

Central Neighbourhood House



**BUILDING COMMUNITY,
BUILDING OPPORTUNITY,
BUILDING STRENGTH**

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Chair's Report

2008 was a very active year for your Board of Directors. When I was elected to the Board in December, 2007, along with seven others, we brought with us a mandate to bring change to the organization, and to solidify our foundations for the future.

First and foremost, we worked to strengthen CNH for those who rely on our services. We did this by increasing accountability to our valued funders, and by improving our financial position.

We have also brought about substantial changes to the way CNH is run. We have reached out to our members, invited more input through Board committees, and removed barriers to membership. We have increased the voice for our workers and their union through representation on our Board and in committees. We have also made the governance process more transparent by re-opening our Board meetings to guests. None of these changes could have been made without ratification by our membership, and I would like to thank you for your ongoing support.

Guiding CNH on a day-to-day basis has been the responsibility of our Executive Directors. Grace Kingston, an 18-year CNH veteran and currently Director of Childcare Services, provided exceptional leadership as interim E.D. through the first half of 2008. In August, we welcomed Elizabeth Forestell to the helm of CNH. Elizabeth brought with her over two decades of senior leadership experience in the not-for-profit sector, and spent years as an active voice for people in need. We look forward to Elizabeth's capable and steady leadership in the years ahead.

As a final word, I would like to encourage members to help us to build the role of CNH in our community in two ways: First, by providing us with feedback. Ask us how you can get involved with a committee, or with advocacy, or with fundraising. Second, you can help by reaching out to the individuals and families who use the services of CNH, and who live in our neighbourhood, and encourage them to become members. This is your organization, and we need a diversity of engaged voices to ensure CNH plays a vital role in the future.

To share your thoughts on where CNH is going, and on how we can improve in future, I invite you to contact me at timhughes@hotmail.com.

Respectfully,

Tim Hughes, Chair

Executive Director's Report

CNH has had a year of checking our foundations and building our organization's ability to provide great services and programs to our community. While the Board of Directors build their capacity to govern the organization well, our staff worked with them on our fiscal stability, ending the year with a modest surplus. This came from initiatives that ranged from cutting heating costs to moving our Home Support services back to our home base – with the added bonus of day to day contact with our colleagues! Our Street Survivors program changed gears in July to provide support to the formerly homeless, helping them to rebuild their lives on their own terms wherever possible. Our Home Support program grew their range of services beginning late in the year, and continued building into 2009. Late in the year we began what was to be a long process of bringing our information technology systems up to date. Most of all, we all worked on building our presence in the community, reaching out to our friends and neighbours wherever they are, looking for more ways to provide the community programs and services people want.

On this foundation we look ahead to 2009 and the continuing expansion of our Home Support and community engagement programs, some administrative restructuring to make us more efficient, and continuing efforts to build relationships in our community. When I joined CNH in August, it was an organization on the go, under the able interim leadership of Grace Kingston and a new and energetic Board of directors. That energy makes everything possible, and I look forward to working this year with our Board, Staff, Union, Funders and Community to bring CNH's first hundred years to a spectacular peak!

Thanks to our members for your ongoing support. Please feel free to share your ideas and concerns about our work by emailing me at eforestell@cnh.on.ca.

Respectfully,

Elizabeth Forestell, Executive Director

CNH IS...

15 CONSCIENTIOUS BOARD MEMBERS

121 hard working staff members

407 dedicated volunteers

PROVIDING...

1500 family support visits

19,215 child care days

8960 volunteer hours

17,165 home support sessions

TO...

70 seniors safe at home

327 street survivors living life

1036 children and youth learning and playing

235 women speaking 5 languages

2613 workshop participants

53 stroke survivors making friends

110 children snug and safe in daycare

548 people with voicemail

5190 participants

Building Partnerships...

Housing and Community Support Services

During 2008 we built on existing relationships and forged new ones. Several established agencies within our catchment area came together to explore common initiatives and opportunities. In April, frontline staff and managers from Mid-Toronto Community Services, Dixon Hall and CNH came together to share information about their respective agencies. Short presentations were made that focused on different services offered by each agency. Armed with new knowledge, staff was better informed and able to make knowledgeable referrals to clients. The end result was better care and more effective service for our clients.

In the spring, an initiative was put forward by the Toronto Central LHIN. Thirty three Community Support Service agencies come together to develop a more effective navigation system for clients. The goal was to make it simple and easy to access the services and supports provided by each agency.

Early in the summer, Gerrard Resource Centre, a long-time partner agency and tenant of Central Neighbourhood House, announced that they had found alternate space and would be moving shortly. With the additional space available, an exciting opportunity presented itself for the Housing and Community Support Services programs. To fully utilize existing resources, a decision was made to move our programs back to the Main House.

Home Support, the Vulnerable Seniors Program, Street Survivors and Community Development organized, re-organized, purged, packed and moved at the end of August. The move was successful and the transition was smooth. Not since 1986 have all programs and services been together.

In the fall, another LHIN program started named Home At Last. This program provides early discharge planning for patients in hospitals throughout the city and was a perfect vehicle for a partnership between Mid-Toronto Community Services and Central Neighbourhood House. Supports such as transportation, Meals on Wheels, escorts and personal care were put into place to enable those with little or no supports to return home safely and comfortably.

With these new initiatives and our established programs we strive to build and strengthen the capacity of our clients, through increased independence, self-esteem and dignity.

Building Self Esteem...

Women's Program

Our Women's Program provides regular weekly workshops in 5 languages, with the help of peer facilitators, childcare workers and staff. Women have an opportunity to learn build their skills and confidence and make friends – a vital benefit for many women who are new to Toronto and to Canada. Language and job skill development and getting to know the city and child development issues are all shared in a friendly, culturally relevant environment.

Building Independence... *Street Survivors Program*

The new Street Survivors Program specializes in building permanent and stable home environments for program participants who were formerly homeless and street involved.

Funded by the Shelter, Housing and Administration Division, the Street Survivors Program takes its direction from, and works closely with, the Streets to Homes Program of the City of Toronto.

From the fall of 1998, Street Survivors provided outreach and support to people living outside. By accessing services we helped them in their transition from living rough on the streets to permanent housing. When transitional or permanent housing was secured, we provided beds, helped arrange delivery of furniture and other household items, and ensured that a solid foundation of support was created for them.

In July 2008, our Program changed from “outreach” to “follow-up”. Now, we receive referrals from Streets To Homes for people who have been recently housed. Together with these participants, we are building a program that helps them with their transition to stable living.

Using the Case Summary, and in consultation with the participant, we build a plan for domestic growth. Together we make sure the rent is paid, the relationship with the landlord remains cordial, and social assistance is informed of any changes in the participant’s status. In some cases, the housing is inadequate or the participant outgrows the space, so together we seek more suitable accommodation.

As we build a stable domestic life for our participants, we accept volunteers from among them to become Peer Support Volunteers. In this capacity, participants help in the delivery of the service to new program participants and to those who have continued with the program.



Building our Future... CNH Daycare



CNH Daycare has two sites, Ontario Daycare at 349 Ontario Street, and Winchester Daycare, at the Winchester School. We provide care for infants, toddlers and preschoolers. Here is a little taste of what has been happening at each of our programs:

The infant room spent the summer days enjoying water play and playing on the playground with the toddlers. We ventured out in our triple length strollers to Allan Gardens visiting animals and people around the neighbourhood. On the very hot days, the babies enjoyed relaxing on pillows with their bottles and taking part in daily art, gross motor, fine motor and cognitive activities.

Ashley, Reyna, Howard, Rosemary

The toddlers had fun this year learning through science activities including planting garlic and carrots. We observed pinecones, rocks, and grass to understand nature around us. We also have a fish that we fed and watched grow. Our drama centre was busy with the toddlers dressing up as firefighters to rescue people and doctors to do check-ups with patients. We had a pet store to learn about animals and a grocery store too!

Our daily activities involved the toddlers using different skills to assist in their development. These included sensory, creative, cognitive, social, and language activities. We loved going on the playground and sliding down the slide, riding bikes and chasing bubbles. We enjoy eating and have lots of nutritious and yummy meals throughout the day - breakfast, lunch and afternoon snack.

Snow & Wendy

The children in Preschool One had a great and exciting year. Some memorable activities were the all day trips we went on, family breakfasts, and the opening of the new Book Bank and the Public Library that we visited almost every week. We support and encourage all our children in reading and enjoying books like we do. Our parent socials were a great success and they also gave us a chance to chat and eat together. Along with the socials were workshops that included topics like Nutrition and Managing Stress for the parents to attend and there were lots of good reviews about them. Many thanks goes to all the volunteers and students who came into our room and learned with us throughout their time here. We are always busy in the Preschool room so if you want to come and take a look at what we do, just drop by and become a kid again =)

Amy & Roshnie

For Preschool Two 2008 was an interesting year with lots of things for the children to do. The children enjoyed the trips to the Zoo, Allan Gardens, and picnic lunches at the parks. Some of our children left us at the end of the summer to enter Grade 1 and we also welcomed new children to our Preschool 2 room. As the summer days became cooler and fall approached, the children were still able to have fun going to some neighbouring parks. Winter brought lots of snow and the children had fun making snowballs and snow angels. Our Holiday Party was a smashing success and we had a great turn out of families. It was a great year.

Susan & Sharon

Building Confidence and Knowledge... Tutoring Program



Recognizing that children do not always get enough one-on-one attention at school and that in many cases help is not readily available at home for them to excel in their studies, the CNH Tutoring Program was revived in September 2008 to overwhelming response.

After only three months in the tutoring program, 90% of parents reported a remarkable improvement in their child's self-esteem in relation to academics. 100% of parents reported a similar improvement in their child's interest in learning, in taking schoolwork seriously, and in having a positive attitude towards education. Within this short time period, parents also reported a 100% increase in the completion of homework and a 90% noticeable improvement in their child's grades.

The success of the program is attributed mainly to dedicated volunteers, who have selflessly volunteered a total of 134.5 hours since the program's beginning in September. Through benevolence, patience and enthusiasm, our tutors encourage and motivate young learners in their homework and academic pursuits.

Building positive social skills... Kidz Klub & Youth Programs

The 2008 year was an exciting time for participants of the Kidz Klub after school program. The program which offered a variety of daily activities including homework support, sports, arts and crafts and computer time, had 25 children attend everyday from 3:00pm to 6:00pm.

The children also took part in a few special events at CNH. They participated in the March Break Camp and the CNH Send a Kid to Camp Drive, which helped raise money to send local children to CNH's Summer Camp. The summer camp was a huge success full of fun and adventure for more than 30 children and a summer leadership program was also introduced for youth within the community.

As the end of summer approached, preparation began for the upcoming school year and another great year in the after school program. During that time, CNH introduced the tutoring program and welcomed 25 volunteer tutors who were matched one on one with children in the community. The Kidz Klub also held a special Halloween celebration featuring some Halloween treats and a spooky haunted house.

The end of the year for the Kidz Klub was wrapped up with a holiday party at CNH. Many children and their families came out to enjoy a nice dinner and presents for all the participants. Everyone had a great time and was eager to return after the holidays.

Building Friendships... *Adult Day Program for Stroke Survivors*

People join the Stroke Survivors Adult Day Program to build a new network of friends—friends who have experienced the same losses, who understand the same frustrations, and who have the same fears. As they make new friends, they rebuild their confidence in their social skills. The description of our 25 anniversary that follows beautifully illustrates how the participants have built new friendships.

Our biggest event in 2008 was our 25th anniversary party on July 5. When we started this program in 1983, a handful of stroke survivors from the neighbourhood met for an hour one day a week. Now 50 people from all over the city meet four days a week for 5.5 hours a day. When we started, we offered coffee and cookies; now we provide a full course meal. In the beginning, we talked about the challenges of having a stroke; now we provide an exercise program, intellectual stimulation, friendship, and enough laughs to last for days.

At the anniversary party, participants and family members feasted on wraps from our caterer and potato salad and coleslaw made by Program Assistant Sharon Allison. Program Worker Sofia Dias worked tirelessly to compile a collection of individual client photographs, which were hung on three walls of the gym. We specifically arranged them in chronological order (using the date and year when each participant joined the program) so that everyone could see the long-standing commitment that our participants make to the program. We're happy to report that Valmour Stewart has been coming the longest—since 1989!

Speeches were given by Robert Butler (ADP manager), Grace Kingston (Interim Executive Director), Philip Unrau (Operations Manager, Community Support Services), Joan Wright (former Director of Home Support Services and one of the founders of the program), and former Executive Director Danny Anckle. The party ended with the cutting of a large cake. Photos were taken throughout the event so that every attendee will have a permanent reminder of this wonderful event and the part that they played in making it happen.



Treasurer's Report

Central Neighbourhood House had great success over 2008 in reorganizing our finances and eliminating deficits that had existed in previous years. The work of interim Executive Director, Grace Kingston and our new Executive Director, Elizabeth Forestell was paramount in returning CNH to stable financial standing and improving our ability to grow financially moving forward.

Respectfully,

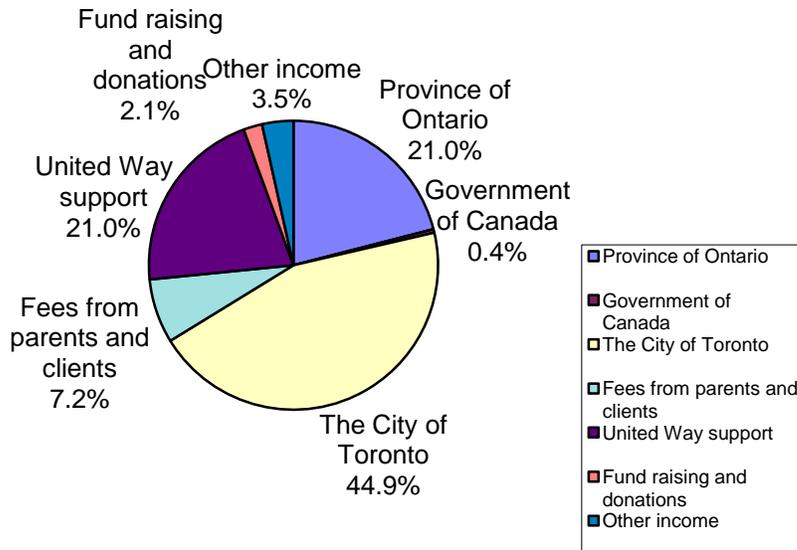
Craig Fortier, Treasurer

Central Neighborhood House Association EXCERPTED BALANCE SHEET

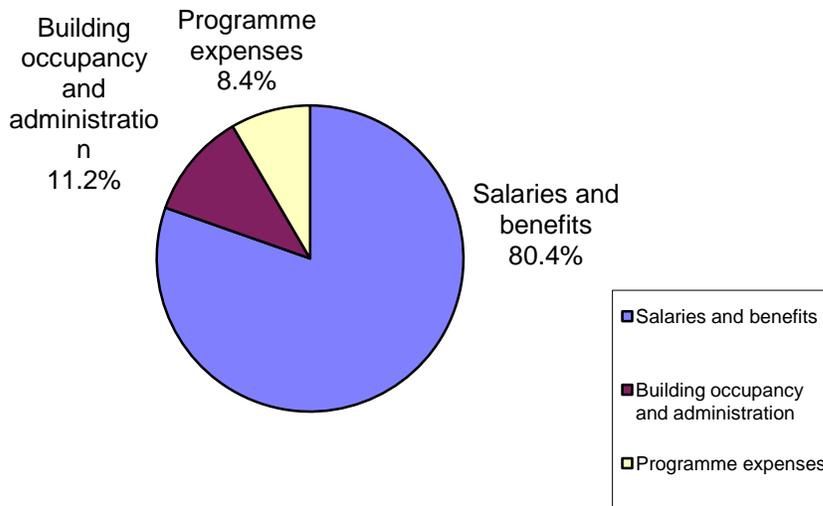
December 31	2008	2007
	\$	\$
ASSETS		
Current		
Cash and short-term deposits	441,729	363,095
Accounts receivable	76,118	163,030
Prepaid expenses	12,479	8,887
Due from related parties	<u>186,765</u>	<u>175,392</u>
	717,091	710,404
Capital assets	156,285	216,256
Day Care expansion investments	<u>339,308</u>	<u>330,446</u>
	<u>1,212,684</u>	<u>1,257,106</u>
LIABILITIES		
Current		
Accounts payable and accrued liabilities	164,647	179,782
Funds held in trust	1,680	911
Obligations for specific projects	60,242	105,702
Deferred capital funding	139,645	194,953
Due to related parties	<u>190,618</u>	<u>190,618</u>
	556,832	671,966
Day Care expansion funds held in trust	<u>339,308</u>	<u>330,446</u>
	<u>896,140</u>	<u>1,002,412</u>
NET ASSETS		
Invested in capital assets	16,640	21,303
Restricted for capital campaign fund	(5,052)	(5,052)
Unrestricted surplus - Programmes and administration	<u>304,956</u>	<u>238,443</u>
	<u>316,544</u>	<u>254,694</u>
	<u>1,212,684</u>	<u>1,257,106</u>

see accompanying note

Central Neighborhood House Association 2008 Revenue Sources



Central Neighborhood House Association 2008 Expense Distribution



Building Financial Stability... Donors and Funders

CNH gratefully acknowledges the contributions of all our program funders and individual donors.

Funders

United Way Toronto
City of Toronto
Province of Ontario
Government of Canada
The Trillium Foundation
Rainbow Foundation
Toronto Star Fresh Air Fund
CP24/CHUM Christmas Wish



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349 Ontario Street ♦ Toronto, Ontario
M5A 2V8
416-925-4363