

DIXON HALL

2021-2022
IMPACT REPORT

DIXON HALL

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

 DIXONHALL1929

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 DIXON_HALL



Impact through perseverance

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 inactions

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Land Acknowledgment

Dixon Hall acknowledges that the land on which we operate is situated upon the traditional territories of the Huron-Wendat, Anishinabek Nation, the Haudenosaunee Confederacy, and now the Mississaugas of the New Credit First Nations. Today, the meeting place of Toronto is still the home to many Indigenous peoples from across Turtle Island, and we are grateful to have the opportunity to work in the community, on this territory.

Our Impact Through Perseverance theme resonated with all Dixon Hall stakeholders this past year. From assuming the pandemic was just a temporary setback a few years ago, to pivoting drastically and sustaining the changes to program and service delivery, we persevered.

As you will see from this Impact Report, we were honoured, relieved, and thrilled to increase our support for our community. As we come out of the pandemic and resume in-person services, we are proud to keep best practices and lessons learned.

Our Board served heroically, with the pandemic uprooting our activities, and in executing a search for our new CEO. The Board unanimously chose Mina Mawani for her fearless capabilities to manage growth and change at Dixon Hall. Thanks to our Board, Mina, our Staff, Clients, Donors, and especially to you, our Champion, we're set up for great things this year and beyond.

Message from the Board Chair and the CEO

The true measure of our work in the Toronto East Community is the impact that our programs and services have on the members of the varied and diverse communities we serve. As a social service organization, we continually assess and ensure that our approaches and interventions are having the desired effect on addressing the challenges and service gaps identified within our community – the people in the community living in poverty, contending with various forms of social injustices, social isolation, and mental health conditions.

In responding to the new and emerging challenges, we are grateful to, and deeply appreciative of the leadership and dedication of our staff, volunteers, members of our Board of Directors, and many of the community partners and supporters who rallied and answered the call, which allowed us to connect, collaborate, and continue serving the people who are the fabric of our community. Throughout the pandemic, food insecurity became an even larger issue for our community and we met this need through Meals on Wheels, delivery of food baskets, and a new Food Box program for the families of our young musicians.

Our Youth Centre opened last year after years of construction, and it has been filled to capacity with children, youth, and young musicians. We are

so grateful to Bill and Cathy Graham for their generosity in making the Youth Centre a reality. Bill sadly passed away this summer but his legacy lives on at Dixon Hall and through the thousands of children who will benefit from the Bill Graham Youth Centre for years to come. We would also like to acknowledge and thank our outgoing Board Chair, Rod Bolger, for his tireless support in seeing this building through to completion. Rod's stewardship through the pandemic was outstanding, and he leaves Dixon Hall better off, thanks to his leadership.

Looking to the years ahead, we embrace the lessons learned and the opportunities that emerged over the past two years. We will continue working collaboratively with our longstanding partners to ensure that together we can have a deeper impact on systemic homelessness. As we convert our beds from emergency shelters to affordable and supportive housing, we will persevere by continuing to create a community where people can access the services they need for their health and wellbeing. We remain steadfast in pursuit of our vision; creating a city where everyone thrives.

With best wishes,

Cameron Scrivens, Board Chair

Mina Mawani, CEO

"We wish to thank outgoing CEO Mercedes Watson for her leadership over the past four years. We welcome Mina and her extensive leadership experience in the non-profit, public, and private sectors. Mina is a visionary leader with a deep passion for empowering communities. We are excited to have her lead the organization through the next phase of its development."

Cameron Scrivens



2021-2022: Our Impact



Music School



- The Dixon Hall Music School was founded in 1978
- Has taught thousands of children from the surrounding Regent Park, Moss Park, and St. Lawrence communities
- Has been a catalyst for enabling youth to envision a productive, engaged, and successful life, starting when they first come to our doors and for years later

Updates for the year:

- Private and group lessons
- Spring and summer music camps
- Lessons as low as \$4/lesson
- Instruments to rent for the community
- Free tickets to concerts (music, dance, and theatre)

Client Story

"I have been studying at the Music School for almost a decade. I started choir and piano when I was just six years old. Dixon Hall has provided me with a variety of opportunities that have proven to be challenging, fun and rewarding.

However, due to the pandemic, I found these opportunities harder to enjoy. Going to my music lessons just didn't fit into my interests anymore.

Sometimes a little break is all we need to keep going. It made me realize how much I missed the piano. It helped me renew my commitment to lessons and urged me to try to do better. I have rediscovered my inner musician!

I have learned that having a busy schedule shouldn't take away what I enjoy. My teachers and the music programs I have been a part of have supported me all the way through. Having a support system and people I can rely on has motivated me to do better and achieve my personal goals as a musician."

Reena, Student

Children & Youth

- The department works with over 600 children and young people every year
- Ranging in age from 3-29
- Programs are tailored to the needs of our participants and their families
- Programs include March Break and Summer Camps, after-school, evening, and weekend activities, as well as parental and family support

Updates for the year:

- This year, unlike the previous two years, we were able to offer our Summer Camp in person and at full capacity
- Most popular Zoom sessions were writing, yoga, boxing, journaling, storytelling, and our hockey skill development program



Client Story

"I love camp because I play a lot and I get to play with my god-sister- I get to play all day- I will really miss summer day camp."

Taryn, Camper

"I couldn't wait to work at Dixon Hall. I loved coming to camp as a kid, some of my best memories as a kid happened at camp. I had a counsellor named Tricia, and she always made me feel special, she would always have extra snacks in her bag for me. She knew my favourite colour, she played the best games with us, and she taught me how to float. Now I am the counsellor that the kids will remember and talk about years later."

Mathias, Senior Counsellor

Client Story:

Jaime was 8 years old when we first met her; she was living with foster parents in the community. Jaime was shy, had delayed social and emotional development, and avoided engaging with the staff. For four years, the Children's Aid worker made sure that no matter which foster home Jaime was placed in, she could still attend summer camp. Jaime's voice developed throughout high school thanks to her participation in Girl Fit, the monthly workshops, the March Break retreats, and Summer Slam. In 2021, she graduated with honours, and is now a Speech Pathologist. Without their own families, most children who are crown wards rely heavily on community support and the kindness of those around them. We have attended every dance performance, graduation, housewarming and even her baptism. During the pandemic, she volunteered as a tutor, and helped deliver meals. Recently, she announced her engagement and she is over the moon.

Housing Services

Housing Services at Dixon Hall is committed to ensuring that homelessness is rare, brief, and non-recurring as quickly, safely, and permanently as possible. For over twenty years, we have helped Toronto's homeless and vulnerable residents find safe, stable housing through our shelter and housing support programs. Even through the pandemic, we moved quickly to address the problems caused by COVID.

Updates for the year:

- 12,085 meals were served through the SDL and Layered Supports community food programming. This included:
 - Tuesday, Wednesday restaurant lunch, Friday breakfast, and Monday and Thursday off-site dinners in partnership with our food providers
 - Layered Supports' meal kits and prepared meals included in Dixon Hall's Hamper program, supplied by the Senator restaurant
- Our committed staff continued to work tirelessly through the second year of the global pandemic
- Our shelter hotels continued operating through the pandemic. Each had their distinct demographics but the same goal: to reduce COVID transmission and support individuals experiencing homelessness



Client Story

One of our clients, a single mother moved to Toronto from Montreal around three years ago with her 16-year-old daughter to get away from her abusive partner and a personal tragedy. She slept in parks and stairwells at first, and then sought refuge with her daughter at the Robinson House. Her daughter eventually moved out with her own partner. Left by herself, the client sought shelter at the Heyworth House. She had some success in the job market, but COVID ultimately cost her the position. After being relocated to Strathcona, she worked diligently to find employment. As a way to give back to the community, she decided to do some Peer Support Work. Currently, she is preparing to relocate into our Rapid Rehousing Unit. Even though COVID is still with us, she is pleased and excited to start a new chapter in her life, during which she hopes to find employment and reclaim her independence.

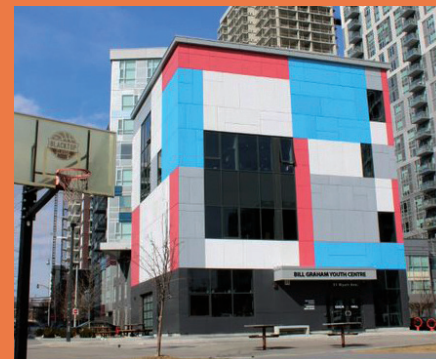


Real Estate



In fall 2020, we completed the construction of our Bill Graham Youth Centre.

- Located at 51 Wyatt Avenue
- It was built to provide a welcoming environment where young people from Regent Park and the surrounding communities can come together to take part in the programs offered to youth
- Children and youth can make connections with one another, gain new knowledge and experiences, and simply have fun at the Centre



Inside the new Youth Centre, you'll find the same vibrant external design that greets you at the doors. Our young community members and three Toronto artists, Jacquie Comrie, Peru Dyer Jalae, and Kirsten McCrea collaborated on murals that provide colour and life to the space and encourage those who take part in our programs to reach for the stars.

Updates for the year:

We have begun revitalizing our space at 58 Sumach Street. The updated building will be an open and inclusive community hub welcoming people in need of supports for housing, food security, settlement services, and employment assistance. It will enable enhanced community programming for almost 3,000 individuals per year focused on advancing the social determinants of health.

Community partners are excited about the project and looking forward to the new building.

Employment Services

Our Employment Services support underserved residents of downtown East Toronto. We help people of all ages enter the workforce, whether they may be advancing their career or returning to employment. Our clients are tough, independent, and curious. Our trainings and programs boost participants' employability in today's dynamic employment market.

- In the aftermath of the pandemic, our Employment Services team continued to provide services through hybrid programming
- Thanks to our wonderful partnership with community agencies such as Labour Education Centre, Fred Victor, Cater Toronto and the support of our donors, City of Toronto, and RBC, we delivered an 8-week hybrid skill building and employment programs in Trade and Construction, Hospitality and Food and Culinary

Updates for the year:

- We partnered with George Brown, Continuing Education Centre for Hospitality & Culinary Arts, through our Incubator program
- We provided job search support and employment through our Employment Ontario program
- Through our Better Food Work Program, we gave Ontario Works (OW) recipients hybrid skill building training in the Food Sector
- In partnership with Flow Coaching Institute we provided life stabilization support through our Wrap Around program to over 45 Ontario Works recipients

- 48 individuals participated in Literacy and Basic Skills program and over 70 people received certifications in Digital Literacy, Smart Serve and Food Safety

Client Story

"Before I met Dixon Hall, I struggled to get called for a first interview. I lacked a proper resume; I lacked interview skills. After I met Dixon Hall and became an "Assisted Client", they took my resume and told me all the mistakes I had and taught me all the things I can change so I can pass the filtering system and reach the employers.

They asked me if I had questions and I asked to get help with interviews. They arranged a mock interview and through the advice of the mock interview, not only did I pass the first interview, I was also scheduled for a second interview and then got the job.

Throughout my days at Dixon Hall, I was taught a number of things including how to do cover letters, and the things that I thought were advantageous was changed to more appropriate parts such as showing my professional profile instead of giving them my address."

Michael, Client



Seniors' Services

Annual increases in Toronto's elderly population highlight the growing importance of Seniors' Services to the city's economy and quality of life. Every year, our compassionate staff and volunteers help over 2,100 clients and their families from a wide range of backgrounds by providing them with cost-effective and essential support services.

Many people rely on the Seniors' Services at Dixon Hall. As a loved one ages, they receive all the emotional and physical support they need here, at Dixon Hall.

Updates for the year:

- Staff engaged with clients to assist with pre-registering/registering for their COVID vaccinations
- Offered free transportation along with our Toronto Ride transportation partnership through our transportation program to and from vaccination clinics
- Seniors' Services and the Music School collaborated to offer a virtual inter-generational music program. A music school participant and senior were paired up to engage with one another through music. Students from the music school showcased their musical talents through instrument or voice which facilitated dynamic and animated conversations



Client Story

During the pandemic we celebrated Audrey's 100th birthday at Dixon Hall. She has been receiving services from Dixon Hall since 2018, including the Assistive Living for Seniors, Meals on Wheels, and the Day program since 2019. Audrey rarely sees her daughter since she lives two hours away and does not own a car. As Audrey's capacity to remember things and perform daily tasks has been deteriorating over the years, she relies on the PSWs to help with her daily activities: personal care, meal preparation, medication reminders, and money management to buy groceries and personal items. Once a week, she attends the Day Program to socialize with other seniors, which she enjoys. Her daughter keeps in touch with us regularly to stay updated on her mother. Her daughter says, "I would be a fish out of water if I didn't have you guys (DH)."

Volunteer Services

Our volunteers are an integral part of Dixon hall. Many of our programs and services would not be possible without the help and compassion of our volunteers. Here is a highlight of the amount of effort our volunteers have put in to help us achieve our goals this year.

Updates for the year:

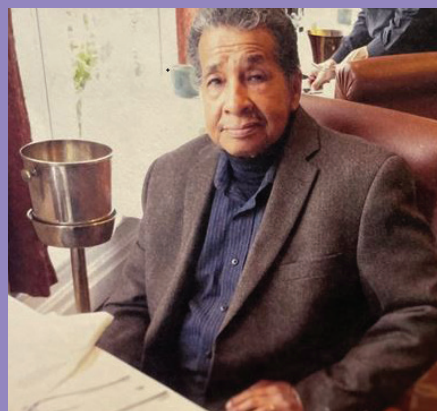
- Some of the volunteer programs that were active during the pandemic included Supports to Daily Food, Telephone Reassurance, and Adult and Wellness
- Volunteers have been an enormous help with delivering our daily programs
- During COVID, we partnered with Bike Brigades to enhance our meal delivery method
- Throughout the pandemic, corporate volunteers were a tremendous source of help

Volunteer Profile

Wes Jean was a former Dixon Hall shelter worker. He retired in 2006 and asked that all presents and donations be used for the Seniors' Health and Wellness art class in his honour. After retirement, Wes dedicated his time volunteering in this Art Class.

Wes donated two hours a week to the Art Class. He has been a very kind, patient teacher who has supported participants to paint at their own pace with both watercolour and acrylic paint. He frequently went above and beyond for participants, painting portraits of people through extremely difficult times, such as a painting for the son of one of our members who passed away and a beloved dog painting for another participant who was in mourning.

After 16 years, Wes is now retiring from being a volunteer. We thank Wes for his dedication to Dixon Hall as an employee and volunteer. He will be greatly missed!



Settlement Services

Settlement Services help newcomers adjust to life in Canada by connecting individuals to social and professional networks; providing information and resources that they require to live and work in Canada. In addition to one-on-one counseling, conversation circles, workshops, support for translation and interpretation, and assistance with making decisions about living in Canada, services are provided in English, Mandarin, Cantonese and Bengali.

Updates for the year:

- Shifted to offering Conversation Circles virtually supporting newcomers to cope with the pandemic by offering COVID discussion topics including: support in accessing the vaccine, COVID symptoms and how to use rapid antigen test kits
- Provided virtual or phone support and wellness checks for newcomer seniors coping with isolation
- Supported clients in their quest to become Canadian citizens, refugee claimants and permanent residents

Client Story

"My husband and I landed on May 12, 2022. As a newcomer family, we had no knowledge about what we needed to do first. We walked into the Settlement Services office at Dixon Hall. The staff welcomed us warmly. They listened to our situation patiently and provided information as needed. With their help, we had information about the Canadian culture, social wealth system, housing system and the medical system. We gained a better understanding of the Canadian life. The settlement services we received from DH makes us feel that Canada cares about newcomers and we are welcomed in this country."



Thank you Volunteers and Staff

Dixon Hall gratefully acknowledges the following staff with twenty+ years of dedicated service to the organization:

Benoit, Carmen
Consalvo, Nancy
Jeffers, Anne
Chow, Christine

McKittrick, Robert
Shao, Norman
Bautista, Tessie
Garcia, Angelito
Paynter, Victorine
Stainthorpe, Darrin
Baranosky, Randal
Schmid, Ruth
Rudden, Angela
James, Tracy

Yuz, Caryn
Gomes, Ana
Delabarrera, Dinath
Sulit, Betty A
Gaudet, Jill
Javaid, Khalid
Jeschkeit, Laura
Thompson, Veronica
Alipour, Sima
Slater, Kenneth

Thank you to our Supporters

\$100,000+

The Azrieli Foundation
The Slight Family

\$25,000 – \$99,999

Peter Gilgan Foundation
Halsall Family Foundation
Robert Kerr Foundation
Tim Moseley and Yung Dai
RBC Foundation
Tyler Shaw
The Silver Hotel Group/
Ruparell Foundation
Estate Of Claire Helen
Duerden Walsh

\$10,000 – \$24,999

Anonymous (5)
1832 Asset Management L.P.
Nancy and Rod Bolger
Michael Dunn
EY
Cathy and The Honourable Bill Graham
kadence.world
Suzanne Labarge
Marie Day Laufer
Nancy MacKellar
Catherine and Maxwell Meighen Foundation
Motz Family Foundation

Quinn Family Future Foundation
The Hope Charitable Foundation
The KPMG Foundation
The Minstrel Foundation For Music And Arts Advancement
Tippet Foundation

\$5,000 – \$9,999

Anonymous (2)
The Daniels Corporation
Delbridge Contracting Limited
Vivien Dzau and Daniel MacIntosh
Entertainment One Music

Greater Toronto Apartment Association
Martin Lundie
Macdero Construction Limited
George and Del Milbrandt
David Mun
Timothy and Frances Price
Rhoda and Herb Singer Family Foundation
Stephen Sienko
Sinking Ship Productions Inc.
Dawn Tattle Family Foundation
Toronto Star
Fresh Air Fund
TSX Inc.

\$1,000 – \$4,999

Anonymous (2)
Derek Amery
APEX Public Relations
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Susan Bartlett
Paul and Kaye Beeston
Oscar Belaiche
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Jordana Greenberg

Nona Heaslip
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Rivette Herzig
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Donna Hui
Patterson and Patricia Hume Foundation
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Hydro One
Jackman Foundation
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The Henry White Kinnear Foundation
J. Spencer Lanthier
Dee Lewis
John Macleod
Margaret Magee
Judith Malkin
Joan McCalla Fund
Mary McDougall Maude
Ross McGregor and Julie White
Patrick Moran

Thank you to our Supporters

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Blake Murray
and Nancy Riley
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Ontario REALTORS Care
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Derrick Ross
The Rossy Foundation
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Judith Wilder
Shirley Woo
Ian Worling
Youth and Philanthropy
Initiative Canada
Dan Yungblut

Bill Graham 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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Margaret McCain
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\$50,000 – \$99,999

The Azrieli Foundation
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Karen Girling and
Bruce MacLellan
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Nancy MacKellar
Judith Malkin and
Elliott Jacobson
Myfanwy Marshall
and Matthew Willis
Pat McNamara
RBC Foundation
Scotiabank
Martha Tory

\$10,000 – \$24,999

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The Elizabeth and Tony
Comper Foundation
The Thompson
T. Egbo-Egbo Arts
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Patrick Gossage
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Pamela Henderson
k2 designworks inc.
Diane Metcalf King
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Malone Family
Nancy and
John McFadyen
Pat and Tony Minard
Bill Morneau
and Nancy McCain
Tim Moseley
and Yung Dai
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Contracting Limited
Kathleen and
David Penny
Valerie and
Andrew Pringle
Robins Appleby LLP
Junior Sirivar
Kate Stark

Bill Graham Youth Centre Capital Campaign (continued)

\$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

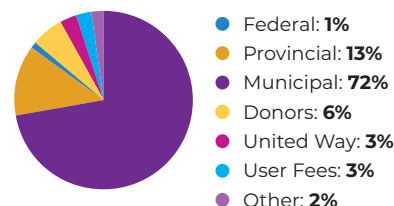
UP TO \$999

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

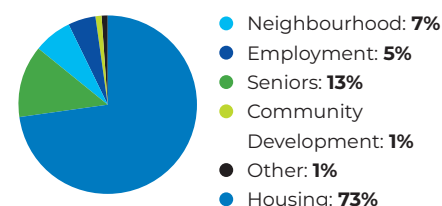
Denise Gho
Lou Gizzarelli
Tony Grewal
Norm Guilfoyle
F. Aquila Hanseer-Rizvi
Brandon Howe
Cathy Jones and David Reville
Douglas Lawrence
Mary McDougall Maude
Denice Morris
Andrew Noel
Heather and Jim Peterson
Andrew Pickersgill
Kerry Pond
Jane Prokaska
David Reycraft
Mat Savulescu
Gregory Sorbara
Jena Tarabad
Sonja Terek
Esther Tock
Chris Woit
Polly Wong

Financial Statements

Revenues (thousands) \$25,106



Expenses (thousands) \$24,696



Funders 2021-2022

Canada

Employment and Social Development Canada
Immigration, Refugees and Citizenship Canada
Public Health Agency
Ministry of Public Safety and Emergency Preparedness

Ontario

Ministry of Children, Community and Social Services
Ministry for Seniors and Accessibility
Ontario Health
Ministry of Infrastructure
Ministry of Labour, Training and Skills Development

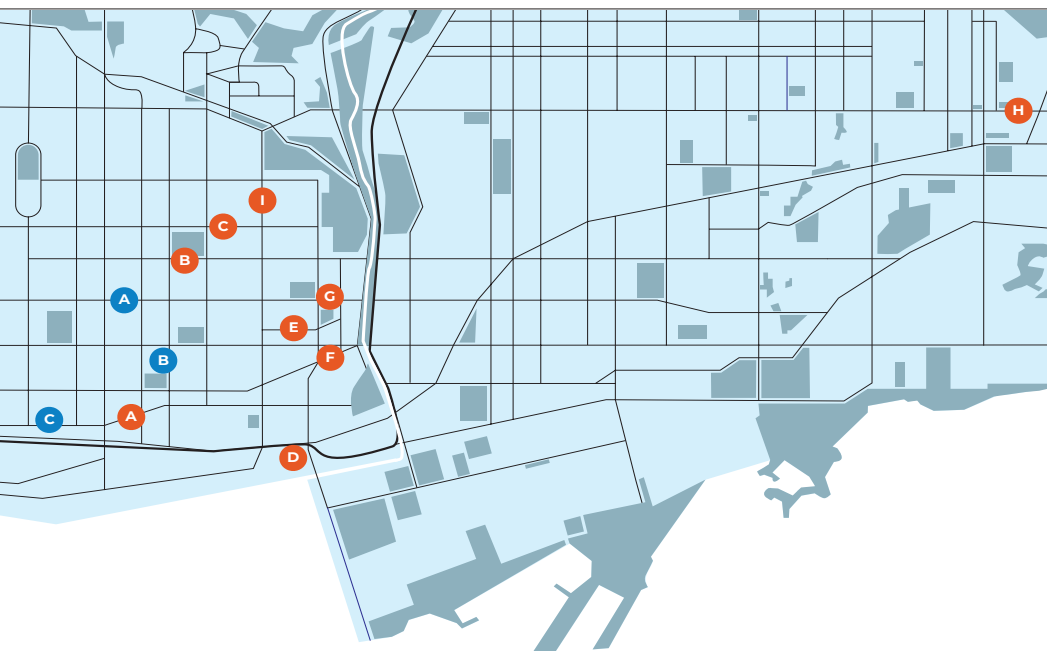
Toronto

Children's Services
Community Services Partnership – CSP
Housing Secretariat
Shelter, Support & Housing Administration / Housing Support Services
Toronto Employment and Social Services
Environment and Energy
Social Development, Finance & Administration



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 and 349 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 Shelter Hotels

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

Order of Dixon

The Order of Dixon Award was established to recognize the outstanding contributions of volunteers, donors, family members, and community champions who have impacted the life and work of Dixon Hall in the community. This is our agency's most notable award and past recipients have made tremendous contributions to the clients and members of Dixon Hall Neighbourhood Services.

Here are our Order of Dixon recipients for 2021:

Rod Bolger
Monty Hanson
Fredrick Campbell

Board of Directors

Cameron Scrivens,
Chair

Susanne Gossage,
Vice-Chair

Kevin Hibbert, FCPA, FCA,
Vice-Chair & Treasurer

Scott Bell,
Secretary

Jordana Greenberg

Kelly Lawless

Tim Moseley

Dave Mun

Dr. Robert Nam, MD, FRCSC

Ron Stokes

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.