



TNO

SUCCESS STORIES

Our Mission

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

MESSAGE FROM THE BOARD CHAIR AND THE CEO

As we reflect upon the past year, we are reminded of the importance of anchoring our work to a client centred approach which resonates with our clients. This understanding continues to guide TNO's commitment to effecting positive change for our communities.

In 2023/2024, TNO celebrated 39 years of dedicated services and remarkable journey of excellence in serving our neighbourhoods. This year has been outstanding as we continued to grow, advocate for and deliver on services that matter the most including affordable housing, employment, skills training programs and health services to ensure better outcomes for our clients and communities.

We received a large influx of Afghan Refugees and other newcomer groups, including those affected by the war in Ukraine; many of them have made Ontario and the multicultural GTA, their home. A significant number of these families have settled in Thorncliffe Park, Flemingdon Park and surrounding areas. This led, in 2023, our LINC Program to grow from 19 part-time classes to 30 classes in 8 months to accommodate the needs of new arrivals. All these classes were operating at full capacity, to address the growing demand of language acquisition. Ultimately, these classes serve as more than educational platforms; they are catalysts for self-esteem, social cohesion, and holistic well-being within the community. This expansion, highlights TNO and Immigration, Refugees and Citizenship Canada (IRCC)'s crucial role in equipping newcomers with essential language skills needed to call Canada their new home.

TNO is committed to improve social and health outcomes for the communities we serve. Over the past year:

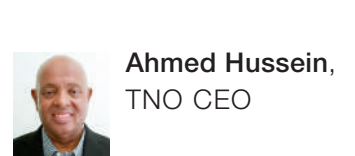
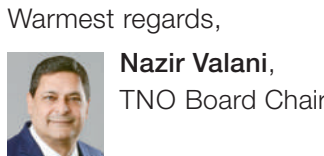
- TNO prioritized partnerships to bring complementary services such as the Youth Wellness Hubs Ontario (YWHO) at Thorncliffe Park that provide high-quality integrated youth services to support the well-being of young people aged 12 to 25, including mental health, substance abuse supports, primary health care, community, and social supports, and more.
- In December 2023, construction of the Thorncliffe Park Community Hub (TPCH) has officially begun on the 2nd Floor of 45 Overlea Blvd (East York Open Centre). The Hub is halfway built and is anticipated to open winter 2024. Funding and advocacy efforts were effective, and partners secured a substantial amount of capital funding from all 3 levels of government, United Way of Greater Toronto, and Legal Aid Ontario. Once open, the Hub will be an integrated and sustainable Multi-service Hub that improves client and community outcomes, making the most efficient use of health care, social services, and community resources. The Hub will transform service delivery in our neighborhood, providing comprehensive care under one roof, and will ensure that residents can access essential health and social services in a seamless and inclusive environment close to home. The Hub is led by Anchor Partners TNO, Flemingdon Health Centre (FHC), and Michael Garron Hospital (MGH), in partnership with residents, community/grassroot groups, Don Valley Community Legal Services (DVCLS), Health Access Thorncliffe Park (HATP), Home and Community Care (HCC), the Midwives Clinic of East York, Toronto Public Health (TPH) Dental.
- In July 2023 TNO opened a new Youth Hub of about 11,000 sq. ft. in Thorncliffe Park which is providing integrated collaborative services including Youth Wellness program, Food Collaborative, Trades Connect, Youth programs, Seniors and other support services.
- There has been a growing need for mental health services and TNO has responded by securing additional funding from Ontario Health in partnership with Flemingdon Health Centre (FHC) to expand our Mental Health Program to address this increasing demand for the services. TNO continued to expand programs and services and demonstrated yet again its record of timely responsiveness in meeting the needs of our communities, even during crisis. TNO stepped up to develop and deliver relevant programs to meet the needs of our communities and especially our most marginalized residents. Many of the initiatives addressed long-term systemic equity issues which became highlighted during this time. TNO advocated for, sought after, and successfully obtained funding for several of these new initiatives which now have been adopted to continue to serve our communities.
- TNO continued a lead-role in coordinating Ontario's settlement sector's response to the Afghan Refugees settlement and Ukrainian Refugee crisis.

As we celebrate our success, there is still a lot to be done and we will continue to make a difference in the lives of the clients we serve.

We want to thank our funders and donors for their ongoing commitment to the work of TNO. Finally, we thank our Board Members, who have dedicated their time and efforts to helping TNO be the best organization it can be. Our staff are committed to the TNO Mission to provide integrated, social and health services for individuals and families in our community who experience social and economic barriers to improve lives.

To our staff and volunteers who are the backbone of all that we do; your compassion, kindness, and caring gives our clients hope and a sense of belonging.

Warmest regards,



OUTGOING BOARD MEMBERS

Chetan Malik is a Commercial Leader with over 20 years of experience in the pharmaceutical industry. With an educational background in management, law and finance, Chetan has held multiple roles within Janssen within commercial and enterprise strategy, always with a focus on changing the trajectory of human health, aligned to the mission of his organization. He has collaborated with Hospitals and community healthcare professionals on multiple initiatives in support of improving patient outcomes throughout his career. In his current role as Director, Business Strategy & Commercial Operations at Alexion, AstraZeneca Rare Disease, he has the opportunity to have a much closer view of the patients with rare diseases. As a passionate advocate for diverse talent, Chetan has volunteered his time and experience at Toronto Regional Immigrant Employment Council and various Women Leadership Initiatives within the organizations he has worked at. Chetan supported the work of the Fund Development Committee and the Thorncliffe Park Hub Task Force.

Ashraf Rajani is working as a Registered Nurse and Implementation Specialist at RNAO. She graduated with Bachelor of Science in Nursing and graduated with Master of Nursing from University of Western Ontario. Ashraf immigrated to Canada in 2015 with her family and with the initial struggle, was successful to obtain her nursing license as a Registered Nurse in Canada. Since the time of her preliminary struggle as an immigrant, Ashraf decided that she would assist people in the community to the best of her knowledge to achieve their goals successfully. Living in the Flemingdon community with diverse cultures, ethnicity, rich values, and norms, she was engaged in the community work with full enthusiasm to promote excellence in the community. Ashraf supported the work of the Community Development Committee and the Program Impact Committee.

Kazi Aditi Zahir has lived in Thorncliffe Park for more than a decade and been involved with many youth activities at TNO. Aditi is currently working at Ontario Public Service at the Treasury Board Secretariat as a Research Analyst. She graduated from University of Toronto (UoT) with a B.Sc. in Neuroscience. Aditi graduated from Marc Garneau Collegiate Institute. While studying at Marc Garneau she was a Peer Leader for the Newcomer Orientation Week, which is a newcomer school program by TNO. Aditi is passionate about the community and she received the Garneau Gold for Excellence in Community Involvement in 2012. Throughout the years, Aditi was very active in Community Development Committee, Thorncliffe Park Hub Task Force and she was Chair of the Program Impact Committee.

We want to recognize the amazing service, leadership, guidance and dedication that Chetan, Ashraf and Aditi have provided while being on TNO Board. We will miss you and we wish you well in your future endeavors.

PERSONAL SUPPORT SERVICES



It was a typical fall afternoon in September of 2023. Nicole, a frail but vivacious elderly woman, had recently come under my care, and we had plans to go to Fairview Mall. She was really looking forward to the outing. Upon arriving at her apartment, she didn't answer the door. This was quite unusual, especially since she always anticipated my arrival. After knocking several times with no response, I became concerned. I spoke through a small crack in the door and pleaded that if she was inside to make some noise or provide some indication that she needed help. I heard a faint response and immediately called for help. Upon entering her apartment, EMS suspected that Nicole had likely fallen 3-4 days prior, given her vitals, physical condition, and bruising. Nicole was admitted to the ICU and it was touch and go for a few weeks. She has continued fighting and healing since then with remarkable progress and she looks forward to her visits from the TNO Seniors Team, who she states, 'saved my life.' Nicole is in good spirits and is looking forward to returning home. – Fatema Saleh

LEADERSHIP DEVELOPMENT PROGRAM



My name is Aliyana, I joined the Leadership Development Program (LDP) two years ago. I was shy at first and didn't feel like I belonged. Introverted and often embarrassed to speak about my feelings, my life took a turn for the better when I met Khimar, LDP Lead. This program turned out to be a life-changing experience for me. My grades improved and I can confidently do public speaking on camera, and in class. My family and friends noticed a new confident and outgoing person. Khimar inspired and gave me the tools to succeed, and I made the top ten, receiving the prestigious award for Outstanding Leadership. Khimar reminds us "a room full of ten, I am the grand prize". I am grateful to my mom for enrolling me in the program, Khimar for motivating me, TNO and their funders for providing me with this amazing opportunity. I am a successful leader, sure to achieve great things in the future.

SETTLEMENT WORKERS IN SCHOOL (SWIS) PROGRAM AFGHAN GIRLS GROUP



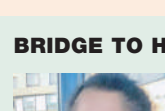
The weekly Afghan Girls Group held at Marc Garneau CI embodies resilience, unity, and aspiration. Through shared experiences and support, these young women have woven a tapestry of empowerment and belonging. Collaborations with esteemed partners like Humber College pave the way for educational empowerment. Workshops illuminate paths to success, instilling belief in the attainability of their dreams. Partnerships with organizations like the Ontario Justice Education Network and the Youth Employment and Skills Strategy Program (YESS) equip the girls with essential skills and insights for navigating legal landscapes and employment opportunities. Through initiatives like the Safer and Vital Communities Project, the group finds solace in a nurtured environment. Fears are eased, and voices are amplified, fostering resilience and empowerment. The Afghan Girls Group epitomizes the power of resilience, sisterhood, and hope, illuminating a path towards a brighter future for all.

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)



My name is Hafizullah Amarkhail, and I moved to Toronto recently with my family from Afghanistan. I have 17 years of experience as a medical doctor since graduating from Kabul Medical Science University. After numerous challenges, my life here is getting better. When I arrived June 2023, I needed to learn English, find a rental, secure a job; it all seemed difficult! A few months after taking my English assessment I joined TNO LINC classes. Upon completion of the Office Skills Training program, I progressed to the "Bridge to Healthcare Program". Tailoring my resume, I applied for positions matching my qualifications. I actively fulfilled my duties at Health Access Thorncliffe Park (HATP) as a Community Health Ambassador for 3 months. I am waiting for the day when I will be recognized as a doctor in the health sector and start working and getting more success. I have learnt that through determination, hard work and the support of settlement workers in TNO it is possible to achieve one's dreams. I would like to express my gratitude to all the teachers, TNO management team, HATP and honorable colleagues for recognizing and encouraging me. – Hafizullah Amarkhail

BRIDGE TO HEALTHCARE PROGRAM



A year ago, I arrived in Canada, eager to break into the healthcare industry despite having no Canadian work experience. Joining TNO's Bridge to Healthcare Program helped me understand the sector and discover job opportunities. With guidance from the TRIEC mentoring partnership and TNO-YESS programs, these initiatives paired me with a mentor whose support was invaluable. Over the next three months, I underwent rigorous training that covered everything from optimizing my LinkedIn profile to crafting compelling resumes and statements of purpose. I also learned to master interview techniques, transforming my approach to job applications. This preparation led to a mid-senior-level position at Sunnybrook Health Science Centre. Thanks to these programs, I found professional success and a sense of belonging in Canada. – Rusha Chakraborty

INTEGRATED AND PERSONAL SUPPORT SERVICES FOR SENIORS AND MENTAL HEALTH



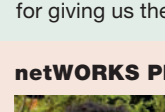
Hi, I'm Mazeena Refai from Sri Lanka. I recall the wonderful time I spent in Thorncliffe with my husband. During the first week we were isolated not knowing anyone. On a walk to the Mall, I started greeting the ladies we passed by. A few days later I met and spoke with Rabiya. Later she sent me a flyer for Coffee mornings. I registered with Tabasum for her Coffee Club starting the next day. This was the turning point in my life in Thorncliffe. With buddies and tea/coffee, we introduced ourselves. Another lady introduced me to "Meals on Wheels" and the Food Bank. I eagerly looked forward to the Coffee Mornings. Alberto and Prasanta ran games like Bingo, I participated in chair yoga sessions conducted by Angela. We also had jewellery-making with Nabat. There were trips to an apple farm, Niagara Falls and Ward's Island. I was chosen to attend "Making Art Making Change," conducted by Vanessa and Elena. Thank you TNO and ALL it's Wonderful Staff who really look after us seniors. May God Bless you all.

VOLUNTEER PROGRAM



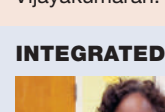
After a long career at York University, when the time for retirement came during the COVID-19 pandemic, I wondered what to do with all the time that I had. One day, just by luck, I saw a TNO sign saying, "Volunteers needed." I signed up without a second thought. Eighteen months have passed since I started and I am still volunteering at the TNO Food Collaborative. Weekly I carefully cut up egg cartons and sort and package eggs to be shared with the community. Deep inside, I feel content and happy to prepare items that will fill clients' bags with lots of other healthy food. Times are hard in our community, but I am happy and proud to be part of TNO and do my part to help those in need. My service to the community is my time and commitment and in return, the community gives me a chance to help, network and make many new friends. Thank you, TNO, for giving us the opportunity to help each other! – Josie Tang

netWORKS PROGRAM



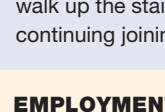
The netWORKS program has been a family and my comfort zone for about 3 years now. The dedication and care shown towards youth are beyond expectations. It is a reliable source to network and learn new things always. The amount of growth I have been lucky to gain through the program is amazing. They are always there for me and provide advice along with necessary resources with good follow-ups on previous discussions. They show absolute loyalty towards the youth. A special thanks to every guest who graced the screen and provided us with information that helped progress our lives positively. I appreciate everything that has been done thus far and look forward to the next chapter. Thank you Meera Vijayakumaran. – Ayo Oladipupo

INTEGRATED SERVICES FOR SENIOR PROGRAMS



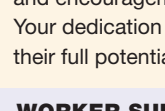
First of all, I would like to thank Sandra and her team to accommodate Paul and myself to TNO Integrated Services for Senior Programs. This program has impacted Paul's life by letting him socialize with the seniors and staff. He participates in exercise class, bingo and his famous coloring. I support Paul with his daily life and routines and teaching him life skills, and he follows my direction. The staff at TNO does an amazing job with including everyone. Paul looks forward to coming to the programs. He loves the outings, and his passion is art. When there is workshop presentations, he listens attentively. I love attending the programs with Paul because I enjoyed all recreation and seeing him grow. I have Arthritis in my knees and owing to Jhuvon's exercise classes, I am now able to walk up the stairs rather than use the elevator. I look forward to continuing joining future sessions. – Paul and Tereza

EMPLOYMENT SERVICES



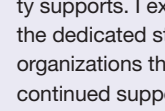
I wanted to take a moment to express my deepest gratitude for the exceptional support and services I have received from TNO-The Neighbourhood Organization. My journey with TNO has been nothing short of transformative. With the outstanding support of the TNO Team Employment Counsellors, I was able to secure my dream job as a TNO LINC Admin Assistant. Their guidance throughout the job search process, from resume building to interview preparation, was invaluable and instrumental in helping me navigate the competitive job market. I reflect on the past year and am filled with gratitude for the unwavering support and encouragement I have received from the entire TNO Team. Your dedication to empowering individuals, like me, to reach their full potential is truly commendable. – Fariba Ahmadzai

WORKER SUPPORT SERVICES PROGRAM



My name is Gregorio Alvarez, and I am a temporary foreign worker from Mexico. I have returned to Canada for the past 9 years to work on a farm in the Ottawa region. My connection with TNO and the Worker Support Services Program has truly enriched my experience in Canada. Through their social activities and support services, I've found a community away from home, which has been especially valuable during the agricultural season. I am deeply appreciative of the assistance TNO has provided, helping me and many others navigate and access essential government services and community supports. I extend my heartfelt thanks to all the funders, the dedicated staff and volunteers at TNO, and the partner organizations that make these crucial services possible. Their continued support is vital not just for me but for the well-being of countless migrant workers throughout Ontario.

MY STORY: FROM AFGHANISTAN TO CANADA



When I was 15, my family and I sought refuge in Canada, hoping for a better life. I struggled with the culture, language and adjusting to my new school. Meeting Mastora, my school's Settlement Worker, a significant difference. In the Newcomer Orientation Week (NOW) program I learned about the school system. Joining NOW club after school, I met other youth which helped me feel less alone. Mastora offered guidance with housing, employment and connections to TNO's Food bank to help us settle. My English got better, I gained confidence, learned to adapt and overcome difficulties. Today, I am proud of my achievements, I have good friends, do well in school and have become an active community member. With support and determination, you can overcome your challenges. Moving to Canada has given me the opportunity to build a new and better life. – Victoria Park Collegiate Institute, Student

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 Thorncliffe Park (HATP)
5. Housing Services
6. Language & Skills Development
7. Newcomer Support
8. Senior Services
9. Women's Services
10. Worker Support Services Program (WSS)
11. Youth Hub



TNO Staff and Community Ambassadors doing outreach about TNO Programs and Services at East York Collegiate Institute

PROGRAMS AND SERVICES HIGHLIGHTS

TNO'S TEMPORARY FOREIGN WORKERS PROGRAM

In May 2023, the inauguration of the TNO Worker Support Services (WSS) office in Simcoe marked a significant milestone in TNO's dedication to supporting agricultural workers and communities in need. With two hundred workers and partners in attendance, the event highlighted our commitment to meeting diverse needs and fostering empowerment within the agricultural sector. With a second location now open in Oshawa at 1000 Simcoe St. North, Unit B, TNO demonstrates its continued commitment to ensure the welfare and rights of temporary foreign workers throughout Ontario. Through collaborative partnerships, locations provide comprehensive assistance, including access to information, education, social engagement, community connections and more. Continued services ensure that Temporary Foreign Workers are well-informed and properly supported during their stay in Canada.

LEADERSHIP DEVELOPMENT PROGRAM

The Leadership Development Program was designed to inspire and coach our youth to become Visionary Leaders. Founded in 2016, this was developed to complement the regular school academic curriculum throughout the year to help our youth develop life skills, which will prepare them for a successful and rewarding future.

YOUTH HUB

2023 was the year to celebrate due to the opening of the Youth Hub in July. To date, we had an estimated 5000+ youth interactions since the opening. The Youth Hub hosts the Youth Wellness Hub of Ontario (YWHO), one of the 25 Provincial Youth Wellness Hubs, and is a safe and welcoming space for youth aged 12-25+ to easily access drop-in recreation activities, the Leadership Development Program, and supports related to wellness, employment, skills development, training, and housing. The Youth Hub was envisioned and supported by the Youth Advisory Council, a group of local youth that provide input on the space design, service delivery, and operations.

The Youth Hub also provides multiple services to youth including recreation, trades training, employment, leadership opportunities, and skills development.

YOUTH JOB CONNECTION

The Youth Job Connection (YJC) program promotes healthy growth and provides wrap-around services to youth, ages 15-29, who face multiple and/or complex barriers to employment by providing more intensive support beyond traditional job search and placement opportunities. The Program fosters educational advancement, mentorship and future career success, while enhancing self-confidence, and personal and social development.

THE MENTORING PARTNERSHIP

TNO partnered with TRIEC Mentoring Partnership for The Mentoring Partnership Program, which matches internationally trained professionals with established mentors from similar professional backgrounds for 18 hours over 3 months. Reports have shown that internationally trained professionals greatly benefit from professional mentoring, resulting in sustainable employment in their professional field.

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 Program helps youth navigate the labour market and successfully transition into sustainable employment.

UNITED WAY'S netWORKS

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

TRADES CONNECT PROGRAM

The Trades Connect program provides individuals with Safety Certifications. We have three main pathways: Information Technology, Industrial Transportation, and Construction Trades. The programs include hands-on construction training, an online learning platform, licensing and certifications, employment and union connections, and wrap-around supports.

FREE TAX CLINIC

The Tax Clinic in collaboration with The Community Volunteer Income Tax Program (CVITP) operated in the months of February, March, and April for 33 days with the assistance of 6 dedicated tax preparation volunteers. During this period 788 families received free tax filing services, ensuring they could meet their tax obligations without the financial burden of professional fees. The clinic successfully completed 1,035 individual tax returns with an equally impressive financial impact of generating over \$300,000 in returns. This significant sum highlights the critical role the clinic played in aiding families to secure their tax returns, contributing to their financial stability and well-being. The success of the Tax Clinic exemplifies the profound difference that organized, volunteer-driven initiatives can make in supporting and uplifting communities.

LANGUAGE INSTRUCTIONS TO NEWCOMERS TO CANADA (LINC) PROGRAM

TNO's LINC Program helps newcomers learn the English language skills that are essential to their social, economic, and cultural integration into Canadian society. The program provides learners with a supportive environment in which they can learn a new language and explore different cultures. This year, our LINC Program made remarkable strides in expanding its educational offerings by nearly doubling the number of classes from 19 to an impressive 30 and improved accessibility by providing childcare. This expansion reflects our commitment to meeting the growing demand for language instruction in one of Toronto's growing neighbourhoods. Our dedicated team has worked tirelessly to refer our clients to a wide array of employment opportunities and essential services, thus facilitating their integration into the community and workforce. These developments underscore our program's vital role in empowering newcomers with the language skills necessary for successful integration into Canadian society.

INTEGRATED & PERSONAL SUPPORT SERVICES FOR SENIORS

Integrated and Personal Support Services for Seniors recently celebrated our second year of service delivery as a Health Service Provider. Over the past year we had the privilege of supporting one of our most vulnerable demographic groups. Our Programs and Services are delivered to empower, support and educate seniors to improve their quality of life. We provide a variety of programs that meet the physical, intellectual, social and the creative interests of older adults to age in place while remaining actively involved and engaged. We also provide resources and education to promote healthy aging, physical independence and well-being. Our programs use a holistic approach by providing 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 program helps older adults navigate the issues related to their social determinants of health. Our team supports clients in their homes, using a person-centered approach. Many of our clients are socially isolated and require an outlet for loneliness, support with scheduled accompaniment to medical appointments, home care, personal support with activities of daily living and additional in-home supports after discharge from hospital. Our caring team supports clients in their home with activities of daily living to help them maintain their independence in the community with dignity and grace. This program is offered in Thorncliffe Park, Flemingdon Park, St. James Town, Teesdale and surrounding areas.

Our team works closely with internal and external primary care providers, allied health partners and community service providers to achieve a truly integrated service delivery model to best serve our aging population

VOLUNTEER PROGRAM

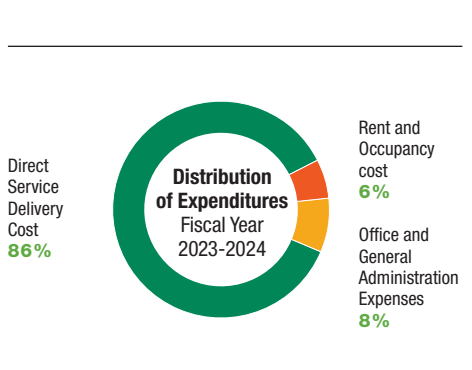
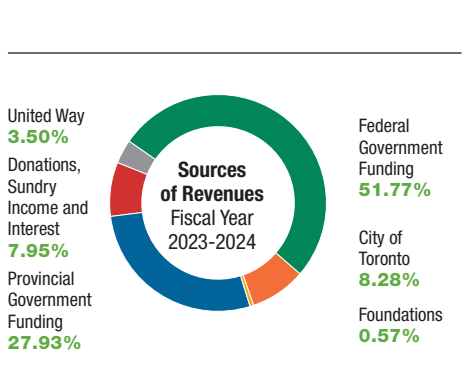
Over the past year, TNO's Volunteer Program has seen remarkable success. Our supportive 520 volunteers across multiple TNO locations, collectively contributed more than 50,000 hours of their time. As part of our commitment to supporting our volunteers, we provide them with various trainings about anti-oppression and anti-racism, customer service, and health and safety modules. The program also serves as a valuable source of employment references, networking opportunities, and other opportunities for future career advancement. On January 12th, we hosted a festive gathering for our Community Development Volunteers and Community Ambassadors to celebrate their contributions. A special in-person appreciation event on April 19th, 2024 recognized their dedication and the significant impact they've made, and each was presented a Certificate of Appreciation. Success stories and the transformative impact they have had on individuals and communities were highlighted. Volunteering, for individuals aged 14 and above, offers diverse avenues for individuals to invest their time, skills, and enthusiasm in furthering our mission. The volunteers gain hands-on experience, community hours and a sense of belonging. By providing newcomers with experiences that deepen their understanding of their new country and its culture, we facilitate integration and community cohesion while advancing our mission of fostering inclusive neighbourhoods.

Financials TNO-THE NEIGHBOURHOOD ORGANIZATION

STATEMENT OF REVENUE AND EXPENDITURES (Year Ended March 31, 2024)
(A registered charitable organization)

Revenue	2024	2023
Federal Government Funding	\$ 11,948,958	\$ 8,155,748
Provincial Government Funding	\$ 6,447,853	\$ 5,767,910
City of Toronto	\$ 1,910,957	\$ 2,710,526
Foundations	\$ 132,383	\$ 134,483
Donations, Sundry and Interest Income	\$ 1,835,344	\$ 594,459
United Way	\$ 808,670	\$ 850,435
	\$ 23,084,165	\$ 18,213,561

Expenditures	2024	2023
Salaries and employee benefits	\$ 14,504,958	\$ 12,062,863
Program expenses	\$ 4,743,467	\$ 3,241,050
Rent and occupancy costs	\$ 1,404,838	\$ 1,249,957
Amortization	\$ 757,497	\$ 293,737
Repairs and maintenance	\$ 421,084	\$ 338,724
Office and general	\$ 412,895	\$ 467,859
Telephone	\$ 92,161	\$ 87,619
Insurance	\$ 29,133	\$ 30,513
Professional fees	\$ 49,477	\$ 45,996
	\$ 22,415,510	\$ 17,818,318
Excess of revenue over expenditures for the year	\$ 668,655	\$ 395,243



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

36 327

TOTAL CLIENTS SERVED

17 457

TOTAL NEW SETTLEMENT CLIENTS TO TNO

1 055

TOTAL SETTLEMENT-BASED WORKSHOPS

31 947

TOTAL SETTLEMENT CLIENTS ATTENDING WORKSHOPS

12 371

DIRECT SERVICES PROVIDED TO AFGHAN CLIENTS

32 413

CLIENT VISITS TO TNO FOOD COLLABORATIVE

4 172

VISITS BY PARENTS TO OUR EarlyON PROGRAMS

5 382

VISITS BY CHILDREN TO OUR EarlyON PROGRAMS

807

EarlyON SESSIONS OFFERED

53

NEWSLETTERS PUBLISHED

184

VIDEOS PUBLISHED

205 939

VEWS OF EarlyON POSTS ON SOCIAL MEDIA

4 598

HOUSEHOLDS RECEIVED SUPPORT SERVICES FROM OUR HOUSING PROGRAM

277

HOUSEHOLDS RECEIVED A VARIETY OF ENERGY ASSISTANCE SUPPORT

17 758

CLIENTS SERVED IN-PERSON AND REMOTELY BY EMPLOYMENT SERVICES

2 603

CLIENTS ATTENDED EMPLOYMENT SERVICES WORKSHOPS

63

CLIENTS ACCESSED AND COMPLETED YOUTH JOB CONNECTION PROGRAMS

284

CLIENTS ACCESSED AND COMPLETED netWORKS PROGRAM

288

CLIENT ACCESSED AND COMPLETED YESS PROGRAM

100

CLIENT ACCESSED THE MENTORING PARTNERSHIP PROGRAM

25

CLIENTS REGISTERED (ACCESSED AND COMPLETED) TO CODING FOR FUTURE PROGRAM

1 820

SENIORS RECEIVED SUPPORT FROM OUR SENIORS PROGRAM

1 143

LEARNERS ENROLLED IN THE LINC PROGRAM

172

CHILDREN ATTENDED CARE FOR NEWCOMER CHILDREN (CNC) PROGRAM

100

CLIENTS REGISTERED TO BRIDGE TO HEALTH CARE

74

CLIENTS REGISTERED TO ROAD TO EMPLOYMENT

218

CLIENTS REGISTERED TO OFFICE/ ADMIN SKILLS TRAINING

224

RETAIL SALES AND CUSTOMER SERVICES

520+

VOLUNTEERS THAT CONTRIBUTED MORE THAN 50 000 HOURS

1 447

YOUTH PROGRAM ONE-ON-ONE SESSIONS

478

YOUTH PROGRAM GROUP SESSIONS

1 925

TOTAL NUMBER OF YOUTHS WHO ATTENDED YOUTH PROGRAM

88

NEW CLIENTS REGISTERED TO ONLINE LEARNING PLATFORM

489

CLIENTS RECEIVED INDIVIDUAL WRAP AROUND SUPPORTS BY TRADES CONNECT PROGRAM

878

PARTICIPANTS REGISTERED FOR VIRTUAL SESSIONS HOSTED BY TRADES CONNECT WITH 31 OF SESSIONS

720

LEARNERS PARTICIPATED IN THE ENGLISH CONVERSATION PROGRAM

514

CLIENTS RECEIVED SUPPORT BY RESILIENT MINDS-MENTAL HEALTH PROGRAM

12

SUPPORTIVE GROUPS WERE RUN FOR WOMEN ACCESSING VIOLENCE AGAINST WOMEN PROGRAM

299

WOMEN WITH 150 CHILDREN ACCESSED OUR VIOLENCE AGAINST WOMEN PROGRAM AND WERE PROVIDED WITH 1010 HOURS OF COUNSELLING

157

VIOLENCE AGAINST WOMEN PROGRAM SAFETY PLANNING FOR WOMEN AND THEIR CHILDREN

28 739

NUMBER OF TEMPORARY FOREIGN WORKERS REACHED BY WORKER SUPPORT SERVICES (WSS) STAFF WITH OVER 57 830 INTERACTIONS

497

NUMBER OF TEMPORARY FOREIGN WORKERS REACHED WITH EMERGENCY SUPPORTS BY WORKER SUPPORT SERVICES (WSS) STAFF

6 571

WELLNESS BAGS CONTAINING BASIC HYGIENE ITEMS AND PERSONAL PROTECTIVE EQUIPMENT GIVEN OUT BY WORKER SUPPORT SERVICES (WSS) STAFF

590

VOLUNTEERS TRAINED BY THE GATEWAY BIKE HUB

1 930

RESIDENTS TRAINED IN BASIC SKILLS IN BICYCLE REPAIR AND REFURBISHMENT BY THE GATEWAY BIKE HUB

219

DO-IT-YOURSELF (DIY) DROP-IN WORKSHOPS SESSIONS PROVIDED BY THE GATEWAY BIKE HUB

6

WORKSHOPS ON BASIC BICYCLE REPAIR AND MAINTENANCE PROVIDED BY THE GATEWAY BIKE HUB

1 316

BASIC BICYCLE REPAIRS PROVIDED BY THE GATEWAY BIKE HUB

759

BICYCLE REFURBISHMENT PROVIDED BY THE GATEWAY BIKE HUB

Board of Directors, Donors and Funders

THANK YOU TO OUR BOARD OF DIRECTORS	Nazir Valani (Chair) Heather Myrvold (Vice Chair) Atif Waleed (Treasurer)	Aditi Zahir (Secretary) Zak Arif Chetan Malik	Adel Mir Shirley Roberts Ashraf Rajani	Gerri Gershon Andrew Peters Nicole Guthrie
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Thank you to our all Neighbourhood, Community and Service Partners for their continuous support.

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

YOUTH HUB

45 Overlea Blvd, Unit 1A.
Contact us at **416.421.8397**
The Youth Hub is a bright, welcoming, and safe space for youth to access free programs related to employment, training, wellness, recreation, settlement, food, housing, leadership, and more. We are

open Monday to Friday from 9:00am to 7:00pm.

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 9:00am to 5:00pm and Saturday from 10:00am to 4:00pm.

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 9:00am to 8:00pm. 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 Tull Centre,
45 Overlea Blvd., Unit B7
Contact us at **416.421.6369**
We are open Monday to Friday 9:00am-5:00pm.
Tuesday until 7:30pm
(select appointments only)
The 4th Saturday of the month, 9:00am to 2:00pm.

HATP Allied Services at TNO Location:
11 Choripod services are offered on Wednesdays, 9:00am to 5:00pm.