



# VIEWS FROM DIXON HALL

2015  
ANNUAL REPORT

STAN  
Young Man's Co  
"Building the Future"  
April 20, 2015  
George Brown U

**DIXON** **HALL**  
neighbourhood services

# WELCOME TO DIXON HALL

Dixon Hall Neighbourhood Services is a multi-service agency located in the heart of east downtown Toronto.

For 87 years, we have provided a range of programs and services, positively impacting the lives of thousands of our community's most vulnerable residents. Wherever someone is in life, Dixon Hall is there with them.



## WHO WE SERVE

Seniors, adults with physical and health disabilities, homeless and vulnerably housed men and women, individuals searching for employment, children and their families, youth and adults with mental health issues, at-risk youth, and newly immigrated individuals and their families.



## OUR MISSION

We are community partners in creating opportunities for people of all ages to dream, to achieve and to live full and rewarding lives. Our programs and services promote healthy and independent living.



## OUR VISION

We are leaders in creating good jobs, good health, good shelter, vibrant, strong, safe and caring communities.



## OUR VALUES

Respect, Caring, Compassion, Integrity, Equity, Accessibility, Excellence, Pride

# TABLE OF CONTENTS

|           |   |           |  |           |                         |
|-----------|---|-----------|--|-----------|-------------------------|
| <b>4</b>  | A Message from our<br>CEO and Board Chair | <b>14</b> | Seniors Services                                     | <b>23</b> | Staff                   |
| <b>5</b>  | 2015 Headlines                            | <b>16</b> | Employment Services                                  | <b>24</b> | Donors                  |
| <b>6</b>  | Children & Youth                          | <b>18</b> | Meals on Wheels                                      | <b>26</b> | Statement of Operations |
| <b>8</b>  | Music School                              | <b>19</b> | Out of the Cold                                      | <b>27</b> | Government Funders      |
| <b>10</b> | New Youth Centre                          | <b>20</b> | Volunteers   |           |                         |
| <b>12</b> | Housing Services                          | <b>22</b> | Board of Directors,<br>Order of Dixon and Membership |           |                         |





# A MESSAGE FROM OUR CEO AND BOARD CHAIR



**Over the course of Dixon Hall’s history, change has been a constant.**

As our neighbourhoods undergo significant transformation, the populations we work with become increasingly diverse, and the issues our residents face continue to shift, we must change as well. Our approach and the programs and services we provide must constantly evolve to keep pace with everything that is happening around us.

This past year was no exception. Dixon Hall saw significant shifts in leadership in 2015. Our Executive Director, Kate Stark and our Board Chair, Elliott Jacobson, both moved on from Dixon Hall. We are sincerely grateful to Kate and Elliott for their years of service and for their dedication and commitment to the agency. They will be missed, but they leave behind a strong legacy. The contributions they made, along with those of so many other staff, volunteers and community members who are no longer actively involved with the organization,

have shaped Dixon Hall and made it what it is today. The combined experience, dedication and thought-leadership from these individuals inspire us every day; and their legacy guides the work we do in the community.

We are excited to share this Annual Report with you and to have this opportunity to reflect on the achievements of the past year. Although we remain firmly rooted in our history in the community, we are also focused on the future and on writing the next chapter for this incredible organization.

One of the most exciting developments on the horizon is the new youth centre we are building. This brand new facility will be a permanent home for our Children & Youth programs and our Music School. When the doors to the new youth centre open in 2018, not only will the physical space where we engage with young people be transformed, the ways in which we deliver our programs will be significantly improved as well.

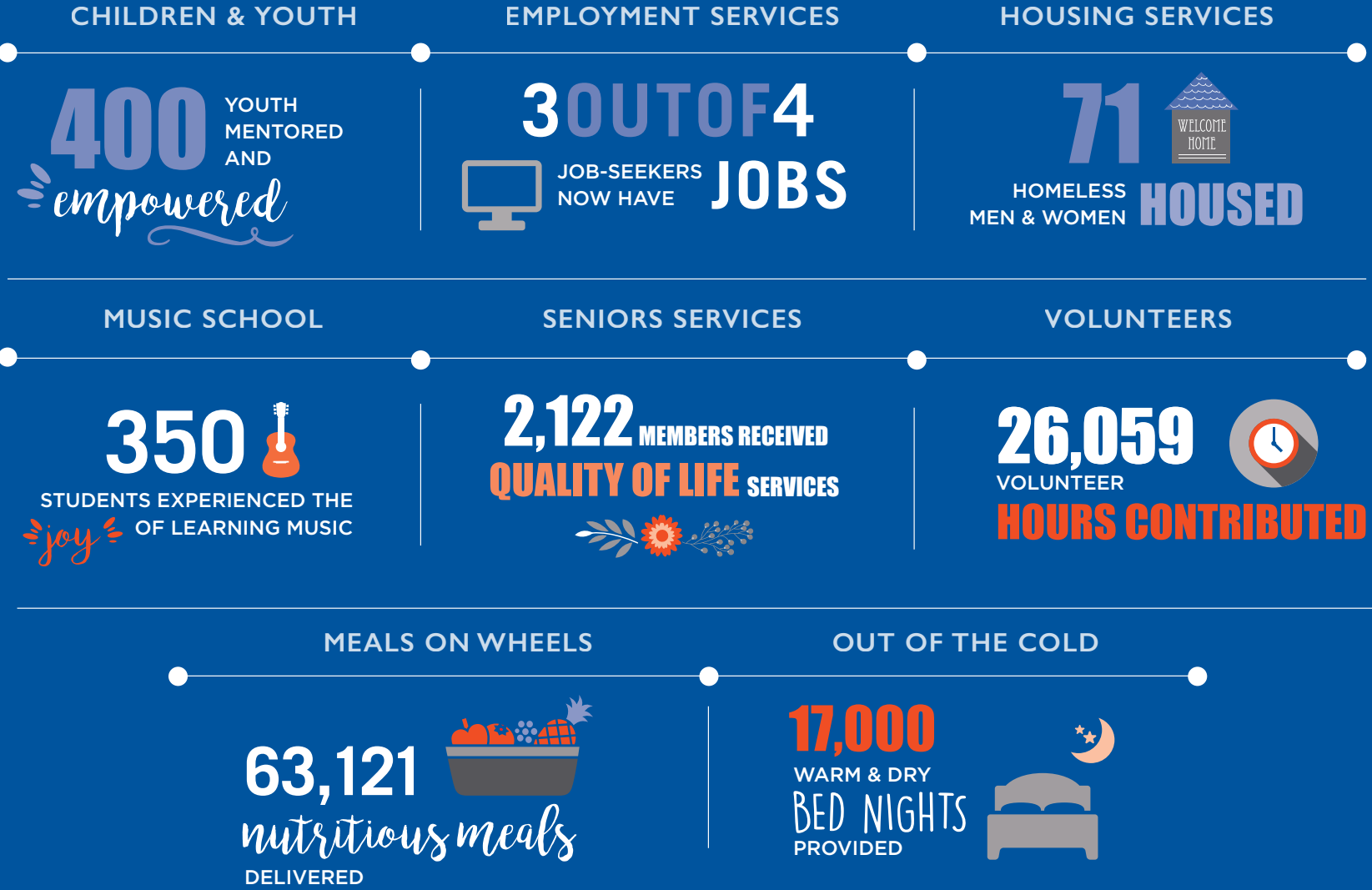
Over the next few months, we will be developing a new Strategic Vision and Plan for Dixon Hall. We are excited to be undertaking this work and to have the opportunity to delve more deeply into what our role is in the community, to carefully consider what our members need from us, and to think about what we might do better. We will ask ourselves fundamental questions about how we can serve our members more effectively, deliver higher quality programs and services, better evaluate the impact of our work and increase the number of people we serve.

We look forward to working with our clients, supporters, staff team, volunteers and community partners as we embark on this journey and begin to shape the future of Dixon Hall.

**Neil Hetherington**  
*Chief Executive Officer*

**Darren Cooney**  
*Board Chair*

# HEADLINES FROM 2015







## CHILDREN & YOUTH

### Supporting our youth to become the future leaders of Toronto.

Dixon Hall’s Children & Youth department works with over 600 children and young people every year, from ages 3 to 29. Our programs are built with their voices in mind and their needs guide our work.

We believe that all children and youth deserve opportunities to learn, to grow, to be challenged, to inspire one another, to feel safe, to feel exceptional and to have an adult in their life who will support them through anything.

In 2015, we officially opened the Show Love Café, a social enterprise where at-risk youth learn how to work together and be accountable in a real-life employment setting. The Show Love Café’s menu, filled with popular local delights, can be found at [www.dixonhall.org/childrenandyouth](http://www.dixonhall.org/childrenandyouth). We also launched a capital campaign this year to build a new Youth Centre – two considerable accomplishments for our small team.

Even though our team is small, we have big goals and even greater potential. We have the privilege of working in a challenging yet resilient community with young people who are often misunderstood and dealing with adult issues. We meet them where they’re at, help them get to where they’re going, and with our new youth centre, we’ll be able to help even more youth than before.

Hope and Faith are twins who started attending our Summer Camp when they were 6 years old, right after moving to Canada from South Africa.

One of the twins’ earliest memories is the first time they went camping and had the chance to spend the entire week doing things they had never done before. Each day was a new adventure: they slept in tents, hiked up big hills and ate s’mores. They’ve attended camp every year since.

As soon as the girls turned 13, they applied to become counsellors-in-training. A first job is always a big accomplishment for a young person but for Hope and Faith, working at Dixon Hall’s Summer Camp was so much more than a first job.

“We wanted to become who we looked up to as campers – the people who were there for us every single day in the summers and who really cared about us. We could tell this wasn’t only a job for them and it’s the same for us now,” the twins said.

Today, Hope and Faith have grown into strong leaders who sing, dance and motivate the other children around them. We are so proud of the young women they’ve become and are honoured that they continue to be part of the Dixon Hall family.

**36** youth

RECEIVED ON-THE-JOB  
TRAINING THROUGH THE



**18 YOUTH**



EMPLOYED  
AS CAMP  
COUNSELLORS  
OR SPORT  
COACHES

**280**  
**YOUTH**

BECAME LEADERS  
THROUGH SPORT







The Ada Slight Studios  
at Dixon Hall Music School

## MUSIC SCHOOL

### Bringing the joy of music to kids in Regent Park.

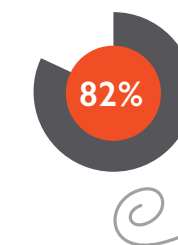
Dixon Hall Music School provides lessons to over 350 students each year. Our students range in age from 4 to 21.

We believe that a school represents not just learning, but accomplishment. Our Music School is a place where musical talent can flourish and where our students can feel supported as they work to develop their talent. We want every student to take pride in what they are able to accomplish.

These accomplishments continue to increase each year, proving just how much talent and commitment there is in the youth who come to our school. We consider the achievements of our students to be the highlight of every school year.

This year was a year of incredible growth for our youth orchestra. They played four concerts with a professional orchestra in downtown Toronto. Encouraged by this success, we recently formed a junior orchestra program for young string players. Their first performance was a wonderful new experience for them.

Our outreach rock band program based in Parkdale, now two years old, saw the band write six original songs, two of which were fully recorded, one with a music video which can be viewed on our DixonHallToronto YouTube channel. Due to the overwhelming success of this innovative program, we'll be working with a whole new group of students at Queen Victoria Public School this fall.



STUDENT  
AVERAGE IN ROYAL  
CONSERVATORY OF  
MUSIC EXAMS



83% INCREASE IN  
ENROLLMENT SINCE  
2010

12,000+  
AFFORDABLE  
MUSIC LESSONS PROVIDED  
A YEAR 

### 'Fire & Desire'

Abhinyan's Story

Abhinyan is a young piano player who has been a student at our Music School for several years.

He first became fascinated with the piano after seeing Ludwig van Beethoven's 'Für Elise' being performed on TV.

Witnessing his enthusiasm, Abhinyan's parents searched the neighbourhood for affordable music lessons. Through a family friend, they were introduced to Dixon Hall and Abhinyan started soon after.

At times, it was difficult for Abhinyan to take classes due to family situations, weather conditions and financial constraints; yet his parents felt it was important to let him continue classes as they knew how much music meant to him.

Six years later, Abhinyan has been awarded first class honours with a mark of 87% on his first Royal Conservatory Exam.

"When I play the piano, it gives me a sense of peace, happiness and builds confidence within myself. Deep down from my heart, I sincerely thank Dixon Hall, the wonderful teachers, administration staff, donors and especially Bob, the Director, for giving me an unimaginable opportunity to follow my dream."



# A NEW YOUTH CENTRE IN REGENT PARK



## Working with the youth of our community to create a place they can truly call their own.

In 2018, Dixon Hall's Children & Youth and Music School programs will move into a beautiful new facility at the corner of Wyatt Ave and Nicholas Ave in the heart of Regent Park.

This brand new, 4-storey, 8,000 square-foot youth centre, located adjacent to the new Regent Park Athletic Grounds, will provide a much-needed hub for young people in our neighbourhood.

Dixon Hall's former youth centre was demolished in 2013 as part of the Regent Park Revitalization Project and since then, our youth programs have been operating out of temporary spaces.

Led by Campaign Chair, the Honourable Bob Rae and Vice-Chairs, Vivien Dzau and Patrick Gossage, Dixon Hall has launched a fundraising campaign to raise \$3 million to build the new facility.

To date, over \$2.1 million has been raised thanks to the generosity of our donors and support from Dixon Hall's family, community leaders, members and partners, including the City of Toronto, Toronto Community Housing Corporation (TCHC), Local Councillor Pam McConnell and The Daniels Corporation.

Recently, our youth inspired us by announcing that they will contribute to the campaign through a commitment to raise \$10,000 of their own. This level of leadership shows a true dedication to the health and success of their community and to each other.

Updates and full details about the new Youth Centre Campaign can be found at [www.dixonhall.org/youthcentre](http://www.dixonhall.org/youthcentre).

"Dixon Hall's new youth centre means a lot to me and it should mean a lot to you! Providing everyone with opportunity and hope for a brighter future matters. By supporting this project, you will be giving back to the community for generations."

*The Honourable Bob Rae*  
Dixon Hall New Youth Centre Campaign Chair

"We are thrilled to be able to partner with the youth of Dixon Hall in developing this new and important building in Regent Park. We know that this will be much more than a building – indeed, it will be an active hub of opportunity for youth to develop to their fullest potential."

*Cathy and the Honourable Bill Graham*  
Dixon Hall New Youth Centre Campaign Donors

# NEW YOUTH CENTRE LEADERSHIP GIFTS



## \$1,000,000+

Cathy and the Honourable Bill Graham

## \$100,000 - \$999,999

Nancy and Rod Bolger  
Employees of CIBC's Capital Markets Team  
through the United Way Campaign  
The Honourable Margaret McCain  
The Daniels Corporation  
The Gordon and Ruth Gooder Charitable Foundation

## \$50,000 - \$99,999

BMO Financial Group  
Pat McNamara  
Pace Family Foundation  
The Fyfe Foundation

## \$25,000 - \$49,999

Anonymous  
Vivien Dzau and Daniel MacIntosh  
Element Financial  
Hal Jackman Foundation  
Nancy MacKellar  
Judith Malkin and Elliott Jacobson  
RBC  
Martha Tory

## \$10,000 - \$24,999

CIBC  
Patrick Gossage  
Gordon Henderson  
Neil Hetherington  
Suzanne Labarge  
Malone Family  
Pat and Tony Minard  
Robins Appleby LLP  
Junior Sirivar  
Kate Stark  
The Elizabeth and Tony Comper Foundation  
The Thompson T. Egbo-Egbo Arts Foundation

## \$1,000 - \$9,999

Jean Blacklock and Andrew Auerbach  
Harris Blentic  
Rob Brien  
Raymond Chang  
Charles Coffey  
Darren Cooney  
Dan Donnelly  
Janet and Bill Hallett  
Jackman Foundation  
David and Marsha Kennedy  
Tom Kierans  
Francine Lewis  
Lok Hing Liu  
Adrian and The Honourable  
Donald S. Macdonald  
Andrew and Valerie Pringle  
Nancy Riley and Blake Murray  
RBC Golden Credit Card Trust  
Jane Roy  
Jim Salem  
Cameron Scrivens  
Danielle Szandtner and John Fox  
Heather Thomson  
Barbara Volk  
Joanne Warner  
Sandra Young  
Kate Zeidler and Peter MacKenzie

## UP TO \$999

Joyce Affroh-Konrad  
Clair Balfour and Marci McDonald  
Parker Chase  
Christine Chow  
Barbara Feldberg  
Lorraine Floody  
Denise Gho  
F. Aqila Hanseer-Rizvi  
Brandon Howe  
Heather Johnson  
Cathy Jones and David Reville  
Douglas Lawrence  
Mary McDougall Maude  
Denice Morris  
Place2Give Canada  
Jane Prokaska  
David Reycraft  
Mat Savulescu  
Jena Tarabad  
Esther Tock





# HOUSING SERVICES

## Working to enhance the well-being of the most vulnerable in our community.

Dixon Hall's Housing Services department runs two emergency shelters which provide overnight accommodation and services 365 days a year. Heyworth House is an 83-bed co-ed shelter located at Main and Danforth and Schoolhouse is a 40-bed mens shelter in the downtown core. Regrettably, both shelters operate at full capacity all year.

Although the men and women who come to us are in need of emergency shelter, our mission has always been to provide more than just a meal and a place to spend the night. We work with our clients to determine the additional supports they require and help them get connected to the programs and services they need.

This year, we were able to assist 71 homeless men and women in finding and maintaining housing. Every individual we work with is matched with a Housing Worker to ensure they continue to receive the support they need even after they are housed.

Our community meal programs also continue to be as busy as ever. Over 40 people regularly attend our Tuesday night dinners, with another 30 to 40 joining our Friday morning breakfasts every week. These community meals provide much-needed nutritious food to people who might otherwise go without.

Just as important, they offer a place where a vulnerable population can come together in a stable environment, engage with our housing team and be part of a community. To learn more about our housing services and community meals programs, visit [www.dixonhall.org/housingservices](http://www.dixonhall.org/housingservices).

**435**   
**MEN and WOMEN**  
SLEPT IN WARM, DRY BEDS  
AT OUR SHELTERS

  
**132,000**   
HOT MEALS SERVED  
AT OUR SHELTERS

**580** **MEN AND WOMEN**   
SUPPORTED THROUGH OUR HARM  
REDUCTION PROGRAM

## 'Keep the Family Close'

### Karla & Billy's Story

Relatively new to Canada, Karla and her teenage son Billy first arrived at Heyworth House after getting evicted from their temporary unit.

Unable to speak or understand English, they did not know how to navigate the city's complex shelter system and were denied entry into a family shelter.

Upon learning that a Dixon Hall staff member spoke Hungarian, Karla came to us immediately, frantic and in distress.

Staff at Heyworth House worked quickly to help so that Karla and Billy could stay off the streets. Their situation was particularly complicated because Billy was under 16 years of age, which meant Children's Aid needed to be involved.

Our team successfully advocated on behalf of the family and after weeks of continued effort, finally managed to secure a place at a family shelter where Karla and Billy would be able to stay together.

Once they had settled in, Karla came back to Heyworth House to express her gratitude, telling staff, "I will never forget that you helped me."

*\*Names have been changed to protect the privacy of individuals*





## SENIORS SERVICES

### Assisting seniors in our community to live independent and healthy lives.

Dixon Hall’s Seniors department offers a basket of services to ensure seniors and adults living with a disability or illness can continue to live at home and engage in the community for as long as possible. In 2015, we provided services to over 2,100 seniors.

As a result of more seniors choosing to age at home and avoid being institutionalized, we provide support for our members and their caregivers through a number of programs, including Meals on Wheels, community transportation, Adult and Alzheimer day programs, respite care, case management, telephone reassurance, homemaking, health and wellness programs and supportive housing.

This year, we worked to implement a streamlined intake process for all of our seniors programs, which will enable us to maintain more fulsome records and statistics, as well as allow for a single point of access for information and referrals to all of our programs.

This means that not only are our clients able to gain access to the support service they need quickly and efficiently, they can also be referred to other services which they may not have been aware of.

Access to a combination of services provides not only essential support, but also gives our clients and their families the opportunity to lead a healthier lifestyle. Details on how to get connected can be found at [www.dixonhall.org/seniors](http://www.dixonhall.org/seniors).

Mr. Lee is 76 years old. He speaks limited English and lives alone. His only child is recovering from a recent stroke and cannot provide much assistance to Mr. Lee.

Mr. Lee’s son reached out to Dixon Hall for information about how we could help care for his father.

Following a home visit from our Intake Worker, it became clear that not only did he need help with meals, Mr. Lee was at risk of isolation. Mr. Lee was immediately connected to additional services to ensure he could continue to live comfortably on his own.

Even better, Mr. Lee’s son also received information about services he could access to help with his recovery from stroke. Since then, he has become less stressed about his father’s welfare and has been able to focus on his own health and well-being.

Mr. Lee now receives regular meals through our Meals on Wheels program and is also involved in one of our day programs where he has developed friendships with other seniors.

“My dad loves the program. On days he doesn’t attend, he still goes downstairs to wave at the bus,” says Mr. Lee’s son.

**215** *clients*  
RECEIVED MORE THAN  
➡ **1** SERVICE

**95%**  
OF CLIENTS  
REPORTED  
THEIR NEEDS  
WERE MORE  
THAN SATISFIED ✓

**13,400**   
VITAL RIDES TO MEDICAL,  
THERAPY AND SOCIAL  
APPOINTMENTS PROVIDED





# EMPLOYMENT SERVICES

Providing access to employment and training programs that will enable our community members to achieve their full economic potential.

Dixon Hall’s Employment Services department works with men and women in need of employment, as well as skills and training, to connect them to the right opportunities.

2015 was a year filled with many successes at our Employment Services Centre.

Our first success was receiving funding from Toronto Employment and Social Services (TESS) and RBC to launch a trailblazing training program for youth who face significant obstacles to finding meaningful employment due to poverty and barriers to education.

The Incubator Program is an intensive, hands-on, 8-week program combining on-the-job training with classroom learning for youth who are considering a career in trades or food services and hospitality. Over the course of the year, 20 youth completed the program with another 25 youth on track to graduate in 2016.

The successful launch of the Incubator Program has allowed us to better integrate our two social enterprises – the Show Love Café and the Mill Centre – with our programs and services, while simultaneously providing more specialized training for youth.

This year, our Employment Services team also strategically and physically joined together with TESS to offer services out of the new Regent Park Community Centre. This new partnership and central location will strengthen our ability to serve more community members and to serve them in new and improved ways. Come and visit our new Centre at 402 Shuter St. to learn more about our employment services.



**1,800** **JOB-SEEKERS**

BENEFITTED FROM FREE WORKSHOPS AND JOB FAIRS



**230**

JOB-SEEKERS EMPLOYED



**20** *youth*

GAINED HANDS-ON EXPERIENCE THROUGH OUR INCUBATOR PROGRAM

## ‘Back to Back’ Dan’s Story

For several years, Dan had been struggling to find a full-time job. He suffers from concurrent disorders and was living at Heyworth House while spending most of his days job searching.

Luck was on his side the day Dan noticed a flyer at Heyworth House for a Job Fair our Employment Services Centre was hosting.

As soon as Dan read the flyer, he knew that the position was perfect for him. He asked the staff at Heyworth House for more details and was immediately referred to our employment specialists.

In the days leading up to the Job Fair, we worked with Dan to fix up his resume, go through interview techniques and answer all of his questions and concerns.

The day of the Job Fair, Dan completed his interview with great success and was hired on the spot. The very same day, our Housing Workers over at Heyworth House were able to secure a permanent place for Dan to live.

That evening, at the end of a day he never thought possible, Dan said, “I can’t believe that I have a full-time job *and* a home. I will never forget this day.”

*\*Names have been changed to protect the privacy of individuals*



# MEALS ON WHEELS

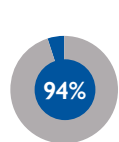


## Supporting independent living by providing healthy, nutritious meals delivered by caring, friendly volunteers.

Our Meals on Wheels (MOW) program enables clients who are elderly, homebound, or living with a disability or illness, to have reliable access to nutritious food. A wide variety of meal choices are offered, including regular hot meals, hot Chinese meals, frozen meals, diabetic meals, and fresh fruit and vegetable baskets.

Just as important as the meal is the interaction between clients and volunteers. Every meal delivery is an opportunity for a social interaction and a security check-in by volunteers for seniors who are often at risk of isolation or injury while at home alone.

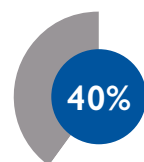
MOW clients report an improved quality of life and are often able to remain in their homes longer. They can also get connected to other vital supports and services through MOW. Details on how to start receiving Meals on Wheels and other services can be found at [www.dixonhall.org/seniors](http://www.dixonhall.org/seniors).



**94%**  
SENIORS ARE EATING  
MORE NUTRITIOUS  
MEALS



**418**  
HOMEBOUND  
INDIVIDUALS  
RECEIVED  
MEALS



**40%**  
OF CLIENTS ARE  
PARTIALLY OR  
FULLY SUBSIDIZED

## 'I Get Lonely Too'

### Mr. Mitchell's Story

Three years ago, Mr. Mitchell's life changed drastically when his wife of more than 62 years passed away. He was suddenly alone and isolated; he and his wife had spent all of their time together.

Mr. Mitchell had to learn how to care for himself. Since he didn't know how to cook, he ended up eating a lot of toast and tea and soon noticed a lack of energy.

One day, Mr. Mitchell saw a Dixon Hall bus parked outside his building and decided that Meals on Wheels was what he needed.

Nowadays, Mr. Mitchell is much less anxious about his meal preparation and is in better spirits as he gets to look forward to a daily interaction with the volunteers who deliver his food. He also feels stronger and more energetic than before.

"It's been life sustaining. I don't go outside because I suffer from anxiety and depression and without this service, I would not eat."

\*Names have been changed to protect the privacy of individuals

# OUT OF THE COLD



## Offering emergency shelter, safe refuge and hospitality during the coldest months of the year.

Dixon Hall is proud to support the 16 faith-based organizations that come together every winter to run the Out of the Cold program. Since 2003, we have been providing the highest quality resources and support staff at 14 OOTC sites. Services provided include counselling, housing supports, social service referrals, safety and security, and blankets for guests.

Our partnership with the Out of the Cold program celebrated some exciting successes this past winter. With the addition of two new positions, we were able to help even more individuals this year.

A dedicated Client Intervention Worker secured housing for an astounding 18 program guests; and our Data Analysis Coordinator gathered critical information and statistics about guests that will help us better understand the needs of the population we serve and how best to meet those unique needs.

Volunteer opportunities and Site Schedule information for Out of the Cold can be found at [www.dixonhall.org/housingservices](http://www.dixonhall.org/housingservices).

**18**  
**homeless**  
MEN AND WOMEN HOUSED



**17,000**  
**BED-NIGHTS**  
PROVIDED TO  
THOSE IN NEED



**2,036 HOMELESS**  
INDIVIDUALS ON AVERAGE  
RECEIVED OVERNIGHT SHELTER  
PER MONTH



## 'Hold On We're Going Home'

### Adam & Jenny's Story

Adam and Jenny had been homeless for 2 years when they first showed up at an OOTC site. Both had suffered from years of setbacks, were unable to find jobs and were living on the street, with no money at all.

Even more distressing, Jenny had given birth while they were homeless so their baby was immediately taken away by Child Services.

Our new Client Intervention Worker worked around the clock to help Adam and Jenny find safe and secure housing so that they could stay together as a family and start the process of gaining back custody of their daughter.

The team also connected them to Job Start in Etobicoke, where they wanted to live, to help them with their job search. By April, they had passed all of their drug tests, were attending weekly counselling sessions and had established consistent supervised visitations with their baby.

Adam and Jenny have now moved into an apartment and have been approved for home visitations with their daughter. Their next custody hearing is scheduled for the fall. They remain hopeful that their family will be reunited soon.

\*Names have been changed to protect the privacy of individuals





## VOLUNTEERS

### Offering opportunities to make a difference.

Year after year, we are inspired by the kindness, generosity and dedication of our volunteers.

Dixon Hall volunteers contribute their time and talents to 25 different programs and services across every department. Without the incredible support of these generous individuals, many of our programs would not be able to operate.

Every year, we have the pleasure of welcoming new volunteers to Dixon Hall. In 2015, a new relationship with a Toronto university had 12 students help deliver programs and services flyers to over 900 households around our neighbourhood during their reading week. One student said it was an eye-opening experience where she learned that people in need of support are not always homeless.

We also had a number of new corporate teams come on board this year. One incredible group dedicated an afternoon to help us paint the foyer, reception area and stairwell at our head office. They also made a generous financial contribution to help pay for the paint and supplies.

For many, volunteering is a wonderful way to get involved in the community, make a difference and meet new people. To see a list of volunteer opportunities, visit [www.dixonhall.org/volunteer](http://www.dixonhall.org/volunteer).

1,684

VOLUNTEERS  
CONTRIBUTED THEIR  
TIME AND EXPERTISE



400+

HOURS CONTRIBUTED BY

2 SPECTACULAR  
VOLUNTEERS



164 NEW

VOLUNTEERS JOINED OUR TEAM



For Jim, volunteering has always been about give and take.

He first started as a volunteer in our Alzheimer Day Program as a way to give back to the community he lives in, but Jim quickly came to realize that he also takes away a lot of experience, as well as great memories.

Jim says he's been asked a few times if working with seniors who have dementia is depressing or disheartening. His response is that nothing could be farther from the truth. In fact, the majority of his time in the program is filled with jokes, laughter and lots and lots of coffee.

According to Jim, "seriously...seniors can be hilarious!"

Recently, Jim joined our Toronto Challenge team, walking 5 km to help raise funds in support of our seniors programs; and he already plans to race again next year alongside his mother, who says he's inspired her to get involved as well.

In 2015, Jim dedicated an astounding 457 volunteer hours to our Alzheimer Day Program. He says that the deep connections he's made with the members are the best thing he'll be able to take away with him from his volunteer experience.



# BOARD OF DIRECTORS

Darren Cooney, *Chair*  
Rod Bolger, *Vice-Chair*  
Martha Tory, *Treasurer*  
Anna Balinsky, *Member*  
Thompson Egbo-Egbo, *Member*  
Barbara Feldberg, *Member*  
David Kennedy, *Member*  
Andrew Noel, *Member*  
Cameron Scrivens, *Member*  
Esther Tock, *Member*

HONORARY BOARD MEMBER  
Barbara Volk, *Past Chair*

We would like to recognize the contributions of the following Board Members who retired in 2015.

Elliott Jacobson, *Chair*  
Joanna Carroll  
Patrick Gossage  
Sam Hall  
Craig Knowles  
Suzanne Skinner  
Philip Unrau  
Joanne Warner

# ORDER OF DIXON 2015



Established in 2009, the Order of Dixon award is our highest honour which acknowledges those people (or their families) whose tremendous gifts of time, money or expertise have made a significant difference to the work of Dixon Hall Neighbourhood Services.

The recipients of the 2015 Order of Dixon are:

- 1. **ALLAN IRELAND** for his volunteer work in our Seniors programs delivering support and musical entertainment since the 1980s.
- 2. **SUSAN KAUFMAN** for providing countless hours of legal advice to community members at no cost since 1981.
- 3. **KATE STARK** for her leadership and guidance as Executive Director of Dixon Hall Neighbourhood Services from 2004 to 2015.

## Membership

Joining Dixon Hall's Membership means the chance to play an active role in the life of our community.

As part of a strong and diverse group, our members have the opportunity to participate in the governance and accountability processes of the agency, to vote on important issues at our Annual General Meeting, and to be part of the solution by helping to address some of the most important challenges faced by our society: hunger, homelessness, poverty, abuse and isolation.

To learn more about how to become a Member of Dixon Hall Neighbourhood Services, visit [www.dixonhall.org/membership](http://www.dixonhall.org/membership).

# WE ARE DIXON HALL



**Stana Pascu**  
*Care Coordinator and Program Supervisor, Supportive Housing, Seniors Services*

Stana Pascu helps seniors live independently. Every day, Stana and her team provide support to over 150 seniors living in down-town east Toronto.

Stana has been supporting seniors at Dixon Hall for over 15 years. Her team helps with personal care and light housekeeping, provides medication reminders and safety checks, and responds to medical emergencies.

Everyone who meets Stana is immediately struck by her warmth and compassion, and impressed by the thoughtful ways in which she cares for the seniors living in the three buildings her team supports.

Providing care to seniors is not without its challenges, but Stana says that she goes home happy every single day, knowing that her clients are well cared for and that she has helped them.



**Kenneth Slater**  
*Interim Manager, Children & Youth*

Kenneth Slater has been a member of the Dixon Hall family for over 25 years. He started as a volunteer when he was 14, and has been involved with Dixon Hall ever since.

Working with young people is incredibly rewarding, but it can be challenging as well. Kenneth says that one of the guiding principles of his approach is to always be honest with people. "If you start from a place of honesty, you're starting on the right foot. Sometimes the way you show you care is by being honest with a person and sharing the hard truths." Kenneth has never been afraid to share these hard truths, if he thinks it will help someone.

Kenneth has an innate ability to get people talking. His love of conversation has helped him immensely in his work. Getting young people to open up about what they're experiencing, and reassuring them that there is someone who is always ready to listen, can have a huge impact on a young person's life.

# SENIOR LEADERSHIP TEAM

Neil Hetherington  
*Chief Executive Officer*

Haris Blentic  
*Director, Employment Services*

Christine Chow  
*Director, Seniors Services*

Sandra Costain  
*Interim Director, Children & Youth*

Alejandra Galvez  
*Director, People & Culture*

Rebecca Hare  
*Director, Philanthropy & Communications*

Bob McKittrick  
*Director, Music School*

David Reycraft  
*Director, Housing Services*

TO STANA, KENNETH AND THE REST OF THE DIXON HALL STAFF TEAM, THANK YOU.



# OUR DONORS

Without your support, we could not create change in our communities.  
Thank you – you make a world of difference.

## \$100,000+

Ada Slaight

## \$25,000 - \$99,999

BMO Financial Group  
Halsall Family Foundation  
RBC  
Scotiabank  
Sun Life Financial  
The Gordon and Ruth Gooder  
Charitable Foundation  
The Minstrel Foundation for  
Music & Arts Advancement  
The Rotary Club of Toronto  
Charitable Foundation  
The Slight Family Foundation  
WSP Canada Inc.

## \$10,000 - \$24,999

Nancy and Rod Bolger  
CIBC  
Ernst & Young LLP  
Holdbest Foundation  
PwC  
Sprott Asset Management LP  
The Catherine and Maxwell  
Meighen Foundation  
The Daniels Corporation  
The Lang Family Foundation  
The Rainbow Foundation  
The Sprott Foundation  
Tippet Foundation

## \$1,000 - \$9,999

Artscape  
Aston Family Foundation  
David Bacon  
Michael Barrack  
Barry and Laurie Green  
Family Charitable Trust  
Julie Beddoes  
Paul and Kaye Beeston  
Blue Ant Media  
Albert Brule  
Burgundy Asset Management Ltd.  
CHUM Charitable Foundation  
CIBC Children's Foundation  
Anne Coles  
Deloitte  
Diageo Canada  
Bob Dorrance and Gail Drummond  
Michael Dunn  
Vivien Dzau  
Edwards Charitable Foundation  
Element Financial  
Ella's Edge Consulting Services  
Elspeth Heyworth Bursary Fund  
at Toronto Foundation  
Estate of Cornelius Anderson Silber  
David Farnfield  
Filion Wakely Thorup Angeletti LLP  
Alison Fisher  
Wayne Fraser  
George Cedric Metcalf Charitable  
Foundation  
Gluskin Sheff + Associates Inc.  
Goodmans LLP  
Patrick Gossage  
Hallett Horlor Inc.

Matthew Hannon  
Robin Harrison  
Harry A. Newman Memorial  
Foundation  
Neil Hetherington  
W.B.G. Humphries  
Rebecca Hurwitz  
IA Securities - Crawford Gordon  
IBM Canada  
Richard and Donna Ivey  
Jill James  
David and Marsha Kennedy  
KPMG  
Last Gang Entertainment  
Thomas Lockett  
Longo's  
Michael MacMillan and Cathy Spoel  
Judith Malkin and Elliott Jacobson  
Maxim Group General Contracting  
Building Restoration Inc.  
The Honourable Margaret McCain  
Ann McCain  
McCarthy Tetrault  
Media Profile  
George and Del Milbrandt  
Pat and Tony Minard  
Ramona and Cosmin Munteanu  
N. James Swan Memorial Scholarship  
Fund at Toronto Foundation  
OPTIMUS SBR  
Barbara Ouzunoff  
G Scott and Sarah Paterson  
Patricia McNamara Fund  
Don Pearson  
Performing Arts Lodges,  
Toronto

Hindrek Piigert  
James Salem  
Sefonias Catering  
Synnove Seidman  
Shoppers Drug Mart Life  
Foundation  
Jacqueline Skeldon  
St. Andrew's Charitable Foundation  
St. George's Adult Literacy Program  
St. Joseph Communications  
Stuart and Patricia MacKay  
Family Fund at Toronto  
Foundation  
Taylor Klein Oballa LLP  
TD Bank Group  
The Ben and Hilda Katz  
Charitable Foundation  
The Bridle Bash Foundation  
The Fyfe Foundation  
The Henry White Kinnear  
Foundation  
The Hope Charitable Foundation  
The Toronto Star Fresh Air Fund  
The Ward Family Foundation  
Esther Tock  
Martha Tory  
Turco Persian Rug Company Inc.  
Universal Music Canada  
Philip Unrau  
Mary (Sassy) Waddell  
Warner Music Canada  
Judith Wilder  
Ione Williams

## \$250 - \$999

Rajbir and Satinder Ahluwalia  
Ken Andrews  
D. Arcand  
William Arnold  
Ken Aucoin  
Clair Balfour and Marci McDonald  
Robert Bayne  
Paul Bennett  
Berklee College Of Music  
Tamo and Susan Bianchi  
Brian Bimm  
Jack and Gretchen Bingham  
B.R. Blackburn  
Walter M. and Lisa Balfour Bowen  
Robert Brien  
Kathleen Bruce-Robertson  
Canada Life  
Canadian Music Week  
Chartered Professional  
Accountants of Ontario  
Patrick Chase  
Mary Choi  
Christine Chow  
Christine Christiansen  
CIBC Mellon  
Sharon Cleland  
Angelo Colussi  
Darren Cooney  
Dorothy Creaser  
Gerald Crowell  
David Daniels and  
Kate Alexander Daniels  
Ann Davies  
Megan Deeks

Dan Donnelly  
Sonia Duranovich  
Joan Eddy  
Susan Eng  
Sam Evangelista  
Douglas Fearman  
First Church of Christ, Scientist  
John Flannery  
Robert Foster  
Carol Fozo  
GenFund Management Inc.  
Margot Glatt  
Diana Goad  
Barbara Goldring  
Susanne Gossage  
Catherine Graham  
Green Shield Canada  
Norman Guilfoyle  
Nate Habermeyer  
Elizabeth D. Hamilton  
The Honourable Paul Hellyer  
Gordon and Pamela Henderson  
Rivette and Ernest Herzig  
Jovette Howe  
Richard Huang  
Robbin Hudson  
William Hughey  
Mark Hume  
Ann Hutchison  
Allan Ireland  
Jackman Foundation  
Patricia Jackson  
Ken James  
Jeffrey Latimer Entertainment  
Susan Kaufman  
KelTech Datasafe Inc.  
Ron Kitchen  
John and Brigitte La Flair  
Dr. Jack and Ann Laidlaw  
Pat and Colomba Lamanna  
La Rocca Creative Cakes  
Dale Lawr  
Trish Leacock

Grace Lee  
Fabienne Lette  
Kaarina Luoma  
Janette MacDonald  
Bruce Maclellan  
Maple Music  
Anthony Matrundola  
Heather McAllister  
Kevin McKenzie  
McKinsey & Company Canada  
Carol June McLean  
Megan McMurray  
Pat McNamara  
Taylor Mieske  
Alison Minard  
Paul Mitchell  
Dave Mun  
Blake Murray  
Nexus Investment Management Inc.  
Old York Tower Non-Profit  
Seniors Housing  
Heela Omarkhail  
David Orman  
Osler, Hoskin & Harcourt LLP  
Our Lady of Fatima  
Paul Hahn & Company Ltd.  
David and Kathleen Penny  
Debra Pepler  
Jim Pianosi  
Porkchop Sandwiches and Friends  
Gary and Ann Posen  
Greg Power  
Frances Price  
Andrew Pringle  
Francisca Quinn  
Carolyn Raber  
Gail Regan  
Loria Reynolds  
John Rhind  
Nancy Riley  
Mae Rodriguez  
Christine Roque  
Rachel Rosenberg

Michael Ross  
Bruce Rothney  
Derek Ruston  
Liz Rykert  
Nadine Saby  
Ruby Samlalsingh  
Gerhardt Samwell  
Traudi Schlehuber  
Alan Scott  
Cameron Scrivens  
George and Joan Sims  
Sydney E.H. Smart  
John Spano  
Ali Spinner  
Kate Stark  
Karen Stephenson  
Gerald Swinkin  
Tailwind Capital Inc.  
The Joan and Bruce Philip Foundation  
The Toronto Morris Men  
Yvonne Thevenot  
Barbara Thompson  
Toronto North Dental Hygienist Society  
Urban Barn  
Anne Venton  
Barbara Volk  
Karla Wallace  
James Warren  
Glen Watson  
Bruce Weber  
Edye Rome and Charles Webster  
Charles Witherell  
Woodsworth Housing Co-operative Inc.  
workopolis.com  
Bernard Zelechow

# MONTHLY GIVING CLUB

|                     |                           |
|---------------------|---------------------------|
| Joan Anderson       | Ernest Marshall           |
| Albert Brule        | Paul Mitchell             |
| Alba Marie Castillo | William Scott Murray      |
| Christine Chow      | Martha Olynk              |
| Tammy Chow          | Fatima Pattusch           |
| Charles P. Clark    | Don Pearson               |
| Darren Cooney       | Gerry Pearson             |
| Kathryn Cowan       | Ruth Peterson             |
| Dorothy Creaser     | Jane Prokaska             |
| Ljudmila Dolanjski  | Donna Ragas               |
| Martha Drassinower  | Edward Shaw               |
| Adam Fair           | Kevin Smith               |
| Gloria Fallick      | Karen Stephenson          |
| Candace Fowlin      | Philip Unrau              |
| Jeffrey Garey       | Keith and Doreen Williams |
| Denise Gho          | Charles Witherell         |
| Laina Gibson        | Sharon Wood               |
| Susanne Gossage     | Richard Yee               |
| Jennifer Grant      | Rochell Zorzi             |



DIXON  
HALL

STATEMENT OF  
OPERATIONS

YEAR ENDED  
MARCH 31,  
2016

The Statement of Operations presents the results of the Agency's activities for the 15 month period from January 1, 2015 to March 31, 2016. The prior year's comparative figures include the activities for the 12 month period ended December 31, 2014. The change in fiscal year end was approved by the Canada Revenue Agency.

|   | 15 Months<br>Ended<br>March 31,<br>2016 | 12 Months<br>Ended<br>December 31,<br>2014 |
|---|---|--|
|   | 2015                                    | 2014                                       |
| REVENUE   |   |  |
| Grant Revenue - City of Toronto   | 6,317,461                               | 4,545,208                                  |
| Grant Revenue - Province of Ontario   | 3,862,609                               | 3,086,215                                  |
| Grant Revenue - Federal Government  | 284,231                                 | 254,421                                    |
| Fundraising   | 1,423,148                               | 1,183,649                                  |
| United Way of Greater Toronto & York Region   | 1,067,325                               | 808,146                                    |
| User Fees   | 565,670                                 | 480,767                                    |
| Amortization of Deferred Contributions Relating to Property and Equipment   | 202,167                                 | 148,731                                    |
| Interest  | 10,763                                  | 13,427                                     |
|   | 13,733,374                              | 10,520,564                                 |
| EXPENSES  |   |  |
| Neighbourhood Services  | 1,618,781                               | 1,191,678                                  |
| Housing Services  | 5,563,763                               | 4,106,346                                  |
| Seniors Services  | 3,904,896                               | 3,193,437                                  |
| Employment Services   | 1,613,751                               | 1,327,446                                  |
| Community Development   | 329,589                                 | 212,441                                    |
| Infrastructure and Support Services   | 645,479                                 | 481,728                                    |
|   | 13,676,259                              | 10,513,076                                 |
| Excess of Revenue Over Expenses from Continuing Operations  | 57,115                                  | 7,488                                      |
| Contribution of Net Assets from Mid-Toronto Community Services Inc.   | -                                       | 502,635                                    |
| Excess of Revenue Over Expenses After Giving Effect to Voluntary Integration of Mid-Toronto Community Services Inc. | \$57,115                                | \$510,123                                  |

Signed Audited Financial Statements are available at [www.dixonhall.org/annualreports](http://www.dixonhall.org/annualreports).

OUR GOVERNMENT FUNDERS

We would like to thank the following organizations for their constant and generous support, which enables us to continue to serve our clients innovatively and effectively year after year.

1. GOVERNMENT OF CANADA
- Citizenship & Immigration Canada
  - Service Canada
  - New Horizons
  - Family Services Toronto – Brighter Futures
2. PROVINCE OF ONTARIO
- Ministry of Health and Long-Term Care
  - Ontario Seniors Secretariat
  - Ministry of Training, Colleges and Universities
  - Toronto Central Local Health Integration Network
3. CITY OF TORONTO
- Children's Services
  - Community Services Partnership – CSP
  - Shelter, Support & Housing Administration
  - Toronto Arts Council
  - Toronto Employment and Social Services

Dixon Hall is a United Way Toronto & York Region Member Agency.





Dixon Hall Neighbourhood Services ©  
58 Sumach Street Toronto, ON M5A 3J7  
t. 416.863.0499 e. [info@dixonhall.org](mailto:info@dixonhall.org)  
[www.dixonhall.org](http://www.dixonhall.org)



Facebook: DixonHall1929

Twitter: @dixon\_hall

Instagram: dixonhall\_toronto

YouTube: DixonHallToronto

LinkedIn: Dixon Hall Neighbourhood Services



A United Way Member Agency  
Charitable Registration # 11888 6308 RR0001

