


DIXON HALL

2019-2020 IMPACT REPORT

DIXON HALL

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 DIXONHALL1929

 @DIXONHALL_TORONTO

 DIXON_HALL

**Inspired by
Community**

OUR MISSION:

We create lasting solutions to end poverty, social injustices, and isolation in Toronto

OUR VISION:

A city where everyone thrives

OUR VALUES:

RESPECT

We believe that everyone has qualities and value worthy of admiration

DIVERSITY

We believe in an inclusive culture of diverse thought, experience, and background

INTEGRITY

Commitments we make will be commitments kept

CARE AND COMPASSION

We live out our commitment for social justice through thoughtful action

ACCOUNTABILITY

We are responsible for our actions, and inaction

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A MESSAGE FROM OUR CEO AND BOARD CHAIR

It is a peculiar feeling to be writing about our previous year and the successes the agency has seen, while also being present to what is taking place at this time in our neighbourhoods, in our country, and around the world. The publishing of our Impact Report puts us in that rare place of reflecting on the challenges we have faced; our positive accomplishments and successes; and looks hopefully towards our future and what lies ahead.

Both perspectives, of our past year's success and of our future goals, have been unprecedentedly shaped by a tremendous demonstration of community support. We have indeed been inspired by community. Our group of champions has included donors, clients/guests/members, volunteers, staff, board of directors, partner agencies, and funding bodies, all of whom played a part in launching the campaign that resulted in the building of our new Youth Centre. Dixon Hall's little jewel in Regent Park did open its doors in spring 2020, though we have not yet been able to celebrate with an official opening. You will see more on the story of the Bill Graham Youth Centre within this report.

We know that we asked a great deal of our community, and they have been with us on a journey that enabled the creation of a very special space for our deserving youth participants.

Dixon Hall has accomplished a great many things during our 2019-2020 fiscal year, and we looked to the community to help us do it – they were always there. On the volunteer side, the agency welcomed more than 240 new volunteers to our team. And together, our Dixon Hall community raised more money for the agency than has been raised in previous years for Dixonlicious, which supports our many food programs, and for Music for Life, helping to provide music lessons to children who are a part of our Dixon Hall Music School. Thank you for that support.

The idea of community is not just a notion for us: it is tangible, reliable, present and of late, proven to be comforting, stalwart, adaptive and powerful. Our vision, mission and values have been realized by our family of support that resides in Toronto's downtown east, and we are pleased to be able to share

some of their stories in this year's Impact Report. We're also offering some insight into how we have adjusted our programs to address the growing needs during the COVID-19 pandemic. You'll see how strong a role our community played in keeping our programs up and running to support so many of those in need.

We are in the midst of challenging times, and during our last fiscal year we started the strategic work necessary to plan for our next five years. We'll be ready to share these developments with you in the months to come, and you will see that our initiatives are ground-breaking and exciting. We are taking all the necessary steps to center our initiatives on race, equity and inclusion to be certain that our work remains focused on the social determinants of health and to honour our employees who have persevered, lifted us up and made us a better agency over the past 90 years. We're thrilled to be able to share some of our heart-warming and life changing agency stories with you, as we also thank you for the positive impact you have had on our work and our community!



Mercedes Watson
CEO



Rod Bolger
Chair

LEADERSHIP TEAM

Mercedes Watson
CEO

Dwight Anderson
Director, People & Culture

Alison Booth
Director, Finance

Christine Chow
Director, Seniors Services

Sandra Costain
Director, Children & Youth

Bob McKittrick
Director, Music School

Eric Philip
Director, Real Estate
& Property Management

David Reycraft
Director, Housing Services

Laura Stenberg
Director, Philanthropy
& Communications

Fulya Vekiloglu
Director, Employment Services

*Special thanks to Gretchen Daniels,
our outgoing CFO*

BOARD OF DIRECTORS

Rod Bolger
Chair

Cameron Scrivens
Vice-Chair

Kevin Hibbert, FCPA, FCA
Treasurer

Thompson Egbo-Egbo
Secretary

Scott Bell
Director

Barbara Feldberg
Director

Susanne Gossage
Director

Jordana Greenberg
Director

Trevlyn Kennedy
Director

Tim Moseley
Director

Robert Nam, MD, FRCS
Director

**Honorary Board Member
and Past Board Chair**
Barbara Volk

2019-2020: OUR IMPACT

Children & Youth

163

We facilitated **163 youth mentoring sessions**

75

children were able to experience the joy of attending Summer Camp, with **16 youth staff**

42

youth attended March Break Camp

260

We collaboratively hosted drop-in sessions, and had **260 youth attend** throughout the year

Music School

300

Over **300 students** attended weekly music lessons in **22 different disciplines**

12,500

We provided musical training 6 days a week for 11 months of the year, for a total of **12,500 lessons**

133

We created a safe space for learning and self-discovery for **133 families** in Regent Park and surrounding downtown East neighbourhoods

94%

of our students returned for music lessons in the fall of 2019 to continue their musical education

9

of our students completed their Royal Conservatory of Music exams, scoring an average of **86%**

Housing Services

159

clients experiencing homelessness were moved into permanent housing

24,000

The Out of the Cold (OOTC) program, supported by Dixon Hall, hosted a total of **13,992 overnight stays** and provided more than **24,000 meals** to guests

3,000

More than **3,000 individuals** were provided with harm reduction supports, to ensure safe practices for those engaged in drug use

80,000

More than **80,000 bed nights** were provided through our various housing sites

2,500

We served approximately **2,500 meals** to community members facing food insecurity through community meals and nutrition classes

Seniors Services

63,334

Meals on Wheels delivered **63,334 meals** to 363 seniors and adults with an illness or disability in downtown East Toronto

118

seniors participated in the Adult Day/Alzheimer's program, for a total of **24,925 hours of activities** with friends and staff

11,883

rides were provided by our Community Transportation services to help seniors attend medical, therapy & social appointments

2,306

safety checks and friendly phone calls were made to seniors as part of our Telephone Reassurance program

465

seniors in our Active Living program participated in **23,412 hours of healthy and social activities**

Employment Services

276

clients were supported with skills training and in finding employment

1,652

clients attended our Resource Workshops and Information Sessions to better equip themselves for the job market

22

youth graduated from the Incubator Program to start careers in the hospitality and trades industries

18

Ontario Works youth recipients graduated from the Sustainable Food Sector Training Program, equipped with the skills and connections needed to excel in their careers

Volunteer Services

1,665

volunteers donated their time to help communities in need in downtown East Toronto

243

We had **243 new volunteers** join the Dixon Hall team, supporting programs and connecting with our community

41

volunteers donated over **100 hours** of their time with unwavering dedication

23,132

hours were donated by our volunteers over the course of the year



BILL GRAHAM YOUTH CENTRE

Bright Environments Inspiring Bright Minds

As Dixon Hall's programs and services continue to expand to meet the needs of our community, so must our physical spaces in downtown East Toronto. As part of this growth, we are proud to announce that the construction of our new building - the Bill Graham Youth Centre - was officially completed in 2020. Thanks to the support of our wonderful community of donors, the new, bright and colourful space at the corner of Wyatt Avenue and Nicholas Avenue is now home to Dixon Hall Music School, and our Children & Youth programs.

This space, made possible by the generous support of so many, including lead donors Cathy and Bill Graham, all levels of government and Toronto Community

Housing Corporation, offers a safe place where our youth can come together to learn new skills, make new friends, and just be themselves. In recognition of all our donors and supporters, we've designed a donor wall in the new youth centre, which showcases the generous individuals and organizations who supported this initiative, and made this building possible.

The new Centre was designed to encourage the personal development of each participant enrolled in our programs, and to inspire youth to feel limitless in their dreams. Colourful murals by Toronto artists are displayed on all the walls to ignite that inspiration.

The artists*, together with some of our young participants, each took a stark blank canvas and created something fun, inviting and playful.

Dixon Hall sites and services are located throughout downtown East Toronto, serving multiple neighbourhoods and communities in the city. Our physical spaces are continuously growing and changing to best serve our current and future clients, and individuals in need. A current depiction of Dixon Hall's impact in the community is included above.

*Jacquie Comrie, Peru Dyer Jalea, and Kirsten MCreca

Our Locations

- A** 85 The Esplanade
- B** 349 George Street
- C** 188-192 Carlton Street
- D** 351 Lakeshore Blvd. East
- E** 402 Shuter Street
- F** 58 Sumach Street
- G** 51 Wyatt Avenue
- H** 2714 Danforth Avenue





CHILDREN & YOUTH

A Sense of Community Inspires Trust and Resilience

Adolescence can be a tough time for any youth. For the young people of Regent Park and surrounding neighbourhoods, challenges are heightened by other factors including socioeconomic status, race, ethnicity, financial insecurity and stigma. Our Children & Youth department works with youth to support them in overcoming barriers and to offer a deep sense of trust and community.

Custom programs are created and adjusted to meet the needs and concerns of our participants and their families. We offer a range of initiatives for children and youth aged 3-29 including after-school, evening and weekend programs, March Break and Summer Camps, and parental and family support groups. Recreational programs

focused on sports and music are offered to engage youth in healthy, team-based activities where they can express themselves in a safe environment. Mentorship and girls-only programs offer support, encouraging strong social connections, healthier lifestyle options, and confidence-building opportunities to support youth in achieving their goals.

In 2019, staff attended three youth conferences to discover new ways to improve programming and strengthen impact. Earlier this year, the Children & Youth department also moved into their new home in the Bill Graham Youth Centre. As the team navigates the transition to the new space, they continue to prioritize the community; they respond to crisis; and they remain flexible with programming to address the needs of participants and their families.

COVID-19 Update

The challenges presented by the pandemic were met with resilience by the Children & Youth team. The closure of the Youth Centre meant a pause on some programs, and heightened anxiety for our clients and their families. The team introduced a range of online workshops focused on mindfulness, yoga, and dance to keep participants engaged. They also hosted online cooking and fitness classes. Emergency funding from United Way's Local Love fund enabled the delivery of meals to families in need, and gave youth the opportunity to give back by helping with safe meal deliveries.

Many of the youth that attend Dixon Hall Children & Youth programs stay beyond their young adulthood. Individuals come back as counsellors for camps, volunteers for programs, and as youth workers to give back to the community that once supported them. They relate to other participants in the programs, acting as role models, and have a contagious passion to make a difference in the community.



Community Impact

Lisa is 18 years old, and is currently a member of our Girl Fit program. She lives with her younger brother and father, and is described as having a "large personality". In Grade 9, Lisa was told that she would not finish high school, and that she had a major attitude problem; she could be loud and unaware of other people's boundaries. Later that same year, her parents divorced. This is when Lisa first came to Dixon Hall. One of our youth workers began meeting with her one-on-one, and together they identified goals and established a support system, which included attending the Girl Fit program. Four years later, Lisa still attends the program and has never missed a Thursday session. She's since graduated from Grade 12, and will be attending George Brown to study dental hygiene. Lisa's resilience and dedication demonstrate how she overcame adversity, and now inspires others in the program, and in the community, to strive for their goals, regardless of their circumstances.



MUSIC SCHOOL

Creativity Inspires Self-expression and Personal Growth

Creative outlets are so important for youth. Participating in the arts and musical training allows young people to develop skills like language, reasoning, and self-expression, all of which help them succeed in their adult lives.

At Dixon Hall Music School, we've been working with youth from the Regent Park, Moss Park and St. Lawrence neighbourhoods for over 40 years. Our staff are committed to guiding students in their musical training, offering a sense of community and unity, and an opportunity to explore their self-identity. Students' stories and successes inspire others in the community, creating a cultural lifeline for families and youth regardless of social status.

Since 1978, we have continued to explore and expand the offerings at Dixon Hall Music School. Today we offer a comprehensive

program that follows students through all stages – and ages – of their musical and personal development. That includes lessons on musical theory, ear training, rock band, and orchestra – more than 20 different disciplines – to help them flourish regardless of their life's circumstances.

2019 was an exciting year. The Music School moved out of the basement at 58 Sumach Street, and into our new Youth Centre in the heart of Regent Park. This colourful, bright, and inclusive space now reflects the inspiring youth enrolled at our music school.

In addition to our big move, we also expanded our program by hiring one of our former music students, Daniel Sheik, to lead our digital studio/composition and recording program. Daniel has been part of the Dixon Hall community from an early age, so when he heard about a staff opening in the music program, he jumped at the opportunity.

COVID-19 Update

On March 21, 2020 we adapted our music programs to comply with the city-wide closures, and, thanks to The Azrieli Foundation, began offering free online music lessons to our students.

Dixon Hall Music School began hosting 33 online music classes each week, with close to 250 students actively involved in those online lessons. We also distributed 44 new music books to families in March so they would have resources to keep them going during the closure of our physical space. Our teachers supported each student's development through virtual instructions and online tutorials. Parents expressed how the virtual lessons helped with their children's mental well-being: "It is very helpful for our daughter's skills as well as for her mental health to keep interacting with her wonderful instructor."



This program allows students to explore every avenue of the music industry from early-on ear training to musical proficiency, right through to recording and producing. Offering these programs to youth and children who may not have otherwise been given this experience means that they have the opportunity to grow and discover their real potential.

"I knew it was my chance to give back to the Dixon Hall music community that has given me so much. Dixon Hall Music School provided me with the opportunity to educate myself musically as an adolescent and now I wish to ricochet my musical knowledge to the youth within our community."



HOUSING SERVICES

Overcoming Adversity Inspires Transformation

The shelter system in Toronto is under constant stress as the number of individuals experiencing homelessness continues to grow. There are roughly 9,000 persons without adequate housing in the city at present*. To support this vulnerable population, Dixon Hall works with clients to help them find temporary or preferably permanent housing solutions; to assist with food security through community meals; and to offer harm reduction assistance.

Dixon Hall maintains that the solution to homelessness is housing. Last year we successfully enabled 159 clients to move into permanent housing. With every placement, the Housing Services team learns more about the homeless population and our clients' needs, and the strategies and tools needed to combat the housing crisis.

Supporting individuals once they have been placed in housing, is a critical part of our work. The Layered Support and Supports to Daily Living teams maintain relationships with new tenants to stabilize their housing and make improvements through community engagement, volunteerism, social activities, dialogue and other supports.

The Housing department offers a range of food programs including weekly community meals and cooking classes to help those experiencing food insecurity. By offering lessons in meal preparation and nutrition, the team aims to educate clients so they are better prepared to independently lead a healthy life for themselves and their families.

*Homeless Hub 2019, Canadian Observatory on Homelessness, accessed July 27, 2020.

COVID-19 Update

Ensuring the safety of Toronto's homeless population has been one of the most significant challenges presented by COVID-19. We reduced the number of residents in all Emergency Shelters by between 40-50% to meet physical distancing requirements, and opened a 50-bed site to accommodate those who were displaced due to these changes. The Schoolhouse Shelter extended its services to become a 24-hour facility, and the team moved 155 clients from different sites into partner hotels for safer accommodations.

Additionally, the team increased the community meal schedule from two meals to as many as seven meals, serving over 200 clients weekly. Thanks to generous supporters, we also provided over \$200 in grocery gift cards to each client.

We saw a 15% increase in the number of people being served in emergency shelters, but we also saw an increase in the number of individuals moved to housing. And that remains the most important work, supporting individuals in their transition from homelessness to home.

During the winter of 2019, Dixon Hall continued to support the Out of the Cold Program until COVID-19 forced the early closure of those sites. In Cabbagetown, the Rooming House Project, now in its second year, continued to support tenants and enhance community relationships.

Community Impact

Steven is a client of Dixon Hall's Housing Services, and is described by staff who know him as resilient and inspiring. He is the father of a young child with special needs who was taken into foster care when Steven was dealing with addiction and homelessness. Determined to get his child back, Steven took on the challenge

of addressing his addiction and getting his life in order. Steven has now been sober for almost two years. During this time, he also developed and maintained a positive relationship with his son and his son's foster parents, who were very supportive in his recovery. With the help of Dixon Hall, working in collaboration with Children's Aid, Steven was able to exit the shelter system, find housing in a two-bedroom apartment in a quiet family neighbourhood where he now awaits reunification with his son. This has been delayed by the pandemic but is still imminent thanks to the support of Dixon's Housing Team. Congratulations Steven, we are so proud of you.



SENIORS SERVICES

Caring Inspires Community Connections

As the population of seniors in Toronto continues to grow each year, our Seniors Services department becomes increasingly essential to the well-being and livelihood of our community. According to Statistics Canada, we know that 92% of seniors are living more independently, in private dwellings, and for longer*, making the need for services and support programs even more important to our city.

At Dixon Hall, we are recognized for offering a wide range of programs to support diverse populations. For seniors, that includes services such as Housing Support, Adult Health & Wellness, Case Management, Community Transportation, and Meals on Wheels. By offering a comprehensive range of programs at

highly-subsidized rates, we're able to have a greater impact in serving the needs of individuals and the seniors' community at large.

Over the past year, personal support workers from the Seniors Services team provided 106 seniors living in Supportive Housing units with over 14,000 hours of assisted living aid. During this time, we were also delighted to expand the program into the updated 192 Carlton Street location to bring our seniors together in a brighter, refreshed space where they can connect with friends, staff, and volunteers. In the community, our Meals on Wheels program continued to make a significant impact, serving over 60,000 prepared meals to clients, making us one of the largest mobile food programs in the city.

*Statistics Canada 2018, Government of Canada, accessed July 16, 2020.

COVID-19 Update

The pandemic demanded quick transformations from Dixon Hall in order to ensure the safety of our vulnerable seniors' community. Physical distancing requirements and city-wide shutdowns led to a diminished volunteer pool across the agency, especially for Meals on Wheels. In spite of this challenge, we delivered 5,910 meals to seniors in March alone – a 24% increase from pre-pandemic months. Huge thanks to our dedicated staff and a core group of volunteers for helping us rise to the challenge. Frequency of wellness phone calls was increased and more outreach was done to high-risk clients. Personalized activity kits were delivered; Zoom activities such as Bingo, exercise, trivia and music sessions were scheduled throughout the week to help people stay in touch while staying safe.



Community Impact

Margaret is an accomplished musician who picked up her life in the UK, and moved to Toronto on her own, leaving her family, friends, and support system behind. She was referred to our Adult Day Program by one of our Client Intervention Workers for social interaction, as she was lonely and suffering from short-term memory loss. At first it seemed like the program wasn't the right fit for Margaret: she is very independent and had some reservations. Over time, and through personalized programming and interactions

with community members and caseworkers, Margaret eventually started a new routine with us. She began by attending the Adult Day program two days per week, and gradually grew so comfortable and attached to the people and the program that she increased to three days a week, and would sometimes show up on her days off. Through the Meals on Wheels pet food program (a new partnership with the Toronto Humane Society), Margaret was also provided with cat food for her two beloved cats, which added yet another level of comfort and trust.

By tailoring Margaret's schedule and services exactly to her needs, we were able to create a routine that suited her lifestyle and health concerns at the same time. Inspired by the flexibility, commitment and attentiveness of staff, Margaret's anxiety was alleviated, allowing her to find joy and comfort in the Adult Day program.



EMPLOYMENT SERVICES

Creating Opportunity Inspires Ambition

Dixon Hall Employment Services is dedicated to helping under-served communities of downtown East Toronto find training and employment opportunities. We work with clients of all ages to enhance their skills and prepare them to enter the workforce. These individuals may be overcoming personal and professional obstacles, or returning to the labour market after time away. They are resilient, determined, and eager to learn.

The Employment Services department offers a variety of programs to enhance clients' qualifications, skill sets, and career opportunities; these teachings are done with the changing labour market top of mind. As a first step towards employment, we offer a Literacy and Basic Skills program. Members enrolled in this service develop literacy, numeracy and basic technological skills, which help them to achieve their employ-

ment goals. In 2019, we served 48 learners through this program, and completed the first cohort of Northstar Digital Literacy certified clients. We also celebrated three learners who contributed pieces to a collection of short stories published by the Toronto Public Library, *Line By line: Sharing Our Stories and Ourselves*.

The Employment Services team took part in a number of community events and job fairs including International Women's Day, held by Voice of Immigrant Women, CSSP Job Fair for Trans and Gender Non-confirming People, and Women in the Trades Practitioner Round Table at GBC. The department co-facilitated resume writing workshops at the Revitalization Youth Ambassadors Forum, where 34 youth attended, and supported Community Update Meetings, organized by TCHC.

In August 2019, we partnered with Employment Connections Toronto to offer a multi-employer hiring

COVID-19 Update

As unemployment rates skyrocketed at the start of the pandemic, our Employment Services were needed more than ever. To accommodate job-seeking demands and opportunities, our team grew, adding several new members to ensure we could serve as many youth, newcomers, and people in need as possible. When our physical doors were forced to close, we reinvented our programs and services, and began offering virtual sessions and free one-on-one mentorships twice a week. We also developed two new employment services websites to increase access to virtual services.

event for clients and members of the community. More than 50% of our clients in attendance found employment at organizations such as Rogers, Teleperformance, and The Butler Did It, a local catering staffing company. The team also diversified their workshops and info sessions to attract more clients of varying backgrounds and needs.

For youth receiving Ontario Works benefits, we offer the Incubator and the Sustainable Food Sector Training Programs. Both are 8-week intensive courses that prepare students for a career in the hospitality/food services or trades sector. They are structured with a mix of classroom learning and hands-on experience, which equip graduates from both programs with the skills needed to excel in their future careers. Amanda Gacuti, a client who recently moved to Toronto, signed up for the Incubator program to help her transition to the hospitality industry. She was inspired by both the knowledge she gained, as well as the friendliness of staff and students:



"I'm grateful to the Incubator program for exceeding my expectations, as it didn't only help me find a job, it allowed me to be part of something very special. Not once have I felt like just an employee there, I felt like I had found a second family here in Toronto."



VOLUNTEER SERVICES

Empathy Inspires Others

The dedication and compassion of our volunteer community is endlessly inspiring. They are an instrumental part of how the organization functions, and a number of our services simply would not be possible without them. We cannot thank our volunteers enough for everything they do.

Corporate teams, groups and associations, and individual volunteers all help with our essential services. From delivering meals as part of Meal on Wheels, to spending quality time with seniors in the Day Programs; from helping out at major fundraisers like Dixonlicious and Music for Life, to preparing and serving community meals, our volunteers are tireless.

“Volunteers are such a vital component in many of the programs that we offer in Seniors Services. Each volunteer commits and dedicates their time for their own reasons, which together, brings an enormous source of vitality and strength to the agency and builds support in the community. We are so appreciative and thankful to have the care and support of our volunteers.”

CHRISTINE CHOW
DIRECTOR, SENIORS SERVICES

COVID-19 Update

Due to social distancing measures and other restrictions during the pandemic, our volunteer numbers understandably decreased, forcing Dixon Hall programs to get creative with their planning. But at a time of such uncertainty and risk, we were inspired by the dedication that some volunteers and organizations made to support their neighbours and community. Many of our volunteer drivers increased their weekly shifts to make sure no one receiving essential services, such as food deliveries, was left behind. Others assisted with groceries and errands, and offered safe social contact with elderly neighbours who were isolated.

They bring comfort to clients, make new initiatives possible with their donated time and expertise, and inspire staff to continue growing our reach and programs.

Over the past year, we had 1,665 individuals who donated their time to help the communities we serve – some volunteered as much as 400 hours. Among those volunteers, we saw several

familiar faces – individuals who used to be clients of Dixon Hall, and have returned in a new capacity. They experienced first-hand the impact of Dixon Hall’s programs, services, and community, and now find themselves wanting to give back, so that others can receive the same level of opportunity and support they once did.





> trust builder
> life-long learner
> community advocate

VOLUNTEER PROFILE:

Hilda Mativo

Volunteer, Cross-department

“Giving back to society and the satisfaction in doing so, through the little acts of kindness is very important to me. The most rewarding thing is seeing the smiles on people’s faces and their appreciation as well. Whenever you do good to others, it will surely come back to you”.

As a newcomer to Canada, Hilda learned of Dixon Hall and its programs from a friend. She began as a volunteer in August 2019, donating her time to three different programs: Meals on Wheels, Seniors’ Telephone Reassurance, and as an assistant in our People & Culture Department. Hilda maintains that it is the strong work, that positively impacts so many, that kept her

inspired to come back day after day. Through her time volunteering at Dixon Hall, Hilda was also introduced to new opportunities and experiences, which in turn led to new networks, new relationships, and new employment. Hilda now inspires others to volunteer, acting as a strong advocate for helping others and paying it forward.

VOLUNTEER PROFILE:



Hau Tran
Volunteer, the
Rooming House
Project

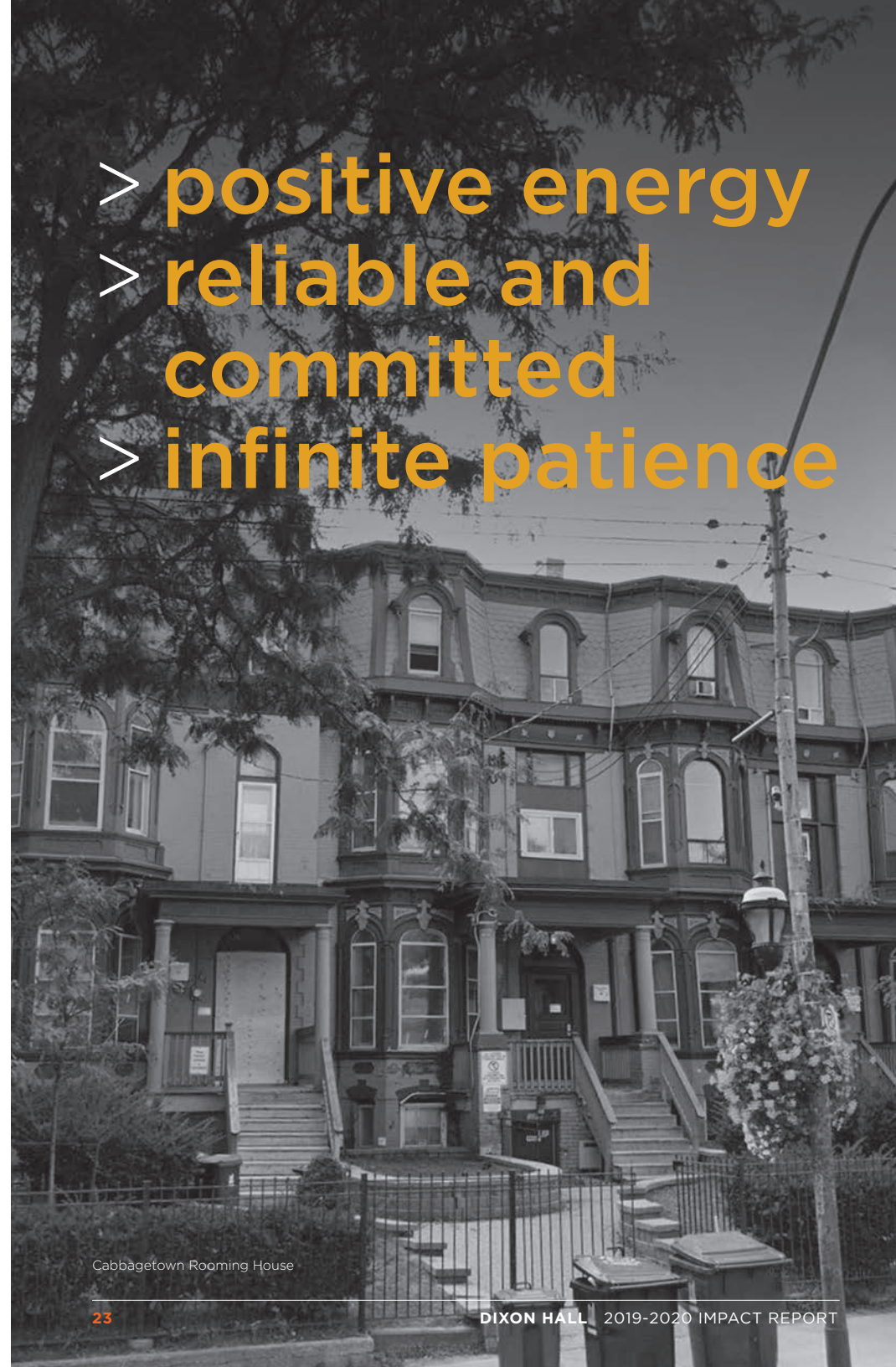
“Hau Tran represents exactly what we’re trying to build and foster through the Rooming House Project: community spirit and support. We’re so grateful to have him as a part of our community.”

JENNIFER MOXON, MANAGER,
COMMUNITY DEVELOPMENT

After immigrating to Canada, Hau has found a new home in Toronto’s east end. He is described as the kind of person who always enjoys supporting his neighbours and community. While Hau also subsists on a low income, he still strives to make the lives of those around him a little easier. He has volunteered with Dixon Hall’s Rooming House Project for over a year, supporting programming by offering his skills to make meals and serve dinners to his community and neighbours.

Hau is always willing to help when needed. When Dixon Hall’s site at 188 Carlton needed some extra landscaping support, Hau was eager to get involved. Each week he volunteers approximately 5-10 hours, and ensures that the grounds to the building are well-maintained and looking their best. Hau is an asset to his community, and always puts his neighbours first.

> positive energy
> reliable and
committed
> infinite patience



Cabbagetown Rooming House



> driven by passion
> team players
> proven leaders
in the community

VOLUNTEER PROFILE:

RBC Volunteers

Corporate Volunteers

“The consistent support from corporate groups like RBC is an inspiration to the community. Their commitment to helping and engaging with Dixon Hall clients, neighbours and individuals in need is unwavering. Their work is meaningful, and creates positive change in the neighbourhood and beyond.”

DWIGHT ANDERSON, DIRECTOR, PEOPLE & CULTURE



RBC has long been a generous and active supporter of Dixon Hall. From offices and branches across the GTA, RBC employees continuously come out and show their support for the organization. In 2019, RBC teams supported seven community meals, preparing and serving breakfast and dinner for community members in need. They also have several regular Meals on Wheels teams who help deliver meals to Dixon Hall clients. In the past year, RBC corporate

teams came out to support Meals On Wheels more than 80 times. They also organized two clothing drives for us in the fall and winter months, focusing on finding warm gear, jackets, boots, and new mitts and hats to help clients prepare for the cold months ahead. In addition to all this, RBC's volunteer efforts are often accompanied by grants intended to support our programs. This incredible team has been with us for years; we are so thankful for all they've done, and for all they continue to do.

THANK YOU TO OUR FRONTLINE WORKERS AND VOLUNTEERS

The last month of our fiscal year was consumed by COVID-19. However, our staff, volunteers, and donors didn't waste a minute in adapting their routines and efforts to support our community's most vulnerable.



Large image right: Homemade masks made by Dixon Hall donors and volunteers



THANK YOU TO OUR SUPPORTERS

\$100,000+

The Azrieli Foundation
Ada Slight

\$25,000 - \$99,999

1625329 Ontario Limited
Peter Gilgan Foundation
Robert Kerr Foundation
Kurdyak Family Foundation
The Minstrel Foundation For Music And Arts Advancement
RBC
RBC Foundation
Shaw Communications Inc.
The Silver Hotel Group / Ruparell Foundation
The Slight Family Foundation
Sprott Inc.
Estate Of Charles Witherall
WSP Canada Inc.

\$10,000 - \$24,999

The Bitove Foundation
Nancy and Rod Bolger
Burgundy Asset Management Ltd.
Cineplex Entertainment
The Daniels Corporation

DBRS Morningstar

Deloitte LLP
Michael Dobbins

Michael Dunn

EY

Barry and Laurie Green Family Charitable Trust

Holdbest Foundation

ivari

KingSett Capital

Suzanne Labarge

LoyaltyOne Inc.

Nancy MacKellar

McKinsey & Company

Catherine and Maxwell Meighen Foundation

Tim Moseley

PwC

Rotary Club of Toronto Charitable Foundation

RPIA

Tippet Foundation

\$5,000 - \$9,999

1832 Asset Management
Bingham Family Foundation
Nancy Bowman
Cambria Design Build
Mitchell Cohen
Edwards Charitable Foundation
Evershed Investment Corporation

Peter Gill

Gluskin Sheff & Associates Inc.

Cathy and the Honourable Bill Graham

Greater Toronto Apartment Association (Charitable Foundation)

Kevin Hibbert

The Hope Charitable Foundation

KPMG

Last Gang Records Inc.

Martin Lundie

Bill Morneau and Nancy McCain

George and Del Milbrandt

MLSE Foundation

David Onorato

Optimus SBR Inc.

G. Scott Paterson Foundation

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FINANCIAL STATEMENTS

STATEMENT OF OPERATIONS

For the year ended March 31	2020	2019
Revenue		
City of Toronto	\$ 12,101,705	\$ 8,420,810
Province of Ontario	3,060,777	3,061,513
Federal government	277,283	453,536
Fundraising	1,304,288	1,210,145
United Way of Greater Toronto and York Region	829,016	829,166
User fees	565,022	536,531
Interest	2,597	6,833
Amortization of deferred contributions relating to property and equipment	231,119	131,669
	18,371,807	14,650,203
Expenses		
Neighbourhood programs	1,554,610	1,413,995
Housing and homelessness programs	11,943,050	8,037,677
Seniors programs	3,223,027	3,399,024
Employment programs	1,125,575	1,053,914
Community development programs	302,141	318,146
Infrastructure and support services	165,209	381,673
	18,313,612	14,604,429
Excess of revenue over expenses	\$ 58,195	\$ 45,774

GOVERNMENT FUNDERS 2019-2020

GOVERNMENT OF CANADA

Employment and
Social Development
Canada

Immigration,
Refugees and
Citizenship Canada

Public Health Agency
of Canada

PROVINCE OF ONTARIO

Ministry of Advanced
Education and Skills
Development

Ministry of Children,
Community and Social
Services

Ministry for Seniors
and Accessibility

Ontario Seniors'
Secretariat

Ontario Trillium
Foundation

Toronto Central Local
Health Integration
Network

CITY OF TORONTO

Children's Services

Community Services
Partnership - CSP

Family Service Toronto

Housing Secretariat

Shelter, Support &
Housing Administration
/Housing Support
Services

Toronto Arts Council

Toronto Employment
and Social Services



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Greater Toronto
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