

The Opportunity Report



WoodGreen Community Services
Annual Report 2009-2010



Opportunity made here.

WoodGreen's Strategic Plan Objectives – Year 1 Progress

In 2009, WoodGreen's Board of Directors and staff developed a new 5-year strategic plan focused on becoming a leader in social innovation. Our progress on the main objectives of the plan includes:

Objective: Create a Culture of Innovation

WoodGreen will develop a more innovative and creative organizational culture, whereby all staff are empowered to share information and ideas, collaborate and help implement changes that improve the service quality, effectiveness and efficiency of our programs and internal processes.

Progress:

- WoodGreen is developing an organizational approach for innovative idea submissions from staff to leverage our internal expertise and encourage innovation across the organization.
- WoodGreen has improved internal processes by implementing a new, electronic payroll system saving the organization significant costs and time.

Objective: Develop Better Solutions

WoodGreen will expand its research capability and develop partnerships with educational institutions and other organizations to strengthen our knowledge resources. This will better enable us to identify trends affecting Toronto, explore emerging social issues, evaluate program results, develop new models and implement the most effective solutions. These research activities will be closely linked to front-line service delivery.

Progress:

- Through its Local Immigration Partnership, WoodGreen is working with local community agencies, schools, health centres and grassroots groups to ensure newcomers find the services they need in our community.
- WoodGreen's First Step to Home opened its doors in March 2010, combining safe affordable housing with on-site health services and wrap-around supports.

Objective: Maximize Community Benefit

WoodGreen will maximize community benefit by developing partnerships to share information and replicate our best practices. We will also use our knowledge and proven solutions to foster discussion on current issues and influence public policy.

Progress:

- WoodGreen has been funded by The Ontario Trillium Foundation to replicate our award-winning Homeward Bound program in Peel Region, and create a 'how to' toolkit for distribution across Ontario. WoodGreen's Homeward Bound will be available to many more vulnerable women and their children across the Province as a result.

WoodGreen Board Of Directors

Elizabeth Forster, Angelina Vaz, Jasmine Tehara, Valerie Mah, Brian Smith, Betty Augaitis, Chair, David Sin, Sue Graham Nutter, Amy CharlesChiu, Karen Malone, Maureen Helt

*Far Right:
Diana Alli and Thomas Hofmann, Vice Chair*

*Missing:
Dr. Catherine Chalin, Mary Johnstone,
Mike Macdonald*



Message from the President and Chair

WoodGreen makes opportunity. We recognize potential. We create possibilities by providing our clients with viable options.

We provide first chances. We offer second chances. When opportunity is made, life is never the same.

We make opportunities for parents to go to work through our top-notch child care centres. We support seniors to age with dignity in their own homes. We help newcomers settle into Canadian life. WoodGreen gives families and individuals access to safe, affordable housing. We assist people in finding meaningful job opportunities and allow at-risk children and youth to excel through cultural, recreational and academic programming.

During the economic downturn of the last year, WoodGreen responded with new employment and immigrant settlement programs for those who were hardest hit. In July 2009, WoodGreen broke ground on Phase 2 of Homeward Bound – a new 44-unit residence that will provide opportunities for even more single mothers to transition out of poverty. We added more affordable housing to our roster with First Step to Home, which opened its doors to 28 homeless seniors in March 2010 and the organization was recently named an Affordable Housing Champion by the City of Toronto. One of WoodGreen's 8 child care sites, the Bruce/WoodGreen Early Learning Centre, served as the model for the Province's new full day Kindergarten initiative.

2009 also marked the launch of The WoodGreen Foundation, the fundraising arm of the organization. Later in the Report, the Foundation's Chair will highlight how philanthropy is making things happen at WoodGreen.

WoodGreen started as one neighbourhood centre in Toronto's east end back in 1937. Today, WoodGreen has grown to span 24 locations with over 500 staff and a thousand volunteers serving more than 37,000 people every year. Our dedicated staff and volunteers continue to work determinedly, delivering some of the most innovative social service programs in the city. Without them none of our many accomplishments could have been realized.

It's been a busy year, as we continue to ensure people get connected to the opportunities they need. We invite you to read on, and see how opportunity is made at WoodGreen for thousands of people, thousands of times a day.



Brian F.C. Smith



Betty Augaitis



"WoodGreen's Board of Directors is working hard to ensure Toronto is a place where everyone has the opportunity to thrive."

– Brian F.C. Smith, President & CEO

– Betty Augaitis, Board Chair

A photograph of a city street scene. In the foreground, a red and white bus is moving from left to right, slightly blurred. A black motorcycle is parked on the sidewalk in the lower left. A modern, multi-story brick building with large windows is the central focus. To its right is an older brick building with a red door. The scene is set on a sunny day with trees and shadows on the street.

There are **5,000** male seniors living on the streets of Toronto.

With extensive renovations now complete, residents – previously homeless seniors – began moving in to First Step to Home in March, **2010**.

1,000 people live in WoodGreen's **9** affordable housing sites.

Opportunity Rebuilds Lives

Kelly Glover is putting the pieces of his fractured life back together.

His opportunity came when he was handed the key to his bachelor unit at WoodGreen Community Services' **First Step to Home** at the renovated Edwin Hotel at 650 Queen St. East.

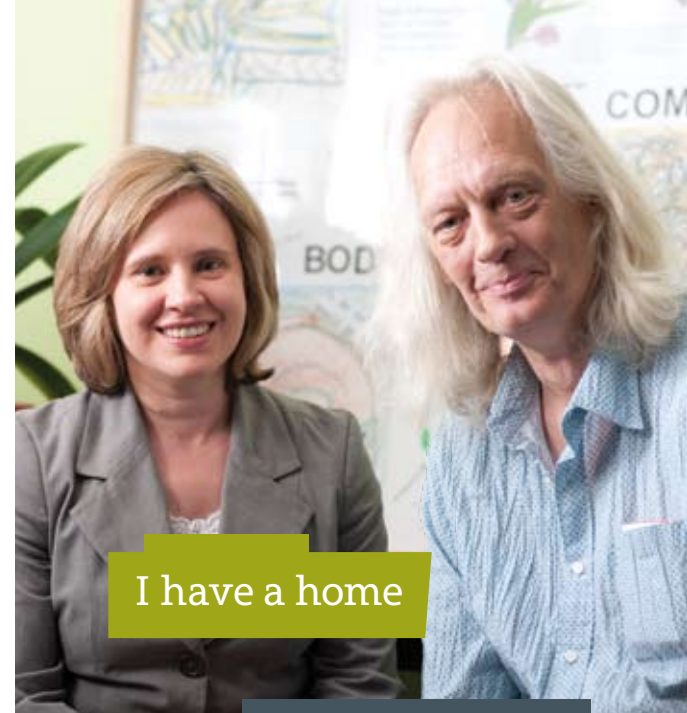
The newly opened building, which accommodates 28 homeless seniors in self-contained units, did more than put a much-needed roof over 55-year-old Kelly's head. "Five and a half years staying in shelters. That's very, very tough," Kelly said. "I had two heart attacks last year and both of them were severe. My doctor is very pleased with the changes in my health in the last five, six weeks since I've moved in here. Things are looking a lot better for me. I'm getting proper rest. I'm eating more regularly."

The unique combination of safe and affordable housing, health services and a range of other on-site supports are transforming the lives of homeless male seniors, who have endured many hard years on the streets of Toronto. "More and more folks have been living on the streets for longer and longer. So, essentially they're aging on the streets," said Rima Zavys, WoodGreen's Director of Homelessness and Housing Help, Mental Health & Developmental Services. "It became a priority to ensure access to homeless seniors. But doing it in a way that we were providing an innovative form of transitional housing," Rima said.

First Step to Home offers a holistic alternative to life on the street. The residence is staffed 24 hours. Security is a high priority to protect vulnerable seniors who were often preyed upon on the streets. Home support workers help with laundry, cooking and cleaning units. A caseworker supports each resident in developing a plan to respond to his individual issues and challenges. Residents move in seeking stability, safety, to reclaim or discover a sense of self-worth. Everyone has a story.

"I had my own import/export business. I owned a beautiful home. My kids went to private schools," Kelly said. At the height of his success, Kelly developed a drug addiction that cost him everything – his comfortable life, his relationship with his two children and his home. Kelly ended up living on the street. "I lost my business, lost the respect of my friends and co-workers. I didn't see my children for seven years. I've missed a lot." Moving into to a First Step to Home unit has given him a base from which he hopes to rebuild his health and try and regain a relationship with his 20 and 15-year old sons, who he reconnected with around the same time he moved in.

"I'm very thankful to be here. Now it's up to me to put all the pieces together."




I have a home

"When you get your own place, you can rest. That's the number one thing I couldn't do staying in a shelter. You're forced to spend your days outside, whether it's a nice day or not." *Kelly Glover*

Photo:

Rima Zavys, WoodGreen's Director of Homelessness and Housing Help, Mental Health & Developmental Services

Kelly Glover, First Step to Home Resident

A vibrant city street scene with tall buildings on the left, lush green trees on the right, and a busy road with cars and a bus in the foreground. The sky is clear and blue.

The Homeward Bound residence opened in 2004 and currently houses **32** families in two and three bedroom apartments.

Phase two of Homeward Bound will house an additional **44** families starting in January 2011.

The onsite child care centre at Homeward Bound is one of **8** WoodGreen operates.

Overcoming barriers

Helen was living in fear. Not knowing how she would protect herself or her young daughter from her physically abusive partner.

“You’re not sure what’s going to happen at any given moment. Am I going to get hit tonight? Am I going to live tonight? Will I be able to see tomorrow?”

After a particularly volatile attack, Helen fled her suburban home with her young daughter and went to a shelter. It was there that Helen learned about WoodGreen’s Homeward Bound. Unique in Canada, Homeward Bound is a holistic, 4-year program created to get single mothers out of poverty and in to careers that pay wages high enough to support their family. Thanks to the generosity of donors including Ed and Fran Clark, Homeward Bound brings together many supports under one roof: affordable housing with on-site, extended hours child care, access to a tuition-paid college education, training and academic upgrading.

“I couldn’t believe that someone would be willing to pay for me to go to school and provide child care and all the other supports and for me to actually get a job afterwards. It seemed like it was too good to be true,” Helen said. But since 2004, the Homeward Bound program has provided this breadth of extensive support to 72 single mothers to build healthy sustainable lives. Nearly four years ago, Helen and her daughter moved into a two-bedroom unit at the Homeward Bound campus. Homeward Bound offered academic upgrading, life-skills and financial counselling, before paying for Helen to attend Seneca College for a computer networking and technical support program. During her studies, the program arranged an internship, where Helen received relevant work experience. “Most of our women faced a lot of difficult issues before they came here. We remove the barriers, provide them with the supports, and then they do the hard work,” said Pauline Hockenstein, Director of Homeward Bound and Neighbourhood Programs at WoodGreen.

Helen graduated from college with honours last December in an emotional ceremony. “For me it really was about becoming that person I always thought I could have been, but never knew how to be.” In May, Helen started her new job as an IT professional at a major computer firm. Homeward Bound participants are linked with internships and jobs through a dynamic partnership with participating employers – spearheaded by TD Bank – known as the Industry Council. Homeward Bound can currently accommodate 32 families. In July 2009, WoodGreen broke ground phase two of the program – a 44-unit residence opening in January 2011. The Ontario Trillium Foundation has funded WoodGreen to set up a replication in Peel Region based on the Homeward Bound model. A college education, a decent job, affordable housing and child care are the vital combination that the program provides to women in need, Helen said. “Without these things in place it’s very difficult to take care of your family without entering the system on a revolving door basis. It’s about self-sufficiency and that’s what Homeward Bound provides to single mothers.”



“This program has made things that I couldn’t even have fathomed happen for me. It has opened doors for me and made opportunities possible.” *Helen*

Photo:

Helen, Homeward Bound Graduate

Pauline Hockenstein, WoodGreen’s Director of Homeward Bound and Neighbourhood Programs.

**Helen’s name has been changed for her protection*



We serve **8,075** newcomers to Canada at **2** WoodGreen Immigrant Services locations and **14** satellite offices.

WoodGreen operates three employment sites offering employment solutions to more than **9,000** people.

Staff at WoodGreen speak a combined **25** languages.

Empowering Youth

Sadiyah Patel often struggled in silence with her school work – scared to put up her hand in class to ask a question. “I was really afraid to ask if I needed help.”

Now a year later in middle school, the 12-year-old’s grades have improved and she readily speaks up. “I’m a lot more confident and I ask teachers questions more easily now.”

The dramatic change began when Sadiyah was given the opportunity to take part in an innovative WoodGreen program called Sisters in Action that caters to Muslim girls and young women 12 to 25 years of age. In the program, high school and university aged volunteers tutor and mentor younger girls and some boys as well. Although providing academic support to neighbourhood youngsters is a focus the program, it’s just one aspect of an experience that empowers participants. The program offers opportunities to build confidence and leadership skills. Girls are encouraged to take initiative and discover possibilities in themselves. All this is achieved in an environment that is culturally safe and comfortable.

“Muslim girls have been a hard to reach group. WoodGreen connected with the local mosque and the community and gained their trust that we were delivering a culturally sensitive program,” said Shaida Addetia, Manager of Settlement Services at WoodGreen. Launched two years ago, the program expanded this year with as many as 80 children participating. “We see this program as a safe entry point for these young Muslim women into WoodGreen. The hope over time is to integrate the group into using other services,” Shaida said. “We want to engage these young women into looking at what is available to them in the wider Canadian society.”

Just about every Saturday morning Sadiyah attends Sisters in Action. There she and other girls are tutored by Muslim young women they affectionately call ‘older sisters’. “Science was my worst enemy. The sisters here started tutoring me and gave me tips. I was more comfortable asking for help,” Sadiyah said. “I’ve improved a lot. My marks are much better.” The program has made learning fun for her with many hands on activities, like a science fair. But Sadiyah said her most memorable events are the speakers and workshops, which program participants have helped to organize. Participants put together a celebration for International Women’s Day and invited members of the community to attend. “I want to build their confidence, for them to discover their hidden talents and to know they have opportunities. This is a safe place for them to do this,” said Shireen Ahmed, who oversees the program and works closely with participants.

Sadiyah was one of the girls who stood up before an audience for the first time and delivered a speech for International Women’s Day. “I’m not really afraid of doing presentations anymore,” she said proudly.



I am confident

“If you try hard you can always accomplish more than you think.”

Sadiyah Patel

Photo:

Shireen Ahmed, WoodGreen Settlement Counsellor

Sadiyah Patel, Sisters in Action participant



WoodGreen's Meals on Wheels delivers **41,000** nutritious meals to seniors in the community each year.

5 WoodGreen supportive housing sites offer residents access to **24**-hour personal support and homemaking services.

2 brand new WoodGreen buses transport seniors to personal appointments and programs each day.

Strengthening Supports

"It was just like darkness because I didn't know anybody." Abebe Negash, 70, vividly recalls how isolated and lost he felt after immigrating to Toronto from Ethiopia three years ago.

"I didn't know Toronto. I didn't know the culture and it was very difficult for me," Abebe said. He was living alone and having a hard time adjusting to his adopted country.

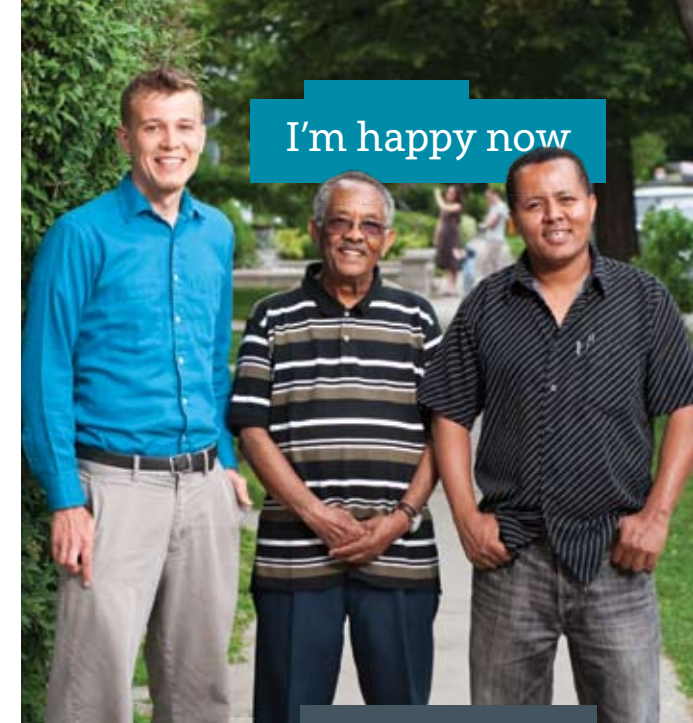
Then two years ago, he began getting regular home visits from volunteers with the Ethiopian Association in the Greater Toronto Area and Surrounding Regions. Through a partnership with WoodGreen, grassroots organizations like the Ethiopian Association were able to expand their outreach to more vulnerable seniors this year. WoodGreen's Outreach to Vulnerable and Diverse Seniors program provided support to 12 distinct groups to assist seniors in living independently in their homes and communities. The program creates opportunities for groups to make a real difference in the lives of many seniors. Abebe said his life changed dramatically for the better once he connected with the Ethiopian Association and volunteers began assisting him at home.

"It was like seeing the light. They clean my house. They go shopping for me. But it's so much more," Abebe said. "I was very, very happy after I started getting help from the volunteers."

By collaborating with partner groups, WoodGreen is strengthening community links to build greater opportunities to support seniors in a culturally sensitive way, said Stephen Vanderherberg, WoodGreen's Manager of Community Engagement. "Connecting with these grassroots groups is essential to broadening outreach services to seniors in need," Stephen explained. "The groups are volunteer driven. We're leveraging these informal community supports so more people can get the help they need."

The support from WoodGreen allowed the Ethiopian Association to provide services to 140 seniors, including in-home assistance, workshops and social and wellness activities, said Moges Yalew, who is with the association. "We know how to reach isolated seniors in our community. WoodGreen's support helps us to reach even more," Moges said.

More than 1,700 seniors were provided with services through the program funded by the Toronto Central LHIN. Priority was given to supporting groups working with seniors in neighbourhoods experiencing growing levels of poverty and that focus on outreach to recent immigrant populations facing language and cultural barriers. "WoodGreen is creating opportunities to help diverse communities better serve the needs of their most vulnerable members," Stephen said.



*"If I didn't get this help,
I would be lost."*

Abebe Negash

Photo:

*Stephen Vanderherberg, Manager of Community
Engagement*

Abebe Negash

*Moges Yalew, Ethiopian Association in Greater
Toronto & Surrounding Regions*

Financials

WOODGREEN COMMUNITY SERVICES

CONDENSED STATEMENT OF REVENUE AND EXPENSES

2009-2010 FISCAL YEAR

	2010	2009
	\$	\$
REVENUE		
Government of Canada	3,898,164	4,881,062
Government of Ontario	11,735,335	8,092,159
City of Toronto	5,747,029	6,091,549
Fees for service Individuals	3,828,138	3,297,886
United Way	679,572	842,234
Investment income	8,524	33,665
Fundraising & productive enterprises *	491,764	947,189
Amortization of deferred capital contributions	141,028	161,927
Service contracts and other	1,653,045	1,603,418
Total	28,182,599	25,951,089
EXPENSES		
Salaries and benefits	19,593,324	18,046,894
Purchase of services	1,269,097	956,894
Building occupancy	2,818,182	2,822,463
Programs, food & transportation	2,084,243	1,968,453
Training subsidies	1,105,383	919,792
Office, loan interest, and general	640,673	624,611
Promotion and publicity	172,573	113,871
Amortization of capital assets	405,325	422,468
Total	28,088,800	25,875,446
Excess of revenue over expenses	93,799	75,643

* Includes \$95,266 in donations from the WoodGreen Foundation

THE WOODGREEN FOUNDATION

CONDENSED STATEMENT OF REVENUE AND EXPENSES – 2009-2010 FISCAL YEAR

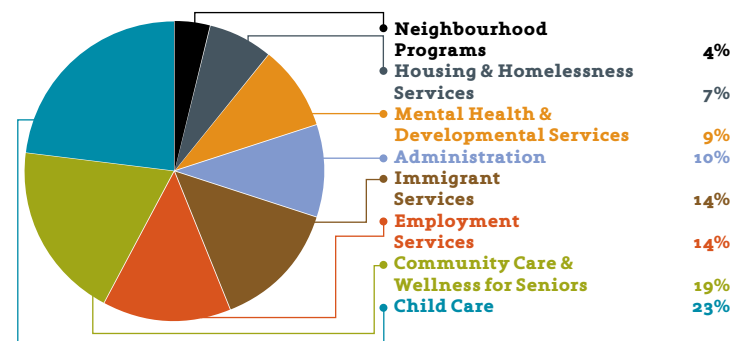
THE
WOODGREEN
FOUNDATION



	2010
	\$
REVENUE	
Donations	397,107
Special events	101,691
Investment income	223
Total	499,021
EXPENSES	
Fundraising & special events	62,798
Administrative	101,343
Amortization of capital assets	1,422
Total	165,563
Excess of revenue over expenses before donations	333,458
Donations to WoodGreen Community Services	95,266
Excess of revenue over expenses	238,192

WOODGREEN COMMUNITY SERVICES

EXPENSES BY PROGRAM GROUP – 2009-2010 FISCAL YEAR



Message from the Chair of The WoodGreen Foundation



Michael Worb

WoodGreen donors create opportunities to bring innovative, holistic programs to life.

Without the generous donors listed on the following pages, WoodGreen could not deliver the award winning programs that raise the bar in social service delivery.

Your donation to The WoodGreen Foundation helps a parent find a good job, a child flourish and grow no matter the obstacles they face, a homeless senior move into a warm, safe home, and so much more.

Gifts from WoodGreen donors support the most vital needs of the 37,000 people WoodGreen helps each year. Homeward Bound donors support tuition, psychotherapy, after school care and many other important programs so that single mothers like Helen, who was featured earlier in the Report, can move away from abuse and poverty and into successful careers. In fact, Toronto Star columnist Carol Goar wrote about Homeward Bound recently, calling it “one of Toronto’s lesser-known miracles.”

First Step to Home supporters make possible critical food programs for homeless and vulnerable people, as well as 24 hour staffing to ensure seniors who live there are safe within their homes. First Step to Home residents are previously homeless seniors who arrived at WoodGreen with only the clothes on their backs. Thanks to the generosity of WoodGreen donors, the seniors moved in to fully furnished bachelor apartments complete with household essentials like plates, cutlery, blankets, toiletries and more. First Step to Home is so innovative and unique it was recently featured on a Global News episode of Making a Difference with Susan Hay. Our donors support a host of other crucial programs and services, so that WoodGreen can make lasting opportunities for individuals and families to have a better life. Through philanthropy, WoodGreen is bringing individuals and private sector partners together with new ideas, and building a sustainable future for our work and the people we serve.

The WoodGreen Foundation launched on April 1, 2009 to support WoodGreen’s vital services and strengthen the organization’s work in social innovation, and our first year in operation has been a resounding success thanks to the incredible generosity of our donors.

On behalf of The WoodGreen Foundation Board of Directors and staff, thank you for making opportunities happen every day.



“Through philanthropy, WoodGreen is bringing individuals and private sector partners together with new ideas, and building a sustainable future for our work and the people we serve.”

*Michael Worb, Chair,
The WoodGreen Foundation*

Thank You for Making Thousands of Opportunities!

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Special thanks to our donors who made a contribution to WoodGreen between April 1, 2009 and March 31, 2010

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Danielle Oaks
Maxeen Paablo
Ingrid Petkos
Lori Reid
Brad Ruelens
Kristina Santone
Stephen Scharper
Katie Scinski
Sandra Sears
Yunjeong Seong
Marian Shull
Glen Simpson
Carol Sliverstein
Gwen Smith
Hal Smith
Lori Smith
Manuel Sousa
Julie Taylor
Kim Taylor
Susan Taylor
Sean Tiley
Louise Tosoni
Nitassa Uppai
Shomit Vaid
Angelina M. Vaz
Barbara Warner
Janice Warren
Patrick Weir
Robert Wilson
Cathy Winter

Donations in Kind – Organizations

The Albany Club
AON – National Operations Centre
The Bay on Bloor
BMO Financial Group
Bullet Digital / TAPS Magazine
Canadian Tire – Lakeshore
Canadian Tire Corporation
Chester Creek
Cole Engineering Group Limited

College of Occupational Therapists
of Ontario
Compugen Finance Inc.
Counsel – Family Issues
CP24 CHUM Christmas Wish
Flamingo Graphics Inc.
GAP Baby #4276 (GAP Inc.)
Gap Canada #4276
The Gap Foundation
Gap Inc. Store # 9834
Gap Promenade
General Hospital
Greektown on the Danforth BIA
HealthForceOntario Marketing and
Recruitment Agency
Hewitt Associates, Learning
Administration
Holt Renfrew
IBM Canada Ltd.
Intact Financial Corporation
Janssen-Ortho Inc. – Medical and
Government Affairs
Krista Slack and Aylett Inc.
Leafs TV, Raptors NBA TV + GoLTV Canada
Mackenzie Financial Corporation
Ministry of Energy and Infrastructure
Nabet 700 CEP
Nurses of 7B at the Hopital for Sick
Children
Old Navy Store #5452
Oliver and Bonacini Events
Research in Motion
Rimrock Corporation
Riverdale Collegiate Institute
Robert Half Canada Inc.
Robert Half International
Rogers Cable Communications Inc.
Royal Bank of Canada
Scotiabank
Spearhead Toronto
Skadden, Arps, Slate, Meagher and Flom
LLP
Sun Life Financial
TD Canada Trust
TD Insurance
Three's Company Catering
Toronto Beach Rotary
Tridel Corporation
United Way Toronto
Vita Integrative Health Clinic
Winners/Homesense
Women's College Hospital Foundation
WoodGreen Community Services
WoodGreen – Debbie Yeung Child Care
WoodGreen – Employment Resource Centre
WoodGreen – Woodfield ChildCare
Treasure Island Toys

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A special thank you to our supporters for helping us raise over \$100,000!

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Toronto Police Association
Upper Canada Specialty Hardware
Water and Earth Science Associates
Weigh House Investor Services

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Vichy
Wellington Brewery

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Bentall Limited Partnership
Durno and Shea
DSM Management Inc.
Escar Entertainment
Thomas Hofmann
Elizabeth Forester
Ron Luciano
NILI
Angelina Vaz

Donations in Kind – Individuals

Alex Baniczky
Beth Bennett
Joan Beckett
Stephen Grant
Mike Read
Kevin Sylvester
Michael Worb

Donations in Kind – Organizations

The Academy of Spherical Arts
Apple Inc.
Appliance Canada Ltd.
The Artisans
Art Gallery of Ontario
Astoria Shish Kebob House
Avenue Flower
Baird MacGregor Insurance Brokers Inc.
Black Creek Pioneer Village
Canadian Tire
Cara Operations Ltd.
Casa Loma
CCT Global Sourcing Inc.
CN Tower
Costco Wholesale Canada
Dare Foods
Dell Canada
The Diamond Showcase Ltd.
DoubleTree by Hilton – Toronto Airport
Dr. Detail
Duke of Kent
Dynamic Hospitality and Entertainment Group
The Elgin and Winter Garden Theatre Centre
Fabricland
Factory Theatre
Fionn MacCool's Irish Pub
Flat Rock Cellars
Giant Tiger
Golf Town
House and Home Media, Division of Canadian Home Publishers
HSBC
Il Fornello Restaurants
Intuitive Touch Therapies and Body Care Shop
Irish Embassy Pub and Grill
Joe Badali's Ristorante Italiano and Bar
Keg Restaurants Ltd.

Korry's Clothiers
Lakeshore Honda/LandRover Metro West
Le Scandinave Spa Blue Mountain
Leslieville Cheese Market and Fine Foods
Lick's Concepts Inc.
Lionhead Golf and Country Club
L'Oreal Canada
Mangiacake Panini Shoppe
Mariposa Cruises
McMichael Canadian Art Collection
Meadowbrook Golf and Country Club
Medieval Times Dinner and Tournament
Mercedes-Benz Canada Inc.
Metro Golf Dome
Mirvish Productions
Molson Canada
Muskoka Highlands Golf Club
The Old Spaghetti Factory
Ontario Place Corporation
Ontario Science Centre
Opera Atelier
OPP Marine Unit c/o Bracebridge OPP
The Palace Restaurant
Pal Benefits Inc.
Paliare Roland Rosenberg Rothstein LLP
Parent Books
Research In Motion
Riverdale Fitness
Santa's Village and Sportsland
ScoreGolf Magazine
The Second City
Sharp Electronics of Canada Ltd.
Shaw Festival Theatre
Sobeys Ontario
Sony BMG Music Canada Inc.
Spirits Bar and Grill
Sporting Life
Stage Right Home Furnishings Inc.
Steam Whistle Brewing
Sun Life Financial
Taboo Resort Golf and Spa
Tarragon Theatre
Textile Museum of Canada
Toronto Police Service Marine Unit
Toronto Police Service, 55 Division
Toronto Region Conservation
Transcontinental Media
Umbra Inc.
Wild Water Kingdom

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Colleen Gray
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Franco Rinaldo
Nancy Wright



Thank you.

We would like to thank everyone who supported WoodGreen in our effort to create a Toronto where everyone has the opportunity to thrive.

Programs

WoodGreen makes opportunity

Child Care

Clients served: 681 children and their families

Programs:

- Bruce/WoodGreen Early Learning Centre
- Debbie Yeung Child Care
- Enderby Child Care
- Leslieville Child Care
- Morse Street Child Care
- RAC camp - KinderRAC division
- Riverdale Child Care
- Special Needs Resource Program
- Win Harris Child Care
- Woodfield Child Care

Community Care & Wellness For Seniors

Clients served: 8,442 Seniors and Older Adults with Disabilities

Programs:

- Adult Day Program for Seniors with Alzheimer's Disease and/or Dementia
- Adult Day Program for Frail Seniors
- Case Management
- Crisis Support and Assistance
- Full Circle (Psychogeriatric Case Management)
- Group Dining
- Health Promotion and Education
- Home Help or Homemaking
- Meals on Wheels
- Personal Care or Personal Support
- Security Check
- Shopping Trips
- Social Work
- Social and Recreational Activities
 - WoodGreen Seniors Club
 - WoodGreen Cantonese Seniors Club
 - WoodGreen Mandarin Seniors Club
- Support for Individuals or Families Caring for a Senior Support Groups for Individuals or Families Caring for a Senior
- Supportive Housing for Seniors
- Transportation

Employment

Clients served: 9,431

1080 Queen East:

Employment Resource Centre

1450 O'Connor Programs:

Employment Placement Program

Employment Resource Centre

989 Danforth Programs:

Job Connect

Information and Referral Services

Employment Planning and Preparation

Job Development and Placement Support

Our Voice

Rites of Passage

Summer Job Services

Homelessness & Housing Help Services

Clients served: 4,195

Programs:

- Housing Help Centre
- Emergency Rooming House Relocation Project
- Identification Clinic
- Legal Clinic
- Strong Communities
- Rent Bank Service

Homeward Bound

Clients Served: 38

Programs:

- Academic Upgrading
- Boundless Possibilities for Women (Served 41 women)
- Computer training
- Financial literacy
- Life skills
- 2 year college diploma
- 14 week internship
- Employment in field of study
- Housing
- Child care
- Psychotherapy
- After-4 extended hours childcare

Housing

Clients served: 990 individuals and families

Locations:

- 570 Coxwell Avenue
- 444 Logan Avenue
- 55 Pape Avenue
- 17 Renwick Crescent
- 650 Queen Street East
- 841 Queen Street East
- 1070 Queen Street East
- 490 Sherbourne
- 137 Sears Street

Immigrant Services

Clients served: 8,075 newcomers and their families

Programs:

- All-level Language Instruction for Newcomers to Canada with Free Child Minding
- Bridging Programs for Internationally Trained Professionals
- Chinese Workers Support Network
- Financial Literacy for Newcomers
- Homework, and Arts and Sports clubs for Youth
- Job Search Workshops, Mentorship and Job Placement Support
- Newcomer Social and Recreational Program
- Newcomer Volunteer Program
- Newcomer Youth Services
- One-on-One Newcomer Settlement Counselling
- Social Support and Leadership Development for Young Muslim Women
- Volunteer Host Program
- Workshops and Group Programs to Promote Adaptation and Employment in Canada

Mental Health & Developmental Services

Clients served: 1,590

Programs:

- Crisis Outreach Services for Seniors
- First Step to Home
- Lobby Drop-in Program
- Concurrent Disorders Harm Reduction Services
- Counseling and Support Services
- Shared Care Clinical Outreach Services
- Social Recreational Group Programming
- Supported Individualized Living
- Adult Protective Services Program
- Social Recreational Programming
- Parent Outreach Program

Neighbourhood Programs

Clients served: 129

PAPE Neighbourhood House Programs:

- After school social recreational program
- Healthy snacks/ healthy cooking
- Homework assistance
- Field trips
- Leadership training
- March and Summer break programs

East York Rotary House Programs:

- After school social recreational program
- Healthy snacks/ healthy cooking
- Homework assistance
- Field trips
- Leadership training
- March and Summer break programs

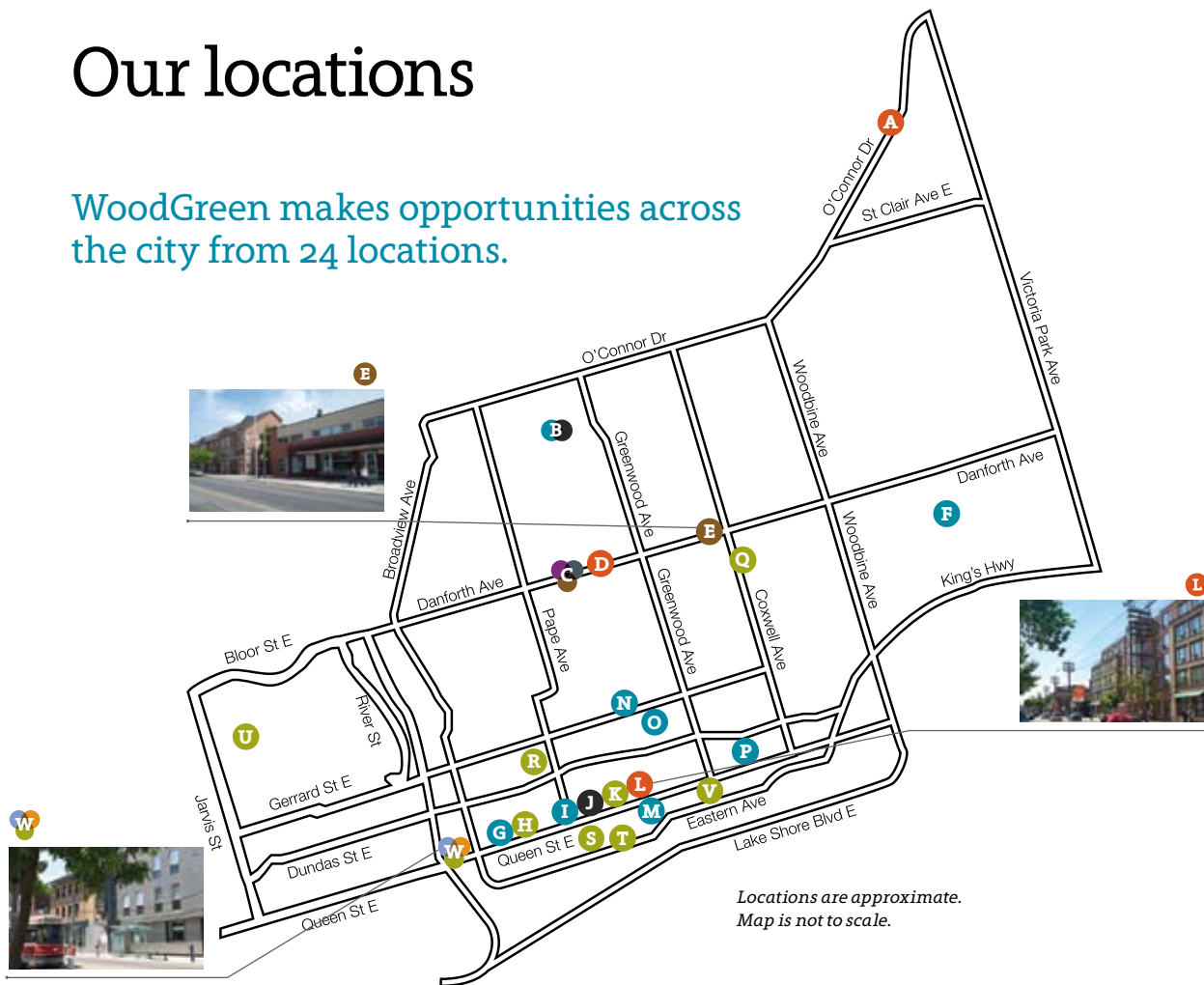
Design: www.GravityInc.ca

Writing of Feature Stories: Maureen Murray

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Our locations

WoodGreen makes opportunities across the city from 24 locations.



LEGEND

Child Care
Community Care & Wellness for Seniors
Developmental Services
Employment Services
Homelessness & Housing Help
Housing
Immigrant Services
Mental Health Services
Neighbourhood Programs

LISTING

A	1450 O'Connor Dr	M	51 Larchmount Ave
B	280 Donlands Ave	N	1094 Gerrard St E
C	815 Danforth Ave	O	254 Leslie St
D	989 Danforth Ave	P	70 Woodfield Rd
E	1491 Danforth Ave	Q	570 Coxwell Ave
F	118 Enderby Rd	R	444 Logan Ave
G	835 Queen St E	S	55 Pape Ave
H	841 Queen St E	T	17 Renwick Cres
I	180 Carlaw Ave	U	490 Sherbourne Ave
J	96 Pape Ave	V	137 Sears St
K	1070 Queen St E	W	650 Queen St E
L	1080 Queen St E		



Today, WoodGreen's reach extends far beyond Toronto's east end. The organization is a founding United Way of Toronto member agency, and serves 37,000 people each year from 24 locations. WoodGreen has grown to employ over 500 staff members and relies on the invaluable efforts of 1,000 volunteers. Known for developing innovative and holistic programs, WoodGreen works with policymakers to reshape the way social services are delivered. WoodGreen programs are often examples of best practice models, replicated through the GTA.

www.woodgreen.org

Charitable Registration Number 13108 9822 RR0001



United Way
Toronto

A United Way member agency



WoodGreen Community Services

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Toronto, Ontario M4J 1L2
416-645-6000



Opportunity made here.