

A young Black woman with long braids is looking out over the water towards the Toronto skyline. The CN Tower is prominent in the background. The image is part of a report cover with blue and yellow geometric overlays.

DIXON HALL IMPACT REPORT

2016/2017

WELCOME FROM OUR BOARD CHAIR AND CEO



OUR MISSION:
WE CREATE LASTING
SOLUTIONS TO END
POVERTY, SOCIAL
INJUSTICES, AND
ISOLATION IN
TORONTO.

Toronto is a city on the rise. It is also a city of contradictions.

We consider ourselves fortunate to live in a city that is consistently ranked as one of the most liveable places on earth. We're proud of Toronto's reputation as a welcoming hub that stands up for diversity and freedom, and we're excited that the city has become an incubator for entrepreneurs and social innovators. Young people are taught to dream big in Toronto, a place full of potential and promise.

Toronto is also a city where too many of our community members exist at the margins. A place of progress, but not for everyone. Toronto, Regent Park in particular, remains the child-poverty capital of Canada.

Every day in the city's downtown east neighbourhoods served by Dixon Hall, we see the gaps and barriers that still exist for some of our most marginalized.

Over the past year, we've been both proud of, and humbled by, the work that Dixon Hall is doing in the community. Every day, we see the impact of our programs and services; sometimes in the form of major projects like the new Youth Centre we're building in the heart of Regent Park, and other times, through the simple act of delivering a meal to a senior in need.

Whether through big, bold initiatives or smaller acts of kindness, we remain supportive of community members as they work to improve their lives and their neighbourhoods. It's been a privilege to work with the dedicated staff, volunteers, and community members who remind us why we must continue to advocate for social justice in our communities and demand change in Toronto.

We've also used the last year to think critically about ourselves and the work we do. Having served the downtown east community for nearly 90 years, we too are evolving with the city we call home, and considering how we can enhance our services to help the community prosper. As part

of our reflection, we decided it was time to take a closer look at the key statements that define Dixon Hall – our mission, vision, and values. After consultations with over 250 staff, volunteers, community members and other stakeholders, we landed on this simple, impactful statement for Dixon Hall.



**A CITY WHERE
EVERYONE THRIVES**

This year's Impact Report is structured around our new vision statement and the ways in which all our departments work towards this shared goal. We are using our Impact Report to showcase the opportunities we have had for cooperation and collaboration, and the ways in which our team continues to work together to build a city where everyone thrives. We hope you'll enjoy this new format, and we welcome you to join us in celebrating our shared successes from the past year. We wouldn't be here without your support.

Neil Hetherington
CEO

Darren Cooney
Board Chair



WE ARE DIXON HALL

➔ Dixon Hall is a multi-service agency working with low-income families, homeless men and women, seniors, individuals in search of employment, and newcomers in Regent Park, Moss Park, St. James Town and surrounding neighbourhoods. We've been working with the residents of Toronto's downtown east for over 85 years. Annually, we support over 10,000 community members, providing food, shelter, fellowship, learning and safe spaces.

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CHILDREN & YOUTH



628 youth were empowered through **1,207** mentorship sessions

7

boys took part in a transformative summer intervention program



238

238 hours of Summer Camp for youth in Regent Park

HOUSING SERVICES



79

homeless men and women found housing

131,000

meals were served at Heyworth House and Schoolhouse shelters

5,475

bagged lunches were provided through our Community Meal program

700

men and women were supported by Harm Reduction Workers

16

men and women were referred to Employment Services for employment supports



44,990

warm and dry bed nights were provided in our two emergency shelters

MUSIC SCHOOL

320

students learned the joy of music



95%

a 95% return rate from last year

48%

growth in student enrollment over the last 5 years

150

students attended music and art camps and took Royal Conservatory Exams

12,000

music lessons were provided to low-income families in Regent Park

3

Dixon Hall Music School generated 3 rock bands



79%

of families with children in Music School earn



\$26K

or less annually

EMPLOYMENT SERVICES

1



job seeker found employment every business day

250

job seekers found employment

+12%

visitors to the Employment Centre increased by 12%



95%

Employment Services received a 95% satisfaction rating from job seekers accessing programs and supports

MEALS ON WHEELS



71,615

hot, nutritious meals were delivered via Meals on Wheels to



439

isolated community members in need

SETTLEMENT SERVICES

109

newcomers attended



195

Conversation Circles to learn English in a supportive environment

470

newcomers were introduced to vital community resources in their new homes



16

volunteers and placement students dedicated



480

hours of time to helping newcomers integrate in the community

OUT OF THE COLD



762

762 beds were added to keep the homeless out of the cold

28,024

guests gathered for dinner over the winter season

34

chronically homeless people found housing through Client Intervention Worker support

278

referrals were made to off-site programs and services for holistic support

13,199

overnight stays during the cold winter months, an increase of 9% over last season



SENIOR SERVICES

1,655

safety check phone calls were made to homebound seniors



12,385

rides were given to therapy and medical appointments

161

seniors in our Alzheimer Day program participated in



34,935

hours of activities with friends

VOLUNTEERS

2

volunteers were recognized for 10 years of service



2

new volunteer positions were created to care for the homeless

63

volunteers donated 100+ hours of time to helping the community

1,531

generous volunteers donated



22,927

hours to improve the lives of low-income seniors



INNOVATION TO SPARK CREATION

EXPLORING NEW SOLUTIONS TO PERSISTENT PROBLEMS

→ The non-profit sector tackles big issues with limited resources. Dixon Hall is a case in point: big budgets and the latest technologies are out of reach, yet our passionate staff stretch their imaginations and creative muscles every day, coming up with new, effective, and impactful ways to work with our clients. We are fortunate to have an incredible team who consistently rises to the challenge.

YOUTH CONNECTIONS

In the spring of 2016, Regent Park experienced a number of incidents of gun violence. Staff in our Children and Youth department quickly realized that traditional approaches to connect with some of the most at-risk youth in the community were falling short, and that a new approach was needed. Kenneth Slater, a Youth Worker who has been with Dixon Hall for over 20 years, decided to undertake a “radical summer intervention.” He designed an 8-week intensive summer program for seven youth, deemed to be at the highest risk of violence. The

initiative included all the hallmarks of our youth programming – giving youth opportunities to grow and develop and learn from trusted mentors – but it also brought youth engagement to the next level. As part of the 8-week program, Kenneth took the boys to St. Vincent, a community where he has deep roots; there the boys volunteered in the community, tried new activities, and reflected on the realities of choices they were making back home. When they returned to Regent Park, they all spoke of new emotional resilience and increased awareness of their

ability to make their own choices and chart their own futures. For the remainder of the summer, the youth were provided with job placements and internships, and they gave back to the community through volunteer opportunities. We see great promise in this program and are aiming to complete a similar intensive summer support program with young women from Regent Park.

Hear Kenneth describe the program in his own words:

VISIT → bit.ly/mmks0612



"THE LIFE OF I"

Another example of innovation can be seen in our Seniors department, where staff strive to keep seniors active in the community in fresh ways through all levels of care. In winter of 2017, we undertook a partnership with youth from the Career Skills Incubator program for a project called “The Life of I.” Seniors were paired with youth to narrate the most pivotal moments of their lives. The young participants captured some of the seniors’ memories using digital media. Together, they co-created digital stories that were screened at our Carlton campus. The Life of I was a creative way to nurture intergenerational friendships, combat isolation, and aid seniors in the use of modern technologies.

Watch Florey’s story here:

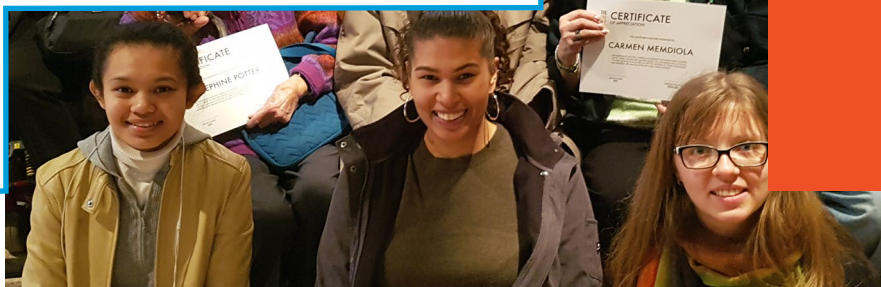
VISIT → bit.ly/dhlifeofi

EVALUATING IMPACT

In 2017, we created a new department at Dixon Hall – Community Impact and Advocacy – tasked with both transforming the way we capture data across the agency and using empirical evidence to enhance our program delivery. The insights gained will not only change the way we analyze and evaluate our programs, they will also be used to advocate for additional supports or policy changes from all levels of government. Through Community Impact and Advocacy, we'll better understand trends within our programs and where members of our community need more or different support. The Community Impact and Advocacy department's first project was a comprehensive report on the Out of the Cold program – assessing the state of the program, analyzing statistics to make predictions around the capacity of the program, and making suggestions for improvement.

You can read the full report here:
VISIT → bit.ly/OOTC2017

Check our website regularly for new reports from Community Impact and Advocacy.



"DIXON HALL HAS BEEN A LIFE-SAVER"

– Peter and Jenny's Story

Peter's mom Jenny was living independently in Thunder Bay when she suffered a fall and fractured her shoulder. Her doctor suggested that living on her own was no longer an option, as she also had worsening dementia. Jenny tried living in Windsor with her daughter but struggled to find her place in the community. She then decided to move to Toronto to live with her son. Peter was eager to help his mother, but he was undergoing chemotherapy for cancer and found it difficult to manage his illness and support her at the same time.

With the help of a Case Management Worker, Peter discovered Dixon Hall and our seniors' programs. Through our innovative centralized intake process, he learned about the different services Dixon Hall offered that could meet his mother's new needs. His mother Jenny started in our Alzheimer Day program twice a week at first. He noticed a huge change in her demeanour right away, and noted that it was the only thing she talked about for the rest of the

week once she returned home! After a few months, he extended Jenny's participation to the full five days per week. On weekends, Peter says his mom frequently asks what day it is tomorrow and if the bus will be coming to pick her up to take her to the program. He's also noticed that her English skills have improved significantly through her interactions with Personal Support Workers and other program attendees. With his strength and energy levels affected heavily by his cancer treatment, he is especially grateful that staff come right up to the door to help Jenny get on the bus.

Without Dixon Hall's help, Peter says he doesn't know how he would be able to provide the supports his mother needs. He says even the little things like having a daily meal provided for her make a huge difference in his own workload. Jenny enjoys her days now and has bonded closely with Personal Support Workers like Candace, knowing she can count on them as friends in her new home.



RESPONSIVE REVITALIZATION

RESPECTING DIVERSITY AND PROMOTING INCLUSIVITY

→ The Regent Park Revitalization continues to transform our neighbourhoods. We're proud to be part of this much-heralded project, and to support the community through this process. We've also been inspired to undertake our own revitalization work.

THE CAMPUS OF CARE

In early 2017, we officially assumed 188 and 190 Carlton Street, expanding our footprint in Cabbagetown. With a long-term lease for 188 - 192 Carlton Street, we are actively investing in revitalizing the physical space and creating a "campus of care". The expanded locations increase our visibility, and we're working hard to renovate these spaces to be more open and accessible; to provide more community volunteer opportunities, and to centralize more staff so collaboration is seamless.

Read more of our plans for the Carlton campus in the April edition of the Cabbagetown review:

VISIT → bit.ly/dhccampus

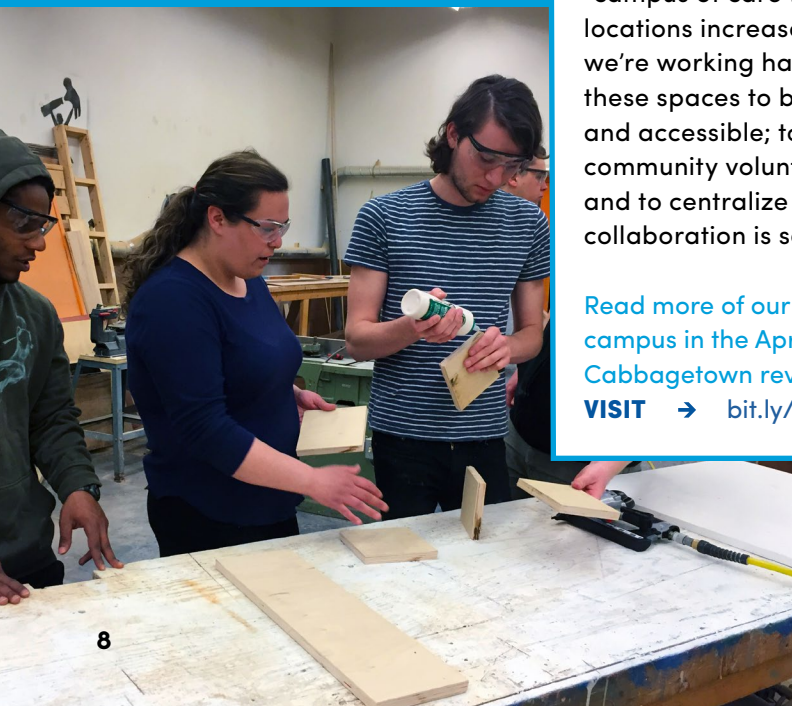
CORE COLLABORATION

Our revitalization is not only about the physical space we occupy, but is also transforming the way we work together. We've been putting a greater emphasis on collaboration across the agency, completing more intra-agency referrals than ever before. We're looking at our clients with a holistic mindset and connecting them with opportunities for support across our spectrum of services. In particular, Employment Services, Seniors Services, and Housing Services have joined forces as we've recognized commonalities in clients accessing programs. Representatives from Seniors Services and Employment Services have established a regular presence at one of our shelters, Heyworth House, to inform homeless men and women of resources.

CO-LOCATION WITH TESS CHANGES THE FACE OF EMPLOYMENT SERVICES

Within Employment Services, 2016-17 was a transformative year. Our entire Employment Services team is now under one roof at the new Regent Park Community Centre, with the addition of the Literacy and Basic Skills program which moved in January. We can now support people across the entire spectrum of Employment Services, offering training from the very basics all the way through to specialized skills development and career transition. Both of our social enterprises – the Show Love Café and the Mill Centre – are now part of Employment Services, and we're excited about the opportunity to grow those businesses, and to maximize both social and financial returns.

Stay tuned for our new in-house and catering menu at the Show Love Café!





“I DON’T KNOW HOW TO THANK THEM” – Ken's Story

Ken found himself unexpectedly homeless about four years ago. He was working full-time and supporting a young daughter, when he lost his job and had nowhere to go. Initially, he was a resident at a shelter in Leslieville, but it was shut down. From there, he found his way to Dixon Hall.

Ken was a resident at Heyworth House for 14 months, working part-time and saving money. He describes this time as tough – he was disappointed in himself and so he didn’t engage with resources or programs available to residents. Though he did find housing with the assistance of Catharine, a Dixon Hall Housing Support Worker, he found that he was unhappy in the

new environment and that it was not suitable to his needs. When Catharine would try to reach him to see how he was doing, Ken wouldn’t return her calls. He didn’t want to explain to her why he was unhappy in his new home.

Eventually, Ken reached a breaking point and headed back to Heyworth House. This time, he says his attitude was markedly different. He wanted help. Ken began engaging in Employment programs offered by Dixon Hall to shelter residents and seeking more information about what resources were available. Ken says he knew that the Housing Services team saw the difference in his attitude; he cannot thank them enough for working with him again.

After a few months, and with the continued support of Catharine, Ken has found new housing and has been living there happily for the last month.

Though he says he is taking things step by step, Ken is focused on finding full-time employment and on his relationship with his daughter. He is incredibly grateful for the support, understanding, and care he received from the Housing Services team, and he urges other shelter residents to take advantage of the resources available to them through Dixon Hall.

USING DATA TO HOLD OURSELVES ACCOUNTABLE

➔ Data tells stories. Through statistical analysis, we're able to uncover new insights and develop an action plan supported by evidence. This year, we've taken our data collection to new heights and leveraged the findings to better support our community. With the introduction of our Community Impact and Advocacy department, we now have a staff member dedicated to working with data collection in every department, analyzing it to understand deeper trends in the community, and developing action plans to help solve complex issues. We're excited about where our data will take us.

UNDERSTANDING OOTC

Our first major data project was a comprehensive report on the Out of the Cold (OOTC) program. In 2015 our OOTC team started collecting data on important indicators such as number of beds available, number occupied, guest demographics, internal and external guest referrals, and meals served. We took this data and analyzed the numbers to identify trends and areas of concern. The findings were published in a report titled "Out of the Cold: 30 Years Later – A Growing Crisis." Our findings indicate that the program will likely hit full capacity within two years; that there is a growing demand for meals due to food insecurity; and that most

sites operate at capacity even in the absence of extreme cold weather alerts. There were hopeful findings in the form of successes experienced by guests who received Client Intervention Worker (CIW) assistance. 34 clients out of 80 intakes found housing through client intervention support. And we are using our learnings as a planning tool for future seasons. Though, even while immersing ourselves in data, we must never forget the real-life stories behind the statistics that make our work so important. Notably this season, David Slade, a 10-year program user moved into supportive housing as a result of client intervention work.

MEASURING SUCCESS

Over the years, we've seen many of our Music School students go on to pursue successful careers in a variety of fields, and many of them cite their time at Dixon Hall as a contributing factor to their success. Rather than rely on anecdotal evidence, we've started tracking graduation rates. For the past two years, nearly 100% of our Grade 12 students have gone on to college or university. The high rate of students pursuing post-secondary education is further evidence of the direct correlation between music education and academic achievement. The discipline required to study music sets students up for future success. We're proud to share these findings with interested supporters, and eager to see our students continue with these high rates of academic success.

Find out more about Music School:
VISIT ➔ bit.ly/dhmschool





"HOW MUSIC SCHOOL TAUGHT ALI PATIENCE AND SELF-CONFIDENCE" – Ali's Story

Ali has been taking music lessons at Dixon Hall Music School for the last 6 years. Ali was looking for affordable music lessons, and he found out about the school through a friend. He signed up to study Classical Guitar and later added Music Theory.

Initially, Ali struggled to enjoy his guitar lessons. He felt the repertoire for classical guitar was boring and did not capture his attention. Ali credits his teacher, Kristen, with being the reason he stuck it out. Her passion for her work motivated her to help Ali through his frustrations with the material. Kristen found ways to change Ali's perspective and to help him see the pieces as more interesting until his skills improved enough that he was able to choose his own pieces to play. Because of Kristen, Ali stuck with it.

Not only did Kristen keep Ali playing music, he also notes that she was very generous with her time and would often stay after class to give students the chance to practice longer and experience different aspects of music – even helping them to experience studio recording sessions. By pushing through his initial discomfort and continuing with his lessons, Ali says he's learned patience – something that is helpful in his studies as a post-secondary math student. He's also quick to note the parallels between writing music and math, citing the circle of fifths theory as an example.

Ali has also attended several of Dixon Hall's Music Camps, which he describes as the "greatest times of my musical life." Over a six day period, he and other Dixon Hall Music School students learned different pieces for

performance including duets, solo pieces, choir arrangements, and more. The community of students who attends the camps is tight-knit, with many alumni returning to catch-up with their friends and play music together year after year.

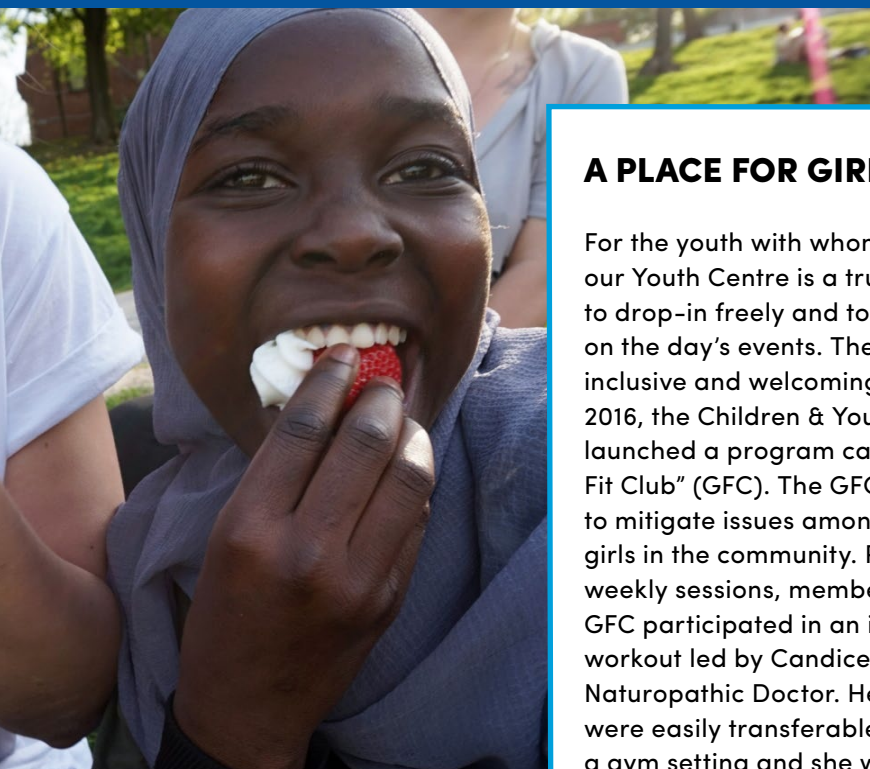
Through Dixon Hall, Ali has performed at several community events including the Music for Life Gala. For him, these performance experiences have been eye-opening and have brought him out of his shell, giving him the chance to feel comfortable in front of an audience and play music he enjoys. For Ali, the quality of our teachers is a huge draw and he encourages interested students to get involved with the tight-knit community our teachers have built.



REDEFINING “HOME”

A PLACE OF CARE AND COMPASSION

➔ For many of the community members we serve, home is a complicated concept. It may be a place of violence, anxiety, poverty, or maybe no place at all. Across all our programs, we strive to create a ‘home away from home’ for those who need one, a place of care and compassion to which people can always turn. From Sumach Street to Main Street and beyond, Dixon Hall is one heart in many homes. Connection and community guide our work, and we’re continuously reminded of the positive outcomes created when people have a safe, supportive place to call home.



A PLACE FOR GIRLS

For the youth with whom we work, our Youth Centre is a trusted place to drop-in freely and to catch up on the day’s events. The space is inclusive and welcoming to all. In 2016, the Children & Youth team launched a program called the “Girl Fit Club” (GFC). The GFC was created to mitigate issues amongst young girls in the community. Running weekly sessions, members of the GFC participated in an invigorating workout led by Candice Todd, a Naturopathic Doctor. Her workouts were easily transferable outside of a gym setting and she was a great

role model for the girls. After each work-out, Youth Workers Ivi and Aleshia prepared a healthy meal for everyone to enjoy. During the meal, Ivi and Aleshia led a group discussion around issues young women face today from healthy relationships, hygiene, self-esteem, and navigating social media. The program was such a hit we are hoping to create a male or co-ed version this fall.

Learn more about Children & Youth:
VISIT ➔ bit.ly/dhcandy

THE TIME TO PERFORM

Dixon Hall Music School has always been a second home for its students: a place where youth can meet, connect with one another, and engage in the broader community. We also provide opportunities for our students to experience the world outside their home, and beyond their neighbourhood. In the 2016–2017 school year, our young musicians had more invitations than ever to perform at community events, to showcase their skills, and to expand their horizons. Performance highlights included singing the national anthem at the opening of the MLSE Launchpad, a joint performance with the Toronto Children’s Chorus and Toronto’s Youth Choir at St. Paul’s Basilica, and a riveting performance of “Cleansing the Highway”, our choir’s powerful collaboration with renowned Indigenous artist Kym Gouchie, at Music for Life (the Music School’s signature fundraising event). This year, the Music School also started offering masterclasses for teachers and students, elevating the level of education available. With higher quality lessons, we have no doubt our students will continue to thrive in the community with many more opportunities to share their talents.

Hear our Music Students perform:
VISIT ➔ bit.ly/dhmschool



BRINGING HEART TO HEYWORTH HOUSE

For the men and women who stay in our shelters, almost all of the comforts of home are lacking. This year, we introduced two new volunteer positions to help our shelter residents feel cared for. Our volunteer Hair Stylist provides haircuts to residents of Heyworth House and Schoolhouse, and saw very quickly how far a simple service like a haircut can go for someone in very stressful life circumstances. Our other new volunteer initiative, a walking group, had a similar intent – to give shelter residents a reason to get into the community, become familiar with the neighbourhood, form connections with one another, and enjoy the positive physical and mental effects of exercise.

Volunteer with us:

VISIT → bit.ly/dhnsvolunteer

"THEY GIVE ME MORE THAN I GIVE THEM" – Brian's Story

Brian's first experience with Dixon Hall was as a recipient of Meals on Wheels. Confined to his apartment for 10 years due to mobility issues, he says frankly that the meals he received from Dixon Hall were what kept him alive. And it wasn't only the physical nourishment that the meals provided; it was the friendly volunteers who made his day with their smiles and caring attitudes. Once his health improved, Brian knew he wanted to give back in a similar way and so he got involved with Dixon Hall as a volunteer. He recalls attending his orientation and training session, blown away by the number of services offered by Dixon Hall and wanting to help spread the word in whatever way he could.

As a volunteer, Brian has led the newly established walking group for homeless men and women at Heyworth House. He noticed quickly that through the simple act of walking around the neighbourhood together, residents made connections and shared their experiences, hopes, and dreams with one another. As the walking group continued, it created a ripple effect as residents established friendships and reached out to their peers to join them. Brian immediately

saw how getting out into the neighbourhood and becoming familiar with the area, while enjoying fresh air and exercise was tremendously valuable for residents: it gave homeless men and women a greater sense of belonging in their community and motivated them to think about their lives outside of the shelter.

Brian also volunteers in the Literacy and Basic Skills program, helping clients improve their English skills. What strikes him is the diversity of people in the program – there are ranges in ages, cultural backgrounds, educations and job experiences. With a focus on practicing language through conversation, he says that the group has become like a big family as participants share details of their lives and their hopes for their futures in Toronto.

Brian plans to volunteer for as long as he can. He volunteers to give back to the community in a small way, though he says candidly that the people he works with give him much more than he gives them.



KEEPING CORE SERVICES CONSISTENT

→ While our mission, vision, and values have evolved this year, and many of our physical locations are in the midst of transformation, our core programs and services continue to consistently meet the needs of our community members at every life stage.

CHILDREN & YOUTH

Our Children & Youth department worked with over 600 youth in the downtown east providing mentorship, opportunities for growth and development, tools to foster healthy self-esteem and emotional resilience, and guidance to help them become the leaders of tomorrow. Through sports, Summer and March Break Camps, girls' programs, and parental support groups, we anticipate and respond to needs in the community, and provide a safe and supportive environment where young people can flourish.

 **600**

worked with over 600 youth providing guidance and empowerment

MUSIC SCHOOL

Our Music School continued to work with 320 young musicians, providing subsidized private and group lessons starting at \$3 a lesson in 20 subject areas. Music School students can also attend winter, March Break, and Summer Camps. In addition to contributing to academic success, we believe in the power of music and the arts to encourage the development of beneficial life skills such as reliability, discipline, commitment, and self-expression.

 **320**

taught 320 young musicians the joy of music

SENIORS SERVICES

Our Seniors Services department helped over 2,000 seniors in our community continue to thrive and live with grace and dignity. With weekday programs for socializing, Meals on Wheels delivering nutritious meals daily, and Telephone Reassurance programs, to name just a few, we have a range of services available to ensure that seniors can live independently, remain active and healthy, and maintain friendships and connections.

 **2,000**

helped over 2,000 seniors in our community to live their best lives



EMPLOYMENT SERVICES

Our Employment Services team worked with over 1,500 community members to help those seeking employment improve resumes, practice interview skills, attend information sessions about specific career paths, and participate in hands-on training to equip them with in-demand skills. We work with clients facing multiple barriers to employment to overcome obstacles and find appropriate job opportunities.

 **1,500**

worked with over 1,500 community members seeking employment

SETTLEMENT SERVICES

Our Settlement Services team worked with over 640 newcomers to Toronto from the Bengali and Chinese communities, holding 195 Conversation Circle events where attendees were able to learn English in a safe and supportive environment. The Settlement Services team also connects newcomers to resources to explore career options and additional supports to help them get settled in their new homes.

 **640**

worked with over 640 newcomers to Toronto helping them settle into their new homes

HOUSING SERVICES

Our Housing Services team continued to support Toronto's most vulnerable – homeless men and women. Both Heyworth House and Schoolhouse, our two emergency shelters, operated at full capacity year-round and our employees worked tirelessly to find housing solutions, run weekly Community Meal programs, and enhance our Harm Reduction programs. Our goal is to find safe and sustainable housing for all our clients and to equip them with the life-skills they need to maintain housing and regain their place in the community. This year, we helped 79 homeless men and women find safe, permanent housing solutions. We continue to participate in the Out of the Cold program, working closely with 16 faith-based organizations to shelter the homeless during the harsh winter months and to support them year-round.

 **79**

helped 79 homeless men and women find safe, secure, and affordable housing

VOLUNTEER SERVICES

Our Volunteer Services department provides individuals, corporations, and students with opportunities to make a meaningful impact. In 2016, we proudly welcomed all 5 major Canadian financial institutions as volunteers with our Meals on Wheels program. We are thankful to the 1,732 volunteers who donated more than 29,000 hours of their time to our diverse community members. Our volunteers are imperative to our shared success. We would not be able to offer our programs without their generosity and talents.

 **1,732**

we are thankful to the 1,732 volunteers



 **29,000**

who donated more than 29,000 hours of their time to our diverse programs and services



GETTING SOCIAL FOR SOCIAL CHANGE

→ Every year, Dixon Hall hosts two fundraising events to support different areas of our work. Both events give guests the chance to socialize and connect while contributing to the health of the community.

Our Music for Life gala, in support of the Music School, took place on December 1st, at Daniels Spectrum in Regent Park.

The evening was a combination of delicious food and drinks enjoyed alongside a one-of-a-kind soundtrack – performances by our Music School students. Performances ranged across genres, from rap to solo piano and drumming, and culminated in a spectacular symphony performance of “Cleansing the Highway of Tears”, a tribute to Canada’s First Nations people.

Over 300 guests helped raise more than \$210,000 in support of our Music School, making it possible for more children than ever to experience the joy of playing music in Regent Park.

Our second signature event, Dixonlicious, returned on March 29th at the Daniels Spectrum for the third year, serving tasty bites paired expertly with enjoyable drinks and even better company. Dixonlicious is a food and beverage focused event, bringing some of Toronto's best restaurants together for a night of fun and fundraising.

Proceeds from the evening benefited our vital food programs in Regent Park – funding hot, nutritious meals for homebound seniors through Meals on Wheels, providing healthy and energizing snacks for youth

in our March Break and Summer Camps, and ensuring that essential meals were available for the homeless men and women in our shelters.

Guests’ taste buds were delighted by an eclectic mix of dishes to sample, generously donated by culinary partners like the Food Dudes, Hawthorne Food and Drink, Hooked, Daniel et Daniel, George Brown Hospitality and Culinary Arts, Longo's, and our very own Show Love Café. The Matt Morgan Trio performed smooth grooves as guests mingled and bid in our silent auction.

Thanks to the generosity of our guests we were able to provide 10,000 meals to those in need in Regent Park.





\$210,000

OVER 300 GUESTS AT THE
MUSIC FOR LIFE GALA
RAISED MORE THAN
\$210,000 IN SUPPORT OF
OUR MUSIC SCHOOL.



10,000

THANKS TO THE GENEROSITY
OF OUR DIXONLICIOUS GUESTS
WE WERE ABLE TO PROVIDE
10,000 MEALS TO THOSE IN
NEED IN REGENT PARK.



COMMUNITY SPONSOR



The following corporations and individuals have each generously contributed to the additional ninety-seven meals that have supported the

Masters in
Meridian
Sheridan
Speedy E
Toro Alu
University

MEET THE PEOPLE CHANGING LIVES IN THE DOWNTOWN EAST

MEET KHALIL – A SOCIAL WORKER FOR 20 YEARS

Khalil Vermezyari has dedicated the past twenty years of his life to supporting some of our city's most marginalized residents. A tireless advocate for the homeless, Khalil gives his all every day to improving the lives of those who come to him for support.

Khalil started working in Dixon Hall's Housing Services department after completing a student placement with us as part of his Social Services degree from Humber College in 1996. 20 years later, he is planning to retire from his role with our Housing Services team this fall.

As a Housing Support Worker, Khalil has seen the property at 30 St. Lawrence St. undergo massive changes. Originally a shelter, the space has now been converted into supportive housing with a total of 60 units. Supportive housing aims to

keep vulnerable populations housed and out of the shelter system, while simultaneously teaching essential life skills.

Khalil is frank about his job's challenges and the harsh realities he sees when people are failed by the system. Despite the difficulties, however, he reflects proudly on his time at Dixon Hall, and on the community that has been created at 30 St. Lawrence. Citing a recent weekend where two tenants came together to cook lunch and dinner for another tenant who had been diagnosed with cancer, he says that tenants generally look out for one another and respect each other.

Work in Social Services can take its toll. Many people leave the sector after a few years due to burn-out or fatigue. Khalil credits his longevity in his career to his "80% compassion

and respect, and 20% toughness and boundaries" rule with his clients. Each night, he reflects on what he did that day and the outcomes, and considers what he could have done differently. He says the clients he works with have taught him an immense amount through the diversity of their life experiences and backgrounds. His advice to prospective Social Workers? Never lose hope. "Even when outcomes are negative, you have to focus on the parts of your work that were positive and [that] helped move someone's life forward."

Khalil will miss his clients, and we know his presence will be sorely missed at 30 St. Lawrence St. Thank you, Khalil, for your many years of service. We wish you all the best in your retirement.



"NEVER LOSE HOPE. EVEN WHEN OUTCOMES ARE NEGATIVE, YOU HAVE TO FOCUS ON THE PARTS OF YOUR WORK THAT WERE POSITIVE AND [THAT] HELPED MOVE SOMEONE'S LIFE FORWARD."

– KHALIL VERMEZYARI

INTRODUCING DIXON HALL'S SMALL BUT MIGHTY SETTLEMENT SERVICES TEAM

Our Settlement Services team is small, but extremely dedicated. Community Settlement Workers Bilkis Nahar and Hongmei Cai work with hundreds of newcomers every year, helping them integrate into their new communities and learn about life in Canada so they can make informed choices. Both Bilkis and Hongmei immigrated to Toronto from Bangladesh and China respectively, and they know firsthand how far community support goes.

Bilkis has worked with Dixon Hall since May 2013, working primarily with the Bengali community. She completed a Masters of Social Work in her native country, and completed a Social Service Worker program through Centennial College. Originally, she worked

with seniors before transitioning to Settlement Services. For Bilkis, working with clients is particularly meaningful when it comes to housing. She consistently sees clients stay with relatives temporarily before struggling to find affordable rent prices in the city and adequate housing for children.

Hongmei came to Dixon Hall in May 2011, after working in a newcomer centre in Mississauga. In China, she worked as an Engineer in Research and Development for water treatment. When she arrived in Canada, Hongmei used Settlement Services to adjust to her new life, and she realized social work was her calling. Starting as a Program Assistant at a Community Health Centre, Hongmei completed

numerous courses as part of on-the-job training, learning fundamentals of family law, mental health support, crisis intervention and prevention, and more. She'll be starting her Masters of Social Work this fall. Hongmei is incredibly passionate about her work and sees human services as essential. She says her large client base has touched her heart and made her a better person. Hongmei sees making a difference and being an active participant in the community as setting an example for other residents to get involved.

We are very lucky to have Community Settlement Workers as passionate about their work and as engaged with their clients as Bilkis and Hongmei.

BOTH BILKIS AND HONGMEI IMMIGRATED TO TORONTO FROM BANGLADESH AND CHINA RESPECTIVELY, AND THEY KNOW FIRSTHAND HOW FAR COMMUNITY SUPPORT GOES.



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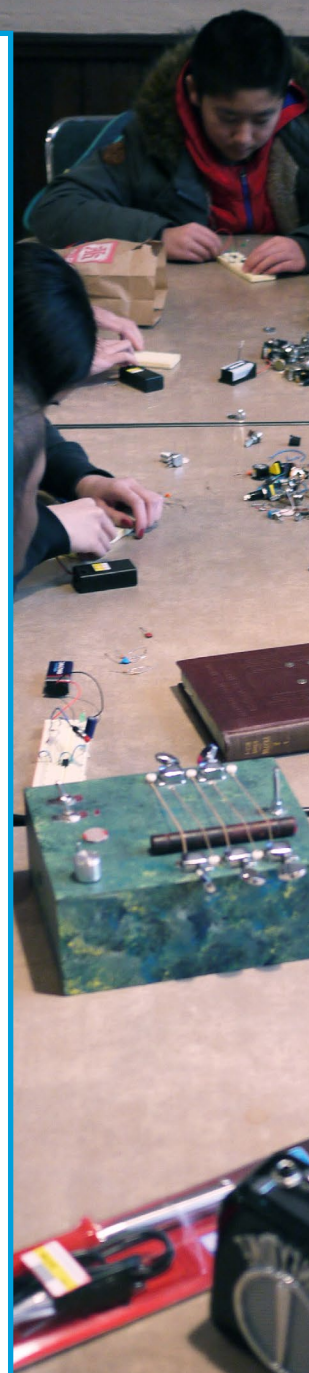
→ STATEMENT OF OPERATION



THE STATEMENT OF OPERATIONS PRESENTS THE RESULTS OF THE AGENCY'S ACTIVITIES FOR THE 12 MONTH PERIOD FROM APRIL 1, 2016 - MARCH 31, 2017

	12 months ended March 31, 2017	15 months ended March 31, 2016
Revenue		
City of Toronto (Note 12)	\$ 4,818,473	\$ 6,317,461
Province of Ontario	3,033,974	3,862,609
Federal government	269,828	284,231
Fundraising	895,539	1,423,148
United Way of Greater Toronto and York Region	821,025	1,067,325
User fees	848,217	565,670
Amortization of deferred contributions relating to property and equipment (Note 7)	151,331	202,167
Forgiveness of mortgage (Note 6)	100,000	-
Interest	7,865	10,763
	<hr/> 10,946,252	<hr/> 13,733,374
Expenses (Note 9)		
Neighbourhood programs	1,311,166	1,618,781
Housing and homelessness programs	4,473,748	5,563,763
Seniors programs	3,159,440	3,904,896
Employment programs	1,214,320	1,613,751
Community development programs	270,341	329,589
Infrastructure and support services	464,999	645,479
	<hr/> 10,894,014	<hr/> 13,676,259
Excess of revenue over expenses	<hr/> \$ 52,238	<hr/> \$ 57,115

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