed (Finance Committee Chair/Treasurer) Heather Myrvold (Secretary)	Zak Arif Chetan Malik Adel Mir Shirley Roberts Ashraf Rajani	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 2022-2023.
THANK YOU TO OUR DONORS Thank You to all donors who \$1,000 and up!	Abundance Canada Access Storage Albert William Singh Memorial Foundation Aqueduct Foundation Canadian ON-line Giving Coca-Cola Canada Bottling Limited CyberEquality Inc Daily Bread Food Bank Dermot and Breda O'Carroll Foundation Enterprise Holdings Foundation	Hope Factory Inc. IDRF-International Development Relief Foundation Jewish Foundation of Greater Toronto Leaside High School Leaside United Church Manor Road United Church Muhammad Ashar and Immediate Response Service NIP Information Post OLSON Canada Ontario Truck Training Academy The Dawson Family Sharing Foundation	The Azrieli Foundation The East York Foundation The Medavie Foundation The Neighbourhood Toronto Diocesan Anglican Church Women University of Toronto Willow & Grace Foundation INDIVIDUALS Aly Hadiibhai and Kiran Dharani Bill Pashby Bob and Gayle Cronin Charles Rosenberg	Dave and Anne Saunders deSouza family Dr. Janine McCready Elizabeth P. Miller Faisal Hassan Jeff Powis Sunny Edmunds and David Cobbold Zaid Majoo And ten anonymous donors Thank you to all other donors who donated in 2022-2023!
THANK YOU TO OUR FUNDERS	Immigration, Refugees and Citizenship Canada (IRCC) Employment and Social Development Canada (ESDC) Service Canada	Ministry of Labour, Immigration Training and Skills Development (MLITSD) Ministry of Children, Community and Social Services (MCCSS)	Ministry of Solicitor General Ministry of Health and Long-Term Care United Way of Greater Toronto City of Toronto	Ontario Trillium Foundation LesLois Shaw Foundation Canadian Women's Foundation

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

COVER	CHAIR'S MESSAGE	OUTGOING BOARD MEMBERS	SUCCESS STORIES	BY THE NUMBERS	NEIGHBOURHOOD MESSAGE	PROGRAMS AND SERVICES	FINANCIALS	DONORS	OFFICES	CONTACT
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Offices

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 416.424.2900.
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.
Chiropodist services are offered on Wednesdays, 9:00 am-5:00 pm.

COVER

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BY THE NUMBERS

NEIGHBOURHOOD MESSAGE

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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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Instagram: www.instagram.com/TNOtoronto

LinkedIn: <https://ca.linkedin.com/company/tno-the-neighbourhoodorganization>

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