

Creating Opportunities Across Toronto

WoodGreen Community Services Annual Report 2010-2011



Opportunity made here.

WoodGreen's Strategic Plan Objectives – Year 2 Progress

Last year, WoodGreen embarked on a new, 5-year strategic plan focused on becoming a leader in social innovation. In 2010-2011, our progress on the main objectives of the plan includes:

Objective:

Create a Culture of Innovation

- WoodGreen staff formed cross-unit groups to work together on common community challenges and to improve service quality for clients. Jobs and employment were key areas of focus.
- As part of the organization's commitment to service excellence, WoodGreen surveyed clients about their satisfaction levels. An impressive 88% reported they were happy with WoodGreen services. WoodGreen units are now using the results to further improve performance.

Objective:

Develop Better Solutions

- WoodGreen initiated a rigorous evaluation of the new wrap-around model for First Step to Home. The organization shared its expertise with the Greater Toronto Civic Action Alliance workgroup on Neighbourhoods and Housing, the City of Toronto and St. Michael's Centre for Research on Inner City Health for its community partnership strategy and the Toronto Central LHIN.
- Our three Employment Service sites successfully implemented the new Ontario Service Model, and now serve as one-stop-shops for all job seekers.
- Staff participated in research advisory groups with the Social Housing Services Corporation, the Centre for Urban Health Initiatives and Social Planning Toronto. WoodGreen was also an active member of the Community University Research Alliance along with McMaster University and United Way Toronto, looking at precarious employment in southern Ontario.

Objective:

Maximize Community Benefit

- The first year of WoodGreen's Homeward Bound Replication Project in Peel Region, funded by The Ontario Trillium Foundation, was completed. We are now working to create a "how-to" tool kit for distribution across Ontario.
- WoodGreen continued its role as the lead agency for the Community Navigation and Access Program (CNAP), a network of over 30 not-for-profit organizations, working together to improve services for seniors in communities across Toronto. To that end, CNAP is presently piloting a hub model for intakes and referrals that ensures seamless navigation for seniors and their caregivers.
- Staff and board members served as an expert resource for MPP Michael Colle on the development of a provincial bed bug strategy. WoodGreen continued to convene community members and agencies to work on this issue.

WoodGreen Board Of Directors



Back Row:

Diana Alli, Mary Johnstone and David Sin

Middle Row:

Jasmine Tehara, Sue Graham Nutter, Thomas Hofmann, Chair, Brian F.C. Smith, President & CEO, Alex Van Kralingen, Kris Krishnan

Front Row:

Maureen Helt, Amy CharlesChiu, Angelina Vaz, Seonag Macrae, Betty Augaitis, Elizabeth Forster

Missing: Dr. Catherine Chalin

Message from the President and Chair

“Our reach across Toronto is growing every year.”

Brian F.C. Smith, President & CEO



Thomas Hofmann and Brian F.C. Smith

WoodGreen’s vision is a Toronto where everyone has the opportunity to thrive. Every day, WoodGreen is working to make our communities flourish through our direct service to 37,000 people each year.

As one of the largest social service agencies in Toronto, WoodGreen has 75 programs operating out of 25 locations across the city. Our work spans a broad spectrum and is among the most innovative, solution-focused anywhere. As a founding United Way of Toronto member agency, WoodGreen helps people find safe, affordable housing, internationally-trained professionals enter the job market, parents access childcare, children and youth enjoy after-school programs, newcomers settle into Canadian life, homeless and marginalized people get off the streets, youth find meaningful employment and seniors live independently.

This year, WoodGreen launched a remarkable new tutoring program for the children living at Homeward Bound to help them get back on track with their academic work. We completed renovations at 721 Broadview Avenue for our new Enhanced Adult Day Program for frail seniors. Volunteer mentors worked with newcomers to help them successfully enter the Canadian workforce. WoodGreen initiated money management classes and workshops, and our annual, free tax clinic for families and individuals saw more than \$550,000 go back into the pockets of low income earners through tax refunds, prepared by volunteers at no cost. WoodGreen’s three Employment Service sites successfully implemented the new Employment Ontario service delivery model, providing holistic, one-stop access to all job seekers looking for support.

The WoodGreen Foundation continues its vital work, raising funds to help sustain our programming. Later in the Report, the Foundation’s Chair will highlight how philanthropy is making things happen at WoodGreen.

It has been a busy year at WoodGreen, and none of our accomplishments would have been possible without the dedication of our more than 500 staff and 1,000 volunteers. On behalf of the Board of Directors, we extend our most sincere thanks and our deepest admiration for the tireless work they do for our clients.

We invite you to read on, and see how opportunity is made at WoodGreen for thousands of people every day. Because when opportunity is made, life is never the same.

Brian F.C. Smith,
President & CEO, WoodGreen Community Services

Thomas Hofmann,
Chair, WoodGreen Community Services

A photograph of three children walking away from the camera on a paved path. The child on the left is a girl with blonde hair in a ponytail, wearing a pink shirt and yellow shorts, carrying a purple backpack. The child in the middle is a boy wearing a dark blue cap, a red shirt, and light-colored shorts, carrying a red backpack. The child on the right is a boy wearing a white cap, a blue shirt, and blue shorts, carrying a backpack with a car design. They are walking towards a large, multi-story brick building with many windows. There are lush green trees and bushes on either side of the path, and a wooden fence is visible on the left.

820 children are enrolled
in WoodGreen's **8** child care
centres, nursery school and
summer programs

129 school-age children
take part in WoodGreen's
2 affordable, enriching,
after-school programs

Phase 2 of Homeward Bound
will open in 2011 and will
house an additional **44**
women and their children

At-risk kids make big strides thanks to innovative new tutoring program

"He's happy now.
And I can breathe."

Schi-en Evans



Front to back: Tutoring participant Cyrus, Georgia Powell, WoodGreen's Program Coordinator, Schi-En Evans, Homeward Bound resident and Cyrus' mother

Georgia Powell is the program coordinator for WoodGreen's Thinking Thunder Tutoring program for kids aged 6-12. "The kids have been through a lot. Many of them have moved around often. That kind of instability makes it difficult to keep up with schooling, so we're trying to help make up for that," Georgia said.

Each of the children enrolled in the tutoring program live with their mothers at WoodGreen's Homeward Bound campus in Toronto. Homeward Bound is an award-winning, 4-year program to help homeless or inadequately housed single mothers earn a tuition-paid college diploma, start a career and achieve economic self sufficiency. The program brings together child care, affordable housing and many other supports, like the tutoring program, all under one roof.

Made possible by a generous donation from Ed and Fran Clark, WoodGreen formally launched the tutoring program in January 2011. Three days a week for 40 weeks, young students get an hour of one-on-one support from a staff tutor. The hour is broken down into homework help, math and reading. Studies are tailored to student needs based on an assessment completed at the outset of the program.

Schi-en Evans and her son Cyrus, 8, were accepted into the Homeward Bound program while living in a Toronto-area homeless shelter in 2008. "When Cyrus was 5 years old, we lived in a homeless shelter. We were there for 6 months. It was very difficult," said Schi-en.

"Moving frequently, being homeless or living in a shelter has a massive impact on the way a child learns at school," said Georgia. "Once they are living at Homeward Bound, and that part of their life stabilizes, they can begin to focus again on school, and see that getting an A grade is possible for them."

"Before Cyrus began this tutoring program, he'd beg me every morning to let him stay away from school," said Schi-en. "And it was difficult to get him to read. Now, I see him reading on his own, without being asked, two and three books at a time. These days, he tells me when it's time to go to class!"

Cyrus is in the third grade. He is enthusiastic about the program and the tutors. "It's perfect," he says. "Reading is the best part." Cyrus is currently reading his favourite chapter book, *Diary of a Wimpy Kid*. "Cyrus has become the person he will be for the rest of his life. I can see it. He's not feeling the hard times anymore. He's just being himself," Schi-en said.

An aerial photograph of Toronto, Canada, showing the city skyline in the background with several prominent skyscrapers. In the foreground, there is a dense residential area with many green trees and smaller buildings. A street with a tram and cars is visible in the lower right corner.

3 WoodGreen Employment Resource centers in Toronto's East End provide free job search help to nearly **7,000** job seekers

More than **8,600** newcomers to Canada use WoodGreen's settlement services

Staff at WoodGreen speak **25** different languages

Making community connections



“Potential employers will cite ‘Canadian experience’ as a job requirement. Sometimes that’s legitimate, and sometimes it’s an excuse.”

John Langley

*Back row, left to right: David Cross, WoodGreen’s Manager of Employment Supports, WoodGreen Client Katya Tene
Front row: WoodGreen Client Hector Guevara, WoodGreen Volunteer Mentor John Langley*

Hector Guevara and his wife Katya Tene immigrated to Canada from Ecuador in May 2010. Both are financial analysts, and they hoped to settle in Toronto and continue building their careers. They sent out countless resumés, and waited for a response from a potential employer. They didn’t get one.

“We sent out resumés, and it was very discouraging because no one would call,” said Katya. They registered with WoodGreen’s Immigrant Services and started taking English classes immediately. “Our settlement worker also suggested we enroll in the mentorship program.” The mentorship program is part of the Community Connections program, funded by Citizenship and Immigration Canada. “Community Connections matches newcomers with volunteers who are familiar with Canadian culture, values, workplaces, and everyday life,” said David Cross, Manager of Employment Supports. Volunteers help newcomers adapt to living and working in Canada, practice English, participate in the community and much more. This year, WoodGreen has seen enrollment increase substantially.

Katya and Hector were paired with WoodGreen volunteer mentor John Langley. Now retired, John held senior economist roles with the federal government, the province and TD Bank. When they began working together, Katya was employed in an entry-level role and Hector could not find work. John helped them with ideas on how to enter and develop their professions in Canada, and also advised them on business communication styles, workplace culture and employer expectations.

“They’re a terrific, wonderful couple,” John said. “We met for an hour or two each week, and we’d discuss their resumés, workplace values, interview skills – even buying property, the levels of government.”

“We talked about the concerns we had about our job search and networking,” said Katya. “John was wonderful. He followed up with mock interviews, and was always very helpful.” Recently, the trio celebrated two major successes: Katya was promoted and is now managing a team. Hector got a job offer and is now working full time as a Financial Analyst. He is also working towards his CMA designation. Both are employed at a major communications firm in downtown Toronto. “Without John we would have given up, we would have become frustrated. John’s main achievement was to keep us from despair,” Katya said.

John is quick to point out that Hector and Katya were successful because of their strong work ethic, skill and perseverance. “They had determination and they were highly motivated even when it was very discouraging. They did all the work – I just supported them where I could.”

WoodGreen Meals on Wheels volunteers deliver **45,000** nutritious meals to seniors in the community each year

45% of food bank users have a serious illness or are disabled

(Daily Bread Food Bank, 2010)

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



New day programs help seniors

"I don't know what would have happened if WoodGreen wasn't there."

Paulette Armstrong



WoodGreen client Isoline Armstrong with Diane Wong, WoodGreen's Manager of the Enhanced Adult Day Program


Isoline Armstrong is 72 years old. She lives with her daughter, Paulette, and her grandchildren. After her stroke two years ago, Isoline needed a feeding tube to eat and a wheelchair to get around. Then, doctors suggested she enter a long term care facility. But Isoline wanted to be at home, in her community, so Paulette stepped in to care for her.

"My daughter works nights," said Isoline. "She gets home in the morning and needs to sleep. She would take care of me the best she could, but she has to sleep during the day." Paulette, who works the night shift at Pearson airport, agrees. "It was tough. I would need to take her to the washroom, give her medication on time, feed her on time – all while I was trying to get a bit of sleep."

In November 2010, Paulette and Isoline found WoodGreen's Enhanced Adult Day Program for frail seniors. Other day programs could not accept Isoline because of her more complex medical needs. WoodGreen launched the Enhanced Adult Day program in October 2010 to care for those seniors who have medical complexities, while at the same time providing respite for caregivers. Onsite medical care including nursing, physiotherapy and occupational therapy is provided by the Community Care and Access Centre.

Diane Wong is the Manager of the Enhanced Adult Day Program at WoodGreen. "We provide many different activities and programs aimed at maintaining the wellness of seniors," she said. "We're really expanding their social networks, providing cognitive stimulation and reducing isolation. Many seniors living in the community are socially isolated and may experience some form of depression. They can't move around well on their own, which means often they can't leave their homes. They lose all social interaction with their community, and can become despondent."

Funded by the Toronto Central LHIN, the Enhanced Adult Day Program operates out of WoodGreen's new space on the ground floor of 721 Broadview Avenue. Renovations were completed, and the space fully operational, in March 2011. There are wheelchair accessible washrooms, a shower, bright new program rooms, a state of the art Snoezelen Sensory Room, and a beautifully landscaped, fully self-contained outdoor garden with gazebo. Seniors with dementia who may wander will be able to safely enjoy the garden, free from the danger of traffic. "There is not a part of this program I don't like: the exercise, the food, the staff – I like coming here very much," Isoline said.



Low income families are **2** times
as likely to use payday lenders
as higher-income families

(United Way Toronto, Losing Ground, 2007)

WoodGreen's free tax clinic
processed **1,134** returns in
2011, totalling **\$550,000**
in tax refunds

Average annual income
of those who used the
tax clinic:
\$11,184.74

Financial literacy courses and services

“Living on a low income is expensive.”

Elaine Magil



Left to right: Elaine Magil, WoodGreen's Manager of Financial Literacy Programs, Janto Dinoto, Tax Clinic Volunteer, Gina Giorgakopoulos, Tax Clinic Client

“Having bad credit can be an obstacle to employment and home ownership,” said Elaine Magil, WoodGreen’s Manager of Financial Literacy Programs.

“But there’s more to it than that. If you have bounced a cheque, or ruined your relationship with your bank, you may be using payday lenders. If you can’t maintain a certain minimum balance, you’ll have to pay bank fees every month, which can eat up a lot of a very limited income. If you’re working in a minimum wage or hourly job, you often won’t have sick days available to you, meaning that even with Canada’s universal health care, it actually costs money to get sick.”

WoodGreen was awarded one of the very first grants by Social & Enterprise Development Innovations (SEDI) from their groundbreaking TD Financial Literacy Grant Fund. This funding will allow WoodGreen to enhance and broaden the impact of financial literacy programming in 2011 and beyond. “Although finances affect every single one of us, many people have never had any sort of money management education. So they learn as they go, for better or for worse,” said Elaine.

WoodGreen also operates a free tax clinic for low income individuals, staffed exclusively by volunteers trained by the Canada Revenue Agency. Throughout March and April 2011, WoodGreen volunteers processed tax returns for more than 1,000 clients, helping them to get average refunds of \$550. The average annual income of clients who used our tax clinic was just over \$11,000. WoodGreen staff and volunteers helped return a total of \$550,000 to low income people through their tax refunds, returning that wealth back to the community, and back into the local economy.

“The tax clinic is such a valuable service,” said Elaine. “Often people get a refund equivalent to a month’s income, and for people of limited means, that’s a big percentage of their annual earnings. Another benefit is our multi-lingual service based on the many languages spoken by our volunteers.”

Gina Giorgakopoulos has had her taxes prepared at WoodGreen’s free tax clinic for three years. “The services are really good, and really necessary, because it’s catered to low income people. Accountants charge money to file taxes. The program is run by volunteers and serves the community.”

Originally from Indonesia, Janto Dinoto found out about the opportunity to volunteer at the tax clinic from friends. Janto was previously a student at WoodGreen’s Enhanced Language Training classes for newcomers to Canada. “I enjoy being able to help people, and to give what I have to others,” he says. “I get to socialize and meet new people.”

Financials

WOODGREEN COMMUNITY SERVICES

CONDENSED STATEMENT OF REVENUE AND EXPENSES

2010-2011 FISCAL YEAR

	2011	2010
	\$	\$
REVENUE		
Government of Canada	4,072,713	3,898,164
Government of Ontario	12,633,056	11,735,335
City of Toronto	5,593,280	5,747,029
Fees for service – Individuals	4,274,461	3,828,138
United Way	667,358	679,572
Investment income	13,436	8,524
Fundraising and productive enterprises *	531,155	491,764
Amortization of deferred capital contributions	184,791	141,028
Service contracts and Other	1,827,613	1,653,045
Total	29,797,863	28,182,599
EXPENSES		
Salaries and benefits	20,996,130	19,593,324
Purchase of services	1,591,689	1,269,097
Building occupancy	2,894,093	2,818,182
Programs, food and transportation	2,107,898	2,084,243
Training subsidies	926,233	1,105,383
Office, loan interest, and general	659,113	640,673
Promotion and publicity	178,990	172,573
Amortization of capital assets	408,710	405,325
Total	29,762,856	28,088,800
Excess of revenue over expenses	35,007	93,799

*2011 includes \$260,635 in donations from The WoodGreen Foundation

THE WOODGREEN FOUNDATION

CONDENSED STATEMENT OF REVENUE

AND EXPENSES – 2010-2011 FISCAL YEAR

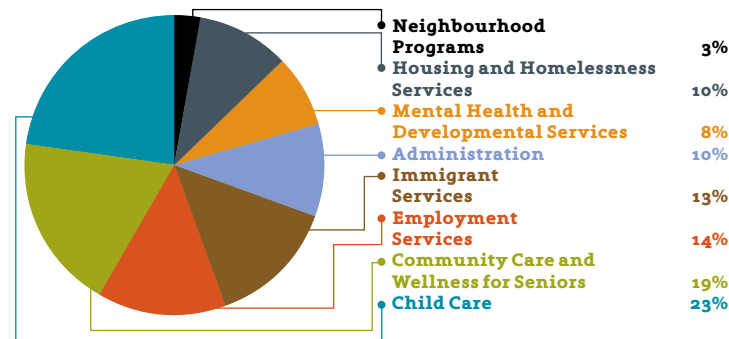
THE
WOODGREEN
FOUNDATION



	2011	2010
	\$	\$
REVENUE		
Donations	511,944	397,107
Special Events	142,975	101,691
Investment Income	2,230	223
Total	657,149	499,021
EXPENSES		
Fundraising and special events	62,255	62,798
Administrative	126,910	101,343
Amortization of capital assets	1,422	1,422
Total	190,587	165,563
Excess of revenue over expenses before donations	466,562	333,458
Donations to WoodGreen Community Services	260,635	95,266
Excess of revenue over expenses	205,927	238,192

WOODGREEN COMMUNITY SERVICES

EXPENSES BY PROGRAM GROUP – 2010-2011 FISCAL YEAR



Message from the Chair of The WoodGreen Foundation

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



We extend our gratitude and appreciation to our donors for making what we do possible. Our success and impact is a reflection of your ongoing commitment and support.

Through venture philanthropy, The WoodGreen Foundation engages donors who want to make a real difference in the lives of those we serve every day. As we look ahead, we envision creating a greater impact within our neighbourhoods and communities thanks to your support.

Your active partnership helped support some of our most innovative and vital programs:

Homeward Bound, where your philanthropic support enabled 44 additional, new families to move into our second Homeward Bound building.

First Step to Home, where your support allowed the Foundation to purchase new air conditioners to help with preventive heat-related illnesses in our senior citizen residents.

Rites of Passage, where your donations helped to prepare young people of African descent for adulthood through skill, knowledge building, and awareness deemed vital to their future success.

As you turn the next few pages, you will see the names of individuals and organizations that year after year have made a commitment by providing the philanthropic investment needed to continue to make opportunities for Torontonians every single day. And to you we are deeply indebted.

A handwritten signature in dark ink, appearing to read 'Michael Worb'.

Michael Worb
Board Chair, The WoodGreen Foundation



“ 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!

WoodGreen Donors 2010-2011

Special thanks to our donors who made a contribution to WoodGreen of more than \$1,000 between April 1, 2010 and March 31, 2011.

Please visit us online to see all our general donors who made a contribution to The WoodGreen Foundation between April 1st 2010 - March 31st 2011.

Pace Setter (\$100,000 - \$499,999)

Ed and Fran Clark
TD Bank Financial Group
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Planned/Estates Gifts

The Foundation wishes to take this opportunity to honour the memory of those friends who remembered WoodGreen in their estate plans and whose bequests were realized in the past fiscal year.

Estate of Barbara Alyn Gibson
Estate of James MacPherson
Estate of Irene Maklary
Estate of Kenneth Worral

WoodGreen thanks the generous donors of Adopt A Family for making the last year's holiday season very special for 100 WoodGreen families and individuals. Please visit the Adopt A Family website for more information at http://wcs.resourcecenter.com/event/index.asp?Page_ID_39

* Members of the Inspire Our City Club

** All or part of an individual's giving was made through United Way.

Memorial and Tribute Gifts

The following people have had gifts made in honour or in memory of their name this past fiscal year.

(Honoree listed first, followed by donor or group of donors in italics)

In Honour:

In honour of Ling Qin
Adrienne T. Chin

In honour of Max Reed
Anonymous Donor

In honour of Pablo Escobar
Toronto Christian Resource Centre

In honour of Sally Wallace
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In honour of Terrence Chin
Manulife Financial

In Memory:

In memory of Debbie Yeung
Big Yue Yeung

In memory of Joe Losonsky
Fung Chi Lam

In memory of John Albrecht
Terry Mandzy

In memory of Laura Warren
George Chassie

In memory of Marjory Smith
Elaine Levy
Jeffrey Harrison
Susan McMaster

In memory of Val Deitch
Deborah Deitch
Grant Wilkins

Fundraising Events

A special thank you to all hosts and organizers of third party or special events with proceeds benefiting The WoodGreen Foundation.

Humber Institute of Technology and
Advanced Learning
OMVIC Charity Golf Tournament
The Noia Family and Friends

Golf Sponsors (\$1,000+)

Thank you to the following businesses for their sponsorship of the 2011 Annual Woods and Greens Golf Classic!

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The Electrical Works Ltd.

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Toronto Community News





Golf Auction

Special thanks to our Golf auction donors. Our tournament would not have been possible without your support.

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Gifts-In-Kind (\$1,000+)

Our sincere thanks to the following companies and individuals who contributed Gifts-in-Kind to WoodGreen.

Linda Kuhl
 LodgeNet Interactive
 Winners

Lifetime Gifts

The following generous donors have made an incredible number of opportunities for Torontonians by making a lifetime gift of \$10,000 or more to WoodGreen.

Agent of Change (\$1,000,000+)
 Ed and Fran Clark
 TD Bank Financial Group
 The Counselling Foundation of Canada

Pacesetter (\$100,000-\$499,999)
 Anonymous Donor
 Canadian Tire Foundation for Families
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 The Rotary Club of East York
 The W. Garfield Weston Foundation
 The Toronto Star Fresh Air Fund
 Tippet Foundation
 Tridel Corporation
 Unilever Canada Inc.

Champion (\$50,000-\$99,999)
 Children's Aid Foundation
 CIBC
 Michael and Carl Worb
 Pal Benefits Inc.

Sun Life Assurance Company of Canada
The Paloma Foundation
Toronto East Rotary Club

Catalyst (\$25,000-\$49,999)

Alex McDonald
BMO Financial Group
C.L. Gundy Charitable Foundation
CAW – Social Justice Fund
Helen Smith
RE/MAX Hallmark Realty Ltd.
The J. P. Bickell Foundation
Wagman Sherkin Barristers & Solicitors
Trust Account
WoodGreen Cantonese EPC

Motivator (\$10,000-\$24,999)

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Rogers Communication Inc.
Standard Life (Head Office)
Struct-Con Construction Ltd.
The Charles Johnson Charitable Fund
The Maytree Foundation

The Noia Family and Friends
Toronto Professional Fire Fighters'
Association
Treasure Island Toys Limited
WoodGreen Seniors Club

Consecutive Giving

Over WoodGreen's history there have been many generous and loyal supporters who have made an incredible number of opportunities for Torontonians by consecutively giving over the past 10 years to WoodGreen. We recognize below some of the most loyal and dedicated donors, who have provided annual support for more than 10 years.

Consecutive Giving 20+ Years

Organizations

E. W. Bickle Foundation
Ontario Power Generation Employees' and Pensioners' Charity Trust
TD Bank Financial Group
The Counselling Foundation of Canada
The Toronto Star Fresh Air Fund
Tippet Foundation
Toronto East Rotary Club

Individuals

Brian and Maureen Smith
Charles Downs
Dorothy M. Smiles
Erik Mathiesen
Frances A. May
Joyce Smiles
Robert Crow and Anne Babcock
Thomas Ferguson
Toshi Oikawa

Consecutive Giving 10+ Years

Organizations

Canadian Network Broadcasting
CHUM Charitable Foundation

Dale & Lessmann LLP
Direct Office Leasing
McCarthy Tetraault LLP
Pal Benefits Inc.
The Atkinson Charitable Foundation
Berkeley Consulting Group
The Ontario Trillium Foundation
The Rotary Club of East York
WoodGreen Cantonese EPC

Individuals

Ann McGovern
Arthur Lowe
Bernadette Doucette
Brian Jackson
Daphne Harris
Donna Heyland
Douglas Brady
Ed Reed
Forbes R. Leslie
Haruo Oikawa
Jane Robinson
Jane Spooner
Joe Deschênes-Smith
Mabel Hogan
Margaret McCain
Mary Franklin
Michael Clarke
Sandra and Mike Macdonald
Sandra Foster
Sheung Chi Chan
Susan McMaster
Tetsuo Oikawa
Valerie Mah
Virginia O'Reilly
Derry and Susan Millar
Walter A. James

This list represents gifts made between April 1, 2010 and March 31, 2011. Every effort has been made to ensure the accuracy of this list. If an error has been made please accept our sincerest apologies and contact us so that we can update your information. If you would like to update your recognition name, or have any other questions, please contact Yunis Kariuki at (416) 645-6000 ext. 4011 or email ykariuki@woodgreen.org.



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: 820 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: 9,455 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
- Supportive Housing for Seniors
- Transportation

Community Engagement

Clients served: 3,000

Programs:

- Outreach to Vulnerable and Diverse Seniors
- Volunteer Services

Employment

Clients served: 6,928

Locations:

- 1080 Queen Street East
- 1533 Victoria Park Avenue
- 989 Danforth Avenue

Programs:

- Boundless Possibilities for Women – Employment Workshops
- Employment Ontario Services
- Employment Placement Program
- International Computer Driving License
- Rites of Passage
- Summer Job Services

Homelessness & Housing Help

Clients served: 4,021

Programs:

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

Homeward Bound & Boundless Possibilities for Women

Clients Served: 114

Programs:

- Academic upgrading
- After-4 extended hours childcare *(for Homeward Bound participants only)*
- Child care *(for Homeward Bound participants only)*
- College entrance/diploma
- Computer training
- Financial literacy

- Housing *(for Homeward Bound participants only)*
- Internships and/or employment in field of study
- Life skills
- Psychotherapy *(for Homeward Bound participants only)*
- Tutoring for children *(for Homeward Bound participants only)*

Housing

Clients served: 1,038 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
- 270 Donlands
- 243 Cosburn

Immigrant Services

Clients served: 8,604 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
- English Conversation Circle
- 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 and Employment 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: 2,711

Programs:

- Adult Protective Services Program
- Concurrent Disorders Harm Reduction Services/ Counseling and Support Services
- Crisis Outreach Services for Seniors
- First Step to Home
- Full Circle Psychogeriatric Team
- Lobby Drop-in Program/ Social Recreational Group Programming
- Parent Outreach Program
- Shared Care Clinical Outreach Services
- Supported Individualized Living
- Walk-in Counselling Service
- Work Initiative Network

Neighbourhood Programs

Clients served: 121

PAPE Neighbourhood House Programs:

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

East York Rotary House Programs:

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

Design: www.GravityInc.ca
Photography: Kathryn Hollinrake

Our locations

WoodGreen makes opportunities across the city from 25 locations.

E



W



Locations are approximate.
Map is not to scale.

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 1533 Victoria Park	M 51 Larchmount Ave
B 721 Broadview 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 69 Pape Ave	V 137 Sears St
K 1070 Queen St E	W 650 Queen St E
L 1080 Queen St E	X 243 Cosburn Ave
	Y 270 Donlands Ave



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 25 locations. WoodGreen has grown to employ over 500 staff 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's programs are often examples of best practice models, replicated throughout the GTA.



www.woodgreen.org