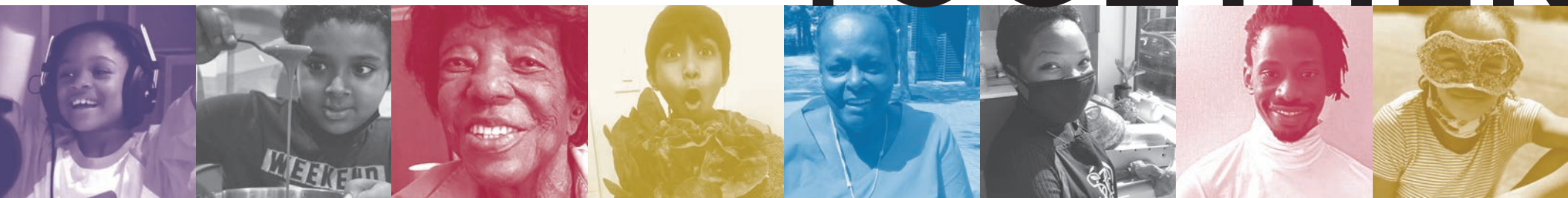




STRONGER



TOGETHER



DIXON^{HALL}

58 Sumach Street
Toronto, ON M5A 3J7
416-863-0499
www.dixonhall.org



DIXON^{HALL}

2020-2021 IMPACT REPORT



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 values 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 inactions

At Dixon Hall, we recognize that we work and learn on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, land that is now home to many diverse First Nations, Inuit, and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

There is more labour to be done; more effort that lies ahead than through any single land acknowledgment — and we embrace this work. Like so many organizations, Dixon Hall is focusing on our complex positionality: we represent a myriad of voices including Indigenous peoples, settlers, and guests. We acknowledge that to speak for Dixon Hall is to speak with many voices, in many languages, offering multiple perspectives.

Understanding this complexity, we are actively asking ourselves the roles we need to play with respect to reconciliation. We know there is much more we can do as we serve marginalized communities, to leverage the individual and organizational privilege we have to produce change.

We cannot launch an impact report titled “Stronger Together” without acknowledging the complexity of our history with the land, the Indigenous peoples who have been here always, and recognizing the actions we must take towards reconciliation. Only by so doing will we be able to truly seek lasting solutions to end poverty, social injustices, and isolation in Toronto.

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SACRIFICE, ACTION, AND SELFLESSNESS

LETTER FROM THE CEO & BOARD CHAIR

As we present this year's Impact Report, and share the accomplishments made possible by the ceaseless dedication to service, working hours, client care, and at times, the levels of risk undertaken by our staff, we think of the words: sacrifice, action, and selflessness. And we marvel at how, through it all, we have become stronger together, even while apart.



In the midst of a pandemic marked by distance and forced separation, Dixon Hall has witnessed, and been part of, a strident coming together of more agency partners, funding supports, donors and community engagement than we thought possible.

The weighty work of our downtown East community seemed impossible in March 2020. But within days of the pandemic announcements, closures and stay at home orders, the United



Way Greater Toronto, the City of Toronto (and its many departments), Toronto Public Health, Toronto Neighbourhood Centres and the not yet formalized Downtown East Toronto Ontario Health Team began to galvanize virtual platforms; ready to embrace agencies from across the city and the GTA to support our communities and clients. We became a presence in virtual spaces to ensure our programs continued, our communities stayed supported and our clients continued to receive the services they required.

We now find ourselves in an ever-changing context that has caused us to re-think our social systems and has highlighted the deep-rooted inequities on which our world has been precariously sitting. We have been taught by these unimaginable events, by the fearlessness that comes when there is no longer anything to lose, and by the discoveries that surface when we look more closely and focus on understanding. Please enjoy the window that our Impact Report provides into some of our accomplishments over the past year.

You might find, as we did in our collective response, that we have, in fact, become stronger together. Thank you for being a part of this community and this journey.

Mercedes Watson, CEO
Rod Bolger, Chair

A NOTE FROM THE CEO

During times of struggle, leadership is critical; steady and constant planning and sound decision-making are what allow organizations to succeed. For Dixon Hall we have been led by the Chair of our Board, Rod Bolger, since 2017, who in spite of his demanding obligations agreed to remain as Chair to limit Dixon Hall's disruption during the pandemic. Rod Bolger, together with our board directors, has offered operational and financial support, attention and most importantly, leadership.

This fall Dixon Hall will say farewell to the indefatigable Rod Bolger who has served us in various capacities since 2012; Barbara Feldberg, a long-standing director, steadfast board committee member, and humble advocate; and Thompson Egbo-Egbo, our outgoing board secretary, one-time Dixon Hall Music School student, now a widely celebrated jazz musician. On behalf of all of the Dixon Hall community, thank you so much for your contributions. We are the stronger for them.

2020-2021: OUR IMPACT

CHILDREN & YOUTH

472

We hosted and engaged 472 youth in our newly adapted online programs

92

We provided support to 92 families in the community

41

We responded to 41 crises in the neighbourhood

2,040

meals and 160 food gift cards were distributed to families experiencing food insecurity

66

children and youth attended modified summer camp programs, with 12 youth leaders from the community

MUSIC SCHOOL

9,000

We hosted 9,000 virtual music lessons for our students

122

families enrolled their children at Dixon Hall Music School

90%

Our student attendance rates throughout the pandemic averaged over 90%

95%

10 students completed their Royal Conservatory of Music Exams with an average grade of 95%

1,054

We provided 1,054 meals to Music School families, including 618 grocery vouchers

HOUSING SERVICES

103

people were housed amid a global pandemic

637,824

meals were provided to those facing food insecurity

1,100

More than 1,100 individuals were supported by our Harm Reduction Services

100,000

Over 100,000 bed nights were provided across our Housing Services

62%

The increase in the number of individuals supported through our Emergency Shelter programs

EMPLOYMENT SERVICES

35

individuals accessed our new Wrap Around Support programs

45

We provided support to over 45 new learners through our Literacy & Basic Skills program

31

participants completed Incubator and Better Food programs in partnership with Labour Education Center, Fred Victor, and caterToronto

1,763

participants attended our 210 workshops and training events

120

We worked with 120 individuals enrolled in the Employment Ontario program, and had a 50% employment rate

SENIORS' SERVICES

73,521

Meals on Wheels delivered 73,521 meals to 521 seniors and adults with an illness or disability

874

We hosted 874 virtual programs for our seniors' community

4,360

safety checks and wellness phone calls were placed to 199 clients, as part of our Telephone Reassurance program

200

seniors enrolled in active living programs over the course of the year, for a total of 4,900 hours of social and healthy activities

4,250

supportive case management hours were provided to seniors requiring support, advocacy, and housing assistance

VOLUNTEER SERVICES

328

volunteers provided support during the height of the pandemic

17

individuals donated over 100 hours of their time with unfaltering commitment to community

6,833

total hours were donated by our team of volunteers

127

families donated 689 hours towards our food programs during the holiday season

CHILDREN & YOUTH

Our Children & Youth department works with hundreds of young people in the Regent Park area each year to help them through challenging times, to offer strong support systems and safe spaces, and this year was no different. We learned that even when apart, our community is made stronger by being there for each other.

The focus of the Children & Youth department this year was to stay

connected to our children, youth, and families regardless of the new barriers the pandemic inflicted on our community. 75% of the families the department supports face multiple systemic challenges; they are living in poverty, dealing with addiction or mental health issues, which often create other risks and can put additional stress on families. The pandemic only further exacerbated these challenges.



In order to maintain the same level of support for our youth and their families, the Children & Youth department came together to think creatively; to find new ways to meet their community online, learn together, and provide the appropriate ongoing services that meet our clients' needs. Staff did a check-in at the opening and close of each online session to see how youth were coping; we offered 12 online programs including Book Club, Tik Tok Dance, Keeping Youth Motivated, Mom Talk, Yoga, and Mindfulness. In place of in-person drop-in sessions, we hosted four online events including a DJ sound clash, a Karaoke night, a large game of charades, and a fashion show – attended by 162 of our youth!

As city restrictions begin to ease, we look forward to welcoming our young members back inside our youth centre, where we can begin to heal together after a year apart. Until then, we will continue to collaborate with new partners, volunteers, and neighbours to create strong programming that responds to the needs of our community; to share practices on managing and understanding emotions; and ultimately, to create space for youth to grow.

ABOUT MELYK

Melyk is 18 and has been attending our programs since he was six years old.

Over the years, Melyk has participated in a number of youth programs at Dixon Hall, but as he's grown into the young man he is today, he has also become a leader and strong voice for the community. He has a powerful and inspiring presence on the Dixon Hall Keeping Youth Motivated committee, inspiring other youth in the area to stay focused and work hard towards their own goals.

Melyk is a talented athlete and has worked to stay organized during his school years; he has prioritized staying connected with himself, friends and family, and has been highly committed to completing high school and accomplishing his personal goals. As a result of his focus and dedication to his studies, Melyk graduated from Northern Secondary School this past spring, and received a football scholarship from Windsor University. We are so proud of Melyk and will be cheering him on as he continues his journey. Way to go Melyk!

MUSIC SCHOOL

For the past 43 years, Dixon Hall Music School has been a cultural home and accessible space for the youth in Regent Park and surrounding neighbourhoods. Since opening in 1978, the school has welcomed more than 6,500 children and youth, offering them a place to explore creativity, music, and wonder; a place for students to learn and craft their music skills, and above all, it has been a place for them to feel at home.

2020 was a year like no other for Dixon Hall Music School. We learned that our community, even without a physical space, can remain supportive and connected. The pandemic forced us to close our doors and stop all in-person lessons and programs, leaving us to rethink how we offer our music programs, and how we can support the students and families of our music school in these new

circumstances. We moved our entire music program online, including lessons, exams and recitals; and we provided 1,054 meals and over 600 grocery gift cards to help our music school families experiencing food insecurity – something new to further demonstrate our commitment to community.

In addition to offering new online classes, our staff also grew to complement our existing personnel. All of our new hires are former students who have gained post-secondary experience, and have returned to our school to help us grow in a variety of new ways.

This year has shown us, more than ever, that our growing programs and impact were made possible by the efforts of our amazing teachers, donors, students, and staff. At such a trying time, the support we received resulted in innovative and tailored programming, which we will continue to build upon in the coming years.

ABOUT ESTHER

We first met Esther at the age of six, when she and her mother had just moved to Canada. As an immigrant family trying to settle into their new home, while experiencing language barriers, and financial and environmental obstacles, Esther expressed her gratitude for Dixon Hall's low-cost community programming.

With accessible programs offered by Dixon Hall, Esther was able to enroll in Dixon Hall Music School where she was introduced to a new community. She met new friends, worked on her English, crafted her musical skills, and grew into the person she is today. Esther has been learning at Dixon Hall Music School for over eight years now, and is currently enrolled in piano, classical guitar lessons, and the senior choir.

“Dixon Hall has meant so much to my mom and [me]. We’ve received so much support and have had the chance to meet so many amazing people, thanks to the opportunities made possible by the wonderful donors who support our Music School.”

Right now, COVID-19 is keeping everyone from face-to-face interactions, but many things are still happening. In addition to her online classes, Esther shares that the virtual recitals still feel formal, accompanied by her pre-recital jitters. While we remain physically separated, the music school staff have provided programming that feels as though we are still together.



HOUSING SERVICES

The Housing Services department has experienced unprecedented challenges in the past year. Our dramatic growth and collaborative response to the COVID-19 crisis has been remarkable. The increased demands reflect the difficult truths of homelessness and poverty in our city. Our staff remain dedicated to housing individuals facing complex and challenging realities.

In partnership with the City of Toronto, our team took on the operation of three new hotel shelters, where individuals experiencing homelessness could stay in private rooms to ensure safe social distancing and experience a greater sense of stability during the pandemic. This brought our total operating shelter sites up from four to seven, with an increase of individuals supported from 290 to 560 in a matter of months.



With this new shelter model came innovative programming to better support our clients and the neighbours surrounding the hotels. New resources and programming included an in-house supervised consumption site, additional Harm Reduction Workers, Health Navigators, and increased Client Intervention and Housing staff. The creation of two Community Liaison Committees, along with 24/7 Community Safety Support and partnered outreach with the Downtown Yonge BIA, all helped to provide better support for the surrounding community, with increased transparency, education, and collaboration.

The pandemic has afforded us new partnership opportunities that continue to change the way we offer services. For years, Dixon Hall and other community programs have cobbled together medical and case management supports for the communities that we serve. In an effort to expedite the needed services for our clients in the midst of the pandemic, our city partners facilitated connections with health service providers, and today we have a system that is creating broader and deeper supports to meet the needs of marginalized individuals and communities in our city.

ABOUT JOHN*

Through our work in the Rooming House Project and our continued work in the downtown East neighbourhoods, we have become familiar with many individuals experiencing homelessness in the community.

John is a young man who has lived on the streets of Toronto's downtown East (DTE) for 10+ years. Our compassionate Rooming House staff persevere in greeting and reaching out to those living in the DTE. Through the provision of meals and a safe haven at our 188 Carlton site, we built a relationship with John who came to trust and rely on our Rooming House team. Over the coldest months of the year, we continued to develop our connection with John until we were able to offer him housing in one of our rooming houses when we had a vacancy. John accepted the housing offer, and continues to be housed a year later. John also volunteers in our food programs, and offers peer support to his fellow tenants in the house where he resides. John's success is a testament to the work of our Housing Support staff and to the value of determined and focused relationship building and care within our communities.

**Client's name has been changed.*

REAL ESTATE

YOUTH CENTRE

With the construction of our new, vibrant Bill Graham Youth Centre complete at the start of 2020, we were so excited to invite all our youth, clients, families, donors and staff to the space. Unfortunately, the pandemic put a hold on our grand opening; but the space was still utilized, when Public Health guidelines allowed, by a number of programs throughout the year. Our Employment Services team used the new kitchen space for their Incubator program, focused on training and preparing individuals for the culinary industry; our Children & Youth department used the space for their summer camp, creating a fun, playful outdoor space for youth in the Regent Park community; and our Music School staff remained on call for parents and students to pick up instruments, new workbooks, and more.

We completed the existing lively interior with a new donor recognition wall, displaying the generous list of donors who supported our Capital Campaign, and honoured our lead donors with the name of the building.

As our city begins to open up, we look forward to celebrating the supporters that made this building possible; to welcoming the staff and volunteers who will help run the essential programs in the centre; and embracing the families and youth who will inhabit and bring community into the new space.



Bill Graham Youth Centre



Cabbagetown Rooming House, renovation work just getting underway.

ROOMING HOUSE PROJECT RENOVATION

In a year when many businesses closed their doors and physical locations, Dixon Hall expanded its reach. Our programs and services remained essential for many vulnerable individuals in the downtown core, and as such, we broadened our reach to answer those in need.

One of the areas where we are expanding our footprint is in the storied Cabbagetown neighbourhood. Following on the successes of our Housing department's Rooming House Project - through which we provide supports to tenants residing in rooming houses - Dixon Hall announced the renovation and revitalization of several Cabbagetown rooming houses to provide supported affordable options for individuals seeking housing.

In partnership with the City of Toronto and Toronto Community Housing, this initiative will restore and enhance multiple heritage units in Cabbagetown; construction has been underway since September 2020. In collaboration with our housing team, architects and housing clients, the new spaces will be guided by informed design choices that offer smart, functional and supportive environments for our clients. Our position as a multi-service agency rooted in the downtown East community, means that we are well-equipped to provide holistic, wrap-around supports to individuals accessing these spaces.

EMPLOYMENT SERVICES

During the past year, many individuals experienced job insecurity as we lived through a global pandemic; impacting personal finances, livelihoods and the socio-economic well-being of our community. Throughout this time, our Employment Services remained paramount to the neighbourhood. We did our best to listen to the struggles and needs of our community, creating new programs that helped to manage anxiety and pursue employment opportunities,

while supporting resilience and job skills to help people (re)enter the workforce.

Dixon Hall's Employment Services undertook a new program funded by the City of Toronto entitled Building Resilience: Wrap Around Support, a program focused on life stabilization for people who were affected by the pandemic. Under this program we offered online resilience training and career development in partnership with Flow Coaching Institute.



The 35 individuals who participated in the program received one-on-one coaching and skill-building training sessions to help them land employment opportunities.

By collaborating with new partners, such as Toronto Public Library and Code Mobile, Employment Services was also able to offer more tailored and personalized workshops focused on job support, opportunities, and skill training. Through our Literacy & Basic Skills program we provided safe and supportive small group learning environments to help adults develop literacy, numeracy, and other essential skills to help them live more productive lives. Both programs are funded by MLTSD (Ministry of Labour, Training, and Skills Development).

Additionally, in partnership with Labour Education Center, Fred Victor, and caterToronto, we had 31 graduates of our Incubator and Better Food Programs, which offered hands-on training for individuals receiving Ontario Works benefits in either the trades, culinary, or hospitality industry.

By collaborating with local organizations and non-profits, we were able to offer new programming that corresponded to the current needs of our clients; turning focus towards resilience training with attention on mental health to help clients manage the unforeseen stresses caused by the pandemic.

ABOUT DAWN

Dawn was a participant in our new Wrap Around Support program that launched in September 2020. She initially applied to the program to work on her resilience skills and find the support she needed, including a boost for her mental well-being.

The pandemic brought on many additional stresses for Dawn; she experienced challenges with service navigation, increased unemployment barriers, had difficulty accessing food, and faced at-home financial and family issues. In order to process and overcome these challenges, she sought out help with Dixon Hall's Employment Services. Dawn shared that she found the Wrap Around program to be extremely beneficial and life-changing.

"I absolutely enjoyed the cooking session with the wonderful chef Denzil. This whole program has just been so beneficial to my mental health, and helped build my resilience. I highly recommend Dixon Hall and everyone involved."

After completing the program, Dawn feels more confident and in control, and can now focus on her long-term goals of securing housing and future employment opportunities.

SENIORS' SERVICES

In a year when seniors were among the most dramatically affected by the pandemic, our Seniors' Services department became more essential than ever before. Together, with the support of both new and existing donors, partners and staff, the Seniors' department introduced innovative and essential programming to over 1,200 seniors in the community.

Our range of seniors' programs are designed to help seniors thrive; to help develop strong support networks

and routines that ultimately aid them to remain independent for as long as possible. Programs such as Telephone Reassurance, Community Transportation, Housing Support, and Meals on Wheels (MOW) all work to deliver essentials that our seniors need to survive on their own, both mentally and physically. Other programs from our Adult Day Centre such as the Adult Day Program, Alzheimer Day Program and our Seniors Active Living Programs focus on social interactions and creativity.



Our Seniors' Services programs also adapted to accommodate health and safety measures during the pandemic. All in-person programming was moved online, as we introduced home-delivered activity kits that included supplies and resources for independent use and virtual programs. We purchased 14 tablets with data to loan to clients who didn't have access to technology or Wi-Fi, and provided training to use the devices; we partook in a Downtown East Grocery Delivery Pilot Program, which worked to increase food distribution capacity to seniors and individuals with mobility issues; and with the help of the Royal Bank of Canada - Law Group, we increased wellness checks and telephone reassurance calls to isolated seniors. 20 RBC volunteers were paired with senior clients to offer conversation and social interaction over the phone every week for up to 30 minutes.

With the support of so many, our Seniors' Services was able to adapt its services, making us stronger as a department, agency, and community.

We are excited about our brand-new partnership between McMaster University and our Seniors' Services department, made possible by the generous support of our friend and donor, Suzanne Labarge. The McMaster Institute for Research on Aging (MIRA) | Dixon Hall Centre will leverage McMaster University and MIRA's research strengths and the staff and programs of Dixon Hall to create community-engaging initiatives serving older adults in Toronto.

ABOUT YVONNE

Yvonne is a Seniors' Services client living with dementia, and other cognitive and physical health conditions. She first accessed Dixon Hall's Housing Case Management Program in 2015, and then again after losing her home in 2019. Yvonne's case manager initially referred her to the Alzheimer Day Program to increase socialization and give her a sense of belonging. However, due to Yvonne's strong sense of independence, it took some time for her to feel comfortable attending the program.

Over time, once a routine was established, Yvonne went from attending the program sporadically, to participating five days a week. She enjoyed the flexibility of the Alzheimer Day Program and the friendly staff who always welcomed her when she arrived, inviting her to activities and sometimes lunch with her housing case manager.

While Yvonne adjusted to her new daily routine, Seniors' Services staff continued to consult and collaborate on ways to access suitable housing options for Yvonne. After months of hard work, everything has come together. Yvonne is now all set up, having moved into her new retirement home this past summer, with the continued support of her Dixon Hall team and family.

VOLUNTEER SERVICES

Volunteers are essential to Dixon Hall. Without the constant inspiration and commitment from our team of volunteers – both community-based and corporate – we would not be able to run all of our programs and services.

This year, due to physical constraints around the pandemic, we could not safely accommodate our normal capacity of volunteers. Despite this hurdle, we still had both new and

returning volunteers help where they could. Our volunteers supported eight Dixon Hall programs during the pandemic: the Rooming House Project food program, two Community Food Support programs, Meals on Wheels, Telephone Reassurance, the Seniors' Mandarin program, our new Grocery Delivery program, and our Medical Escort program were all able to continue running thanks to our volunteers.



The need for accessible food programs within our community was at an all-time high. In response to the dire need, we partnered with Cabbagetown BIA and St. Luke's United Church to create 'Cabbagetown Cares', a new initiative that supported local restaurants badly hit by the pandemic. Grant funding and donations enabled the restaurants to provide free lunches for those in need, every Thursday for three months at Allan Gardens Park. This initiative provided over 1,300 meals to vulnerable folks during the cold winter months.

In celebration of our amazing community of volunteers, we threw an end-of-year volunteer recognition event for all individuals who donated 24 hours of their time or more. In addition to virtually connecting with their peers, over 100 volunteers were sent a dinner from Swiss Chalet to their home to enjoy "together".

We are continuously honoured and humbled by the volunteers who donate their time to our community. We could not do our work without you.

ABOUT LEONA

Leona has been donating her time with Dixon Hall since 2012. She has been described by staff and other volunteers as an enthusiastic volunteer and community advocate, making a difference in the neighbourhood. Through 2016-2018, Leona was recognized for donating over 100 hours of her time towards our Volunteer Services each year. In recent years, Leona received three recognition awards including the Dynamic Duo award, the Volunteer Committee/ Team award and the Order of Dixon for work she did in our food programs.

When we entered a global pandemic last year, Leona stepped up once again, and completed over 330 volunteer hours at Dixon Hall – the most she's donated in a year's time in her history with the agency! She helped wherever she could; washing and ironing linens for the Friday morning breakfast program, piloting local campaigns supporting access to housing for those living in Cabbagetown and surrounding areas, not to mention, the financial contributions she's also made to essential programs at Dixon Hall.

Leona is a force whose kindness and energy is both tireless and contagious, and we are so lucky to have her as a strong leader in our volunteer community.

THANK YOU FRONTLINE WORKERS & VOLUNTEERS



Over the past year, as many buildings and organizations were forced to close their doors, Dixon Hall continued to operate in a range of ways. Many of our programs and services moved online; however, many of our essential services continued to run in-person, and at an increased rate.

Our frontline staff and volunteers continued to show up for our clients and communities to help offer safe spaces, accessible food options, and mental and physical support for those experiencing isolation, mental health hurdles, housing scarcity, and food insecurity.

Thank you for your time and dedication, and the tremendous empathy and care you have shown our clients. The impact you have made in our community, tirelessly helping thousands of individuals, has demonstrated that we are, indeed, stronger together.

THANK YOU TO OUR SUPPORTERS

\$100,000+

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YOUTH CENTRE CAPITAL CAMPAIGN

The following donors generously supported our Capital Campaign. Thanks to you, we've built the new Bill Graham Youth Centre in the heart of Regent Park.

\$1,000,000+

Cathy and the Honourable Bill Graham

\$100,000 - \$999,999

Nancy and Rod Bolger

Clark Family Foundation

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\$1,000 - \$9,999

Jean Blacklock and Andrew Auerbach

Haris Blentic

Sarah Caskey and Richard Swan

Robert Brien and Darren Cooney

Raymond Chang

Charles Coffey

Irene David

Dan Donnelly

Golden Credit Card Trust

Janet and Bill Hallett

Nona Heaslip

Tom and Mary Jane Heintzman

Audrey S. Hellyer Charitable Foundation

IBM Matching Program

Jackman Foundation

Francine Lewis

Lok Hing Liu

Adrian and The Honourable Donald S. Macdonald

Peter MacKenzie and Kate Zeidler

Sue and Steve Murphy

Blake Murray and Nancy Riley

John Ramdeen

Cameron Scrivens

Nancy Smith

Danielle Szandtner and John Fox

Heather Thomson

James Tucker

Barbara Volk

Joanne Warner

Sandra Young

UP TO \$999

Joyce Affroh-Konrad

Clair Balfour and Marci McDonald

Body By Chosen

Walter M. and Lisa Balfour Bowen

C'est What?

Parker Chase

Christine Chow

Phyllis and Robert Couzin

Barbara Feldberg

Lorraine Floody

Denise Gho

Lou Gizzarelli

Tony Grewal

Norm Guilfoyle

F. Aquila Hanseer-Rizvi

Brandon Howe

Cathy Jones and David Reville

Douglas Lawrence

Mary McDougall Maude

Denice Morris

Andrew Noel

Heather and Jim Peterson

Andrew Pickersgill

Kerry Pond

Jane Prokaska

David Reycraft

Mat Savulescu

Gregory Sorbara

Jena Tarabad

Sonja Terek

Esther Tock

Chris Woit

Polly Wong

FINANCIAL STATEMENTS

STATEMENT OF OPERATIONS

For the year ended March 31	2021	2020
Revenue		
City of Toronto	\$ 16,837,221	\$ 12,101,705
Province of Ontario	3,060,694	3,060,777
Federal government	233,861	277,283
Fundraising	1,341,247	1,304,288
United Way of Greater Toronto	839,016	829,016
User fees	553,998	565,022
Interest	1,466	2,597
Amortization of deferred contributions relating to property and equipment	318,899	231,119
	23,186,402	18,371,807
Expenses		
Neighbourhood programs	1,595,132	1,554,610
Housing and homelessness programs	16,374,343	11,943,050
Seniors' programs	3,317,721	3,223,027
Employment programs	1,011,785	1,125,575
Community development programs	254,920	302,141
Infrastructure and support services	217,080	165,209
	22,770,981	18,313,612
Excess of revenue over expenses	\$ 415,421	\$ 58,195

FUNDERS 2020-2021

GOVERNMENT OF CANADA

Employment and Social Development Canada

Immigration, Refugees and Citizenship Canada

Public Health Agency of Canada

PROVINCE OF ONTARIO

Ministry of Children, Community and Social Services

Ministry for Seniors and Accessibility

Ontario Health Canada

Ministry of Labour, Training and Skills Development

CITY OF TORONTO

Children's Services

Community Services Partnership - CSP

Family Service Toronto

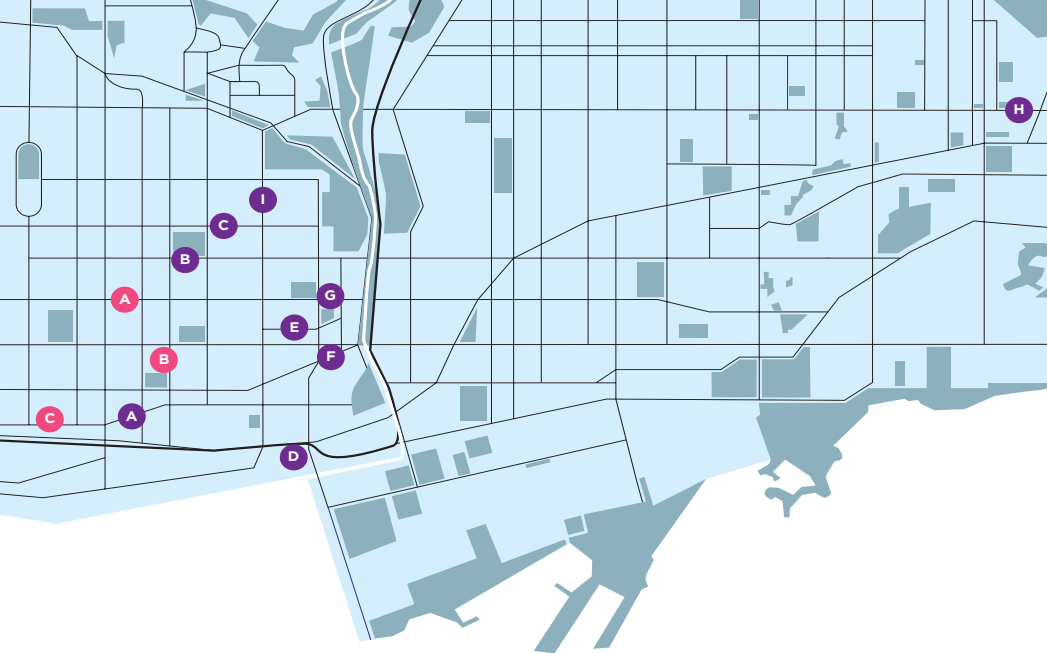
Housing Secretariat

Shelter, Support & Housing Administration / Housing Support Services

Toronto Employment and Social Services



Dixon Hall is proud to be a United Way Greater Toronto Anchor Agency



OUR LOCATIONS

- | | | |
|---------------------------------|-----------------------------------|-------------------------------------|
| A 85 The Esplanade | D 351 Lakeshore Blvd. East | G 51 Wyatt Avenue |
| B 354 George Street | E 402 Shuter Street | H 2714 Danforth Avenue |
| C 188-192 Carlton Street | F 58 Sumach Street | I 502-508 Parliament Street* |

TEMPORARY HOTEL SHELTERS

- | | | |
|--------------------------------|--------------------------|-------------------------|
| A 65 Dundas Street East | B 56 Yonge Street | C 60 York Street |
|--------------------------------|--------------------------|-------------------------|

*For a complete list of Rooming Houses being operated by Dixon Hall, see our website.

LEADERSHIP TEAM

Mercedes Watson,
CEO

Dwight Anderson,
Director, People & Culture

Alison Booth,
Director, Finance

Christine Chow,
Director, Seniors' Services

Carmen Clayton,
Director, Office of the CEO,
Board Relations & Special Projects

Sandra Costain,
Director, Children & Youth Services

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

BOARD OF DIRECTORS

Rod Bolger,
Chair

Susanne Gossage,
Vice-Chair

Cameron Scrivens,
Vice-Chair

Thompson Egbo-Egbo,
Secretary

Kevin Hibbert, FCPA, FCA,
Treasurer

Scott Bell,
Director

Barbara Feldberg,
Director

Jordana Greenberg,
Director

Trevlyn Kennedy,
Director

Kelly Lawless,
Director

Tim Moseley,
Director

Dave Mun,
Director

Robert Nam, MD, FRCS,
Director

Ron Stokes,
Director

Dixon Hall acknowledges the importance of addressing the social determinants of health. These are non-medical factors that influence health outcomes, in other words, social and economic factors that influence health. The following are commonly understood to be the primary social determinants of health: income and income distribution, education, unemployment and job security, employment and working conditions, early childhood development, food insecurity, housing, social exclusion, social safety network, health services, Aboriginal status, gender, race, and disability.

At Dixon Hall, we ground our programming objectives within these broader principles recognizing that there are inequities around many of the social determinants of health that impact our community members. We will continue to work towards appropriately addressing the longstanding systemic challenges experienced by our clients.