



**ANNUAL REPORT 2013**  
**WORKING TOGETHER**



**NEIGHBOURHOOD LINK**  
SUPPORT SERVICES

# SERVICES AT A GLANCE

## SENIORS

### ADULT DAY PROGRAM

Promotes physical and emotional health for seniors.

### AKWASTI PROGRAM

Independence for the frail.

### CASE MANAGEMENT

Crisis intervention and support.

### CHINESE PROGRAMS

Recreational programs in Cantonese and Mandarin.

### CONGREGATE DINING

Home-cooked meals to promote well-being and social opportunities.

### FRIENDLY VISITING

Volunteers make visits to seniors.

### SECURITY CHECKS

Daily calls to seniors living on their own.

### SUPPORTIVE HOUSING

In-home assistance with personal care (i.e. laundry, bathing).

### TRANSPORTATION

Drives to medical and non-medical appointments.

### TRUE DAVIDSON MEALS ON WHEELS

Nutritious, affordable meals delivered by a team of volunteers.

## COMMUNITY

### ACTION FOR NEIGHBOURHOOD CHANGE

Works with residents to create strong, engaged communities.

### COMMUNITY DINNER

Home-cooked dinners for up to 100 guests weekly.

### FRIDAY FRIENDS

Outings for young adults with Down Syndrome.

### INCOME TAX CLINIC

Tax services for newcomers, seniors, youth and those with low income.

### PAID PROGRAM

Birth certificates, health cards and other ID for the homeless.

## CHILDREN & YOUTH

### KICK START DROP-IN CLUB

After school and summer program offering homework assistance, mentoring and leadership development.

### YOUTH OUTREACH WORKERS

Resources, initiatives, and community programs to help youth succeed.

## HOUSING

### CECELIA MURPHY BUILDING

174-unit independent living with personal support offered 8am-8pm for seniors.

### COMMUNITY LINK HOUSE

25-unit transitional housing for seniors who were previously marginally housed.

### JEAN DUDLEY HOUSE

10-bedroom assisted living for frail elderly.

### NORM HOUGHTON COMPLEX

106-unit complex for independent seniors and families.

## NEWCOMERS

### NEW KNOWLEDGE, NEW SKILLS

Six-week program with a focus on job-search for newcomers.

### NEWCOMER SUPPORT

Assists with integration into Canada.

## EMPLOYMENT

### EMPLOYMENT COUNSELLING

One-on-one counselling on training programs and workshops.

### EMPLOYMENT WORKSHOPS

Coaching in office software, resume writing and hidden job market.

### CAREER EXPLORATION

Program to investigate different career options.

### JOB DEVELOPMENT

Community partnerships and liaison with employers to integrate clients into workforce.

### PRE-EMPLOYMENT PROGRAMS

Job-search preparation.

### RESOURCE & INFORMATION AREA

Job-search library and access to internet, photocopying and resources.

## A MESSAGE FROM THE EXECUTIVE DIRECTOR AND CHAIR

Last year, Neighbourhood Link responded to the needs of 11,820 clients in the Beaches/East Toronto community.

None of our accomplishments would have been possible without the support of our 100 staff members, 540 volunteers and over 50 partnerships with colleague agencies.

In collaboration with our partners we are able to continue our legacy of providing practical assistance in new and inspiring ways to meet our clients' individual needs and respect their preferences. Through a broad range of programs and services we are committed to helping seniors live independently, homeless and marginalized people get off the streets, children and youth enjoy Kick Start after school program, newcomers acculturate to Canada and job-seekers find meaningful employment. Thanks to our merger with True Davidson Meals on Wheels we are now able to provide a much needed service delivering tasty, nutritious meals to residents living south of the Danforth. We now have a complete offering of services that allow seniors to live on their own as long as possible with independence and dignity.

We would also like to recognize the generosity of our private donors. Because of you our seniors have a new ride. Thank you for your support.

As we look to the future, Neighbourhood Link will continue to build on our relationships to sustain our energy and equip our staff and volunteers with the resources to maximize the positive impact our programs and services have on the Beaches/East Toronto neighbourhoods.



A handwritten signature in black ink that reads "Mary McGowan".

Mary McGowan  
Executive Director  
Neighbourhood Link  
Support Services

A handwritten signature in black ink that reads "Mary Christie".

Mary Christie  
Chair  
Neighbourhood Link  
Support Services





# OUR SENIORS

## BUILDING PARTNERSHIPS

### PARTNERSHIPS

This past year as we continued to reach out to the Beaches/East Toronto Community we have been really pleased to be able to enhance our existing partnerships as well as begin to build new partnerships with other senior service agencies and health care providers.

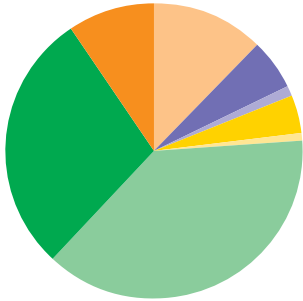
We received over 340 new referrals for seniors needing support. These referrals came from caregivers, family doctors, hospitals and seniors themselves. Each one of these 340 plus individuals received an intake and then got connected to the programs they need.

Our Community Transportation Program provided over 12,000 drives to and from medical and other essential appointments. They are helping to ensure that seniors were able to safely and affordably get around the city.

Our Supportive Housing sites provided personal care services to over 290 individuals. Daily help with showering, bathing, laundry, meal preparation and light housekeeping allowed those seniors to remain living independently and with dignity in their homes.

Last year our staff provided ongoing support with in-home or telephone visits to over 2,200 seniors. We assisted them by helping to coordinate doctors' appointments, advocated on their behalf with landlords, provided daily telephone security checks to ensure high risk seniors living alone were safe, helped to get seniors connected to appropriate community supports when necessary, escorted seniors home from hospital and helped with the day to day practical tasks necessary to maintain a home.

On a lighter note, our Social and Congregate Dining programs grew a whopping 33% over the previous year! We served hot, nutritious meals to over 925 seniors, including special dinners for the Holidays, Thanksgiving, and birthdays!



# NEIGHBOURHOOD LINK SUPPORT SERVICES

## FINANCIAL SUMMARY

JANUARY 1, 2013 – DECEMBER 31, 2013

### INCOME

Province of Ontario  
City Of Toronto  
United Way  
Government of Canada  
RBC Foundation  
George Weston Foundation  
Other

	2013	2012
Province of Ontario	4,343,730	4,282,321
City Of Toronto	974,668	949,764
United Way	403,186	419,392
Government of Canada	341,389	250,980
RBC Foundation	40,000	
George Weston Foundation	15,000	
Other	596,779	563,700

### Total Income

**6,714,752**      **6,466,157**

### EXPENDITURES

Expenses  
Wages/Benefits  
Rent and Property Expense  
Purchase of Service/Admin  
One -Time Expense  
Insurance  
Other

Expenses		
Wages/Benefits	5,551,096	5,302,477
Rent and Property Expense	441,661	443,329
Purchase of Service/Admin	86,843	120,714
One -Time Expense	17,451	15,310
Insurance	39,161	44,602
Other	563,564	512,807

### Total Expense

**6,699,776**      **6,439,239**

### (Deficiency)

Excess of Income over Expenditures

**14,976**      **26,918**

# NEIGHBOURHOOD LINK HOMES

## FINANCIAL SUMMARY

JANUARY 1, 2013 – DECEMBER 31, 2013

<b>INCOME</b>	<b>2013</b>	<b>2012</b>
Rental Income	2,076,801	2,082,784
City of Toronto	2,791,122	2,740,713
Other	62,852	
Non-Shelter		
<b>Total Income</b>	<b>4,930,775</b>	<b>4,823,497</b>
<b>EXPENDITURES</b>		
Repairs and Maintenance	752,791	654,739
Utilities	617,863	604,851
Insurance	56,080	69,750
Donations	150,000	
Administration	306,636	286,867
Mortgage Interest	1,270,307	1,342,358
Depreciation	1,136,383	1,075,294
Property Taxes	437,647	439,629
Reserve for Major Repairs	188,421	185,719
<b>Total Expenses</b>	<b>4,916,128</b>	<b>4,659,207</b>
<b>(Deficiency)</b>		
<b>Excess of Income over Expenditures</b>	<b>14,647</b>	<b>164,290</b>







# DONORS AND VOLUNTEERS

## NEIGHBOURS HELPING NEIGHBOURS

### DONORS

Last fall we asked the community and our donors to help us replace one of our aging vans and the response was exceptional. As a result of this support a 2014 Dodge Caravan was purchased.

Seniors can continue to access affordable and practical door-to-door transportation; a perfect alternative to public transit or taxis. In 2013 Neighbourhood Link's vans provided 13,770 trips to places such as the podiatrist, the optometrist, cancer clinics, family visits, the Adult Day Program or to the mall. More than just a ride from point A to point B, the service allowed 695 clients to retain their independence. The ride provides easy access to programs and allows seniors to remain in their own homes much longer.

Olive who is 102 years old uses the Neighbourhood Link van three times a week. On Monday she joins a group of friends to play cards, on Wednesday she volunteers at the Toronto East General Hospital and on Friday she joins her friends for lunch. Olive says, "I hope all those who helped with a donation towards the new van know how important it is for me to be able to call Shelly and book a ride. It would be nearly impossible for me to get around without the 'Senior Link Limo' which takes me to the things I like to do. From the bottom of my heart, I say thank you."

### VOLUNTEERS

With the help of over 540 volunteers Neighbourhood Link is able to provide valuable and much needed services to the Beaches/East Toronto community.

Free income tax services were provided by volunteers to 457 clients who received assistance in filing their basic tax returns.

Over 300 volunteers helped with newcomer support which assists newcomers with integration into Canadian society. Activities are program based including English conversation circle, computer training, navigation of government services and the promotion of health and wellness.

Every Thursday members of the community are invited to 10 Gower Street for a free nutritional home-cooked meal. Up to 100 guests are fed weekly thanks to a core group of 8–10 volunteers each and every week.

A wide range of activities for seniors are delivered in Cantonese and Mandarin including recreational games, monthly luncheons, music, art classes, day trips and celebrations for special events designed by and for the Chinese-speaking community. These programs are vibrant and enriched because of the many Cantonese and Mandarin volunteers who assist every activity day.



# EMPLOYMENT SERVICES

## TEAMWORK IN ACTION

### RESOURCE & INFORMATION CENTRE

The R & I Centre provides job seekers, newcomers, apprentices, students, employers and communities with the assistance necessary to build career pathways and to create an educated and highly skilled workforce. Funded by Employment Ontario, the Resource and Information Centre offers access to computers, on-line resources, newspapers, digital documentation, fax machines, job postings, printed materials and a series of practical workshops.

### NEW KNOWLEDGE, NEW STEPS

Funded by the City of Toronto, New Knowledge, New Steps is a six-week pre-employment program for newcomers to assist them in addressing barriers to employment that may interfere with their transition into the Canadian labour market. For each client an individual actions plan based on job-search needs is developed. Participants engage in field trips, resume writing, job interview preparation and professional networking workshops while learning about labour market trends and the Canadian business culture.

### MOVING FORWARD

Funded by the City of Toronto, the Moving Forward program is an eight week pre-employment and workplace training program for adults with mental health barriers to employment. It is offered in partnership with the Centre for Addiction and Mental Health (CAMH). Over the eight-week period, the program offers two weeks of career exploration, one week of basic computer search skills, two weeks of job searching skills, three weeks of workplace success strategies, and one-on-one counselling support.

### YOUTH WORKS

The Youth Works program is a twelve week paid pre-employment initiative funded by Service Canada. It is directed to young men and women who are out of school, out of work, lack post-secondary education, and are looking for employment. During the first four weeks of the program, clients participate in a variety of workshops such as job search, life skills, resume and cover letter writing as well as interview skills. For the remaining eight weeks, youth are in paid employment. Youth also receive one-on-one support, advocacy in obtaining a two month work placement, WHIMIS, CPR and FIRST AID certifications.

### ASSISTED EMPLOYMENT SERVICES

Employment Ontario funds this ONE-ON-ONE employment case managed counselling program. Working with an employment counsellor, individuals are able to assess, via a personalized service plan, their career options and develop the job search skills needed to start working for the first time or to return to a sustainable career. Assisted service participants can attend career exploration workshops, labour market seminars, resume building clinics, personalized job search coaching sessions and computer classes. They will also be able to access other Employment Ontario resources such as Second Career, Self-Employment Benefits Program, Youth Employment Fund (YEF) and Apprenticeship opportunities.

“COMING TOGETHER IS A BEGINNING;  
KEEPING TOGETHER IS PROGRESS;  
WORKING TOGETHER IS SUCCESS.”

– HENRY FORD

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**NEIGHBOURHOOD LINK**  
SUPPORT SERVICES

INDEPENDENCE. DIGNITY. COMMUNITY.