

DIXON HALL



DIXON HALL IMPACT REPORT 2024:

INSPIRING CHANGE, BUILDING FUTURES

LAND ACKNOWLEDGEMENT

We acknowledge that Dixon Hall's programs and offices sit on the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit, and Métis peoples.

We also acknowledge that Tkaronto, now known as Toronto, is covered by Treaty 13 with the Mississaugas of the Credit and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

ANCESTRAL ACKNOWLEDGEMENT

We all share our connection to the treaties that shape our nation, whether we arrived as settlers, immigrants, or newcomers in this current generation or in generations long past. It is important to recognize that some among us have ancestral roots tied to the involuntary migration of the Trans-Atlantic Slave trade.

Therefore, we also extend our respect and recognition to the ancestors of African Origin and Descent, honouring their enduring legacy.

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Founded in 1929, Dixon Hall began as a soup kitchen, and since then has been steadily increasing and strengthening a diverse range of integrated services for residents of Downtown East Toronto.



Who We Are

Our History

KEY MILESTONES INCLUDE:

1929: Establishment and Incorporation of Dixon Hall Mission

The establishment and incorporation of Dixon Hall Mission marked the formalization of its mission and operations, laying the foundation for its future impact and solidifying its role in serving the community.

1950s-1960s: Expansion of Services

Expansion of services to include youth programs and community meals.

1980s: Introduction of Health and Wellness Programs

Introduction of health and wellness programs, including seniors' services.

1990s: Development of Housing and Homelessness Support Initiatives

Development of housing and homelessness support initiatives.

2000s: Launch of Employment Services and Arts and Culture Programs

Launch of employment services and arts and culture programs.

2010s: Strengthening Partnerships and Expanding Reach

Strengthening partnerships with local organizations and expanding our reach.

Who We Are

We support over 10,000 individuals annually, who are vulnerable or at-risk, including youth, elderly, persons with disabilities, people experiencing homelessness, the unemployed, people in need of housing, those experiencing mental health challenges, and newly immigrated individuals and families.

Additionally, our programs extend to those seeking employment, experiencing isolation, dealing with substance use disorders, and communities affected by economic disparities.



OUR MISSION

To create lasting solutions to end poverty, social injustices, and isolation in Toronto by providing comprehensive, accessible, and innovative services.

OUR VISION

A city where everyone has the opportunity to thrive and reach their full potential, free from barriers and inequities.

OUR VALUES

RESPECT

We treat everyone with dignity and consideration.

DIVERSITY

We celebrate and embrace the diverse backgrounds and perspectives within our community.

INTEGRITY

We are committed to honesty, transparency, and ethical practices in all our actions.

CARE AND COMPASSION

We act with empathy and understanding, providing care and support to those in need.

ACCOUNTABILITY

We are responsible for our actions and outcomes, and we strive to achieve the highest standards of service.

INCLUSIVITY

We strive to create a welcoming environment for all, ensuring everyone feels valued and included.

Board of Directors

Cameron Scrivens
Board Chair President

Susanne Gossage
Vice Chair

Jordana Greenberg Rae
Vice Chair

Scott Bell
Secretary

Ron Stokes
Treasurer

Dave Mun
Director

Donna Meyers
Director

Genevieve Eccleston
Director

Kelly Lawless
Director

Charlene Theodore
Director

Janet Lambert
Director

Martin Hubbes
Director

Honorary Board Members
Thompson Egbo-Egbo
Barbara Volk

Leadership Team



Mina Mawani
CEO



Alison Booth
Director, Finance



Christine Chow
Director, Seniors Services
and Children & Youth Services



Peter Edney
Director, Real Estate &
Property Management



Faisal Ikram
Director, Marketing
and Communications



Shenaz Jeraj
Director,
IT and Procurement



Bob McKittrick
Director,
Music School



Haydar Shouly
Director, Shelter
and Respite Services



Ming Smith
Director, People
& Culture



Logendra (Logan) Thayalan
Director, Philanthropy



Fulya Vekiloglu
Director, Employment
and Settlement Services

Message from the Board Chair and CEO

Dear Dixon Hall Community,

As we look back on 2023, we are filled with pride and gratitude for the incredible achievements and impactful work that has come to define Dixon Hall. Our volunteers, partners, and supporters have been the cornerstone of our achievements, and our success would not have been possible without their support.

First, a heartfelt thank you to the over 950 volunteers who dedicated more than 14,500 hours to our mission of creating lasting solutions to end poverty, social injustices, and isolation in Toronto. Without your support, we could not carry out our Meals on Wheels program that served over 63,500 healthy and nutritious meals to seniors in our community. Your commitment ensures that our seniors receive the care and support they need.

This past year, we introduced our Fair Share Farmers' Market to address food insecurity in our communities. Our Market has become a vital resource providing fresh produce and bringing our community closer together. The overwhelming response to our Market underscores the importance of introducing initiatives like these to respond to the dire needs in our communities. Given the need and the demand of this initiative, we have extended this initiative over the winter months as Our Fair Share Market on Wheels.

The Better Living Centre (BLC) Project, which began this year, provided emergency shelter and services to many individuals, including many refugee claimants during the winter months. Dixon Hall's exceptional management and responsiveness to requests for support in our communities highlights our commitment to addressing urgent community needs with care and compassion.

Our Youth Incubator Program has also flourished, offering entrepreneurial training and mentorship to the youth in our communities. This program has been transformative for our youth, providing essential skills and resources to find meaningful employment, and empowering them to reach their full potential.

As many of you know, we have been transforming our space at 58 Sumach Street. We are excited to share that this space will be ready in Fall 2024 as our new Community Hub and Training Centre. This revitalized space will enhance our ability to serve the community, providing a modern venue for training, and community engagement. We eagerly anticipate the positive impact this will have in our community and the individuals who we support.

We extend our deepest gratitude to our donors, sponsors, and funders who have supported Dixon Hall over many years and continue to do so. Your generosity and belief in our mission make everything we do possible. We are also immensely grateful to our dedicated staff for their unwavering commitment and hard work. Your efforts are the heart and soul of Dixon Hall, driving our mission forward every day.

Thank you all for your ongoing support and dedication. Together, we are building a city where everyone can thrive and reach their full potential, free from barriers and inequities.

Warm regards,

Cameron Scrivens
Chair of the Board, Dixon Hall

Mina Mawani
CEO, Dixon Hall

A Heartfelt Thank You to our Donors

In Kind Donors

1832 Asset Management L.P.
Erica & Pietro Adamo
Aesop
AGO
ai Toronto
Air Canada
Ana Pascos
Aqua Medical
Artwater Inc
Bargains Group/ Kits For Cause
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instruments
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Omni King Edward Hotel
Out HERE By Marcus Chaves
Park Hyatt Toronto
Patrick Saunders
RBC
Recraft Inc.
Rieshdah Gabier
Rotary Club of Toronto Charitable
Foundation
RX Music
Sephora
Simon Kattar
Soft Choice
Sony Music Entertainment Canada Inc.
South Hill Home
Tamara Bhary
Tanya Shevchenko
The Anndore House
The Piano Boutique Inc.
The Silver Hotel Group
The TEN SPOT
The Westin Harbour Castle
Thrive Youth Development
Timothy Neesam
United Way of Greater Toronto
Velvet Lane Cakes
Via Rail
Wilk Watchworks Inc
Woodpecker
Yonina Zlotnick
Yvonne Amaning

\$500 to \$900

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Amy Cameron
Ann M. Hutchison
Ben Kearon
Carmen Clayton
Christopher Ritcey- Conrad
CHUM Charitable Foundation
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David Amos
David Cameron
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Tassie Cameron
Tatenda Manjengwa
TURN8 Private Wealth Inc.
Vicky and Erik Koudstaal
Windmill Line Co-operative Homes
Inc.

\$1000 to \$4999

1832 Asset Management L.P.
Alison Booth
Ann & Lyle Hepburn
Ann Dunlop
Anne Davies
Anonymous (1)
Anonymous (2)
Anonymous (3)
Bank of Montreal
Becky Hurwitz
Bhartiben Chandarana
Brian Bimm and Margaret Lynch
Broccolini Real Estate Group Inc.
Carmine Nigro
Catherine and William C. Graham
Chad Brincheski
Clair Duff
Clench House Foundation
Dan Yungblut
Daniel Gibson
Darren Cooney
Dee Lewis
Derek Williamson
Don DeBoer
Elspeth Heyworth Bursary Fund at
Toronto Foundation
Friends Of Ruby
Gail and Robert Drummond and
Dorrance
Genevieve Eccleston
Gordon Currie
Goulart Workplace Lawyers
AJ Goulding
Gregory Winfield
Harry A. Newman Memorial
Foundation
Hugh Garner Housing Co-Operative
Inc.
J. Spencer Lanthier
JCIC Asset Management Inc.
Jeffrey Daley
Jill James
Joan McCalla Fund

Judith Malkin
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Maple Leaf Sports & Entertainment
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Mr. Cameron Scrivens
Mr. Christopher Southam
Mr. David Reyrcraft
Mr. Ian Robinson
Mr. Ian Worling
Mr. Ji-Won Park
Mr. Patrick Gossage
Mr. Patrick Moran
Mr. Wayne Fraser
Mrs. Adrian Macdonald
Mrs. Rivette Herzig
Ms. Donna Meyers
Ms. Kelly Ford
Ms. Mary McDougall Maude
Ms. Susanne Gossage
Ms. Vivien Dzau & Daniel MacIntosh
N. James Swan Memorial Scholarship
Fund
Patterson And Patricia Hume
Foundation
Philip Bolton
Richard & Donna Ivey
Rieshdah Gabier
Robert J Foster
Robert Lehman
Rosedale United Church
Scott Amery
Section Architects Ltd
Simon Kattar
Susan Bartlett
Susan Parks
Tazmoon Ratanshi
The Henry White Kinnear Foundation
The Hermant Family Foundation
The Starbucks Foundation
Thomas Dicker
Vancouver Foundation
William Crawford

\$5000 to \$9999

APEX Public Relations
Barry & Laurie Green Family
Charitable Trust
Bell Canada
BMO Private Wealth
Canada Life/Great West Life
Assurance Company (MOW)
Dawn Tattle Family Foundation
F. K. Morrow Foundation
George and Del Milbrandt
Hub International Insurance Brokers
Jordana Greenberg
Loblaws Inc
Marie Berard
McCarthy Tetraull LLP
Michael Higgins Foundation
Ms. Gillian Brown
Dr. Robert Nam, MD, FRCS
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Foundation
Sprott Inc.
The Willie and Mildred Fleisher
Charitable Foundation
Toronto Artscape Inc
Toronto Star Fresh Air Fund
Waratah Capital Advisors Ltd.

\$10,000 to \$24,999

Anonymous (1)
Anonymous (2)
Anonymous (3)
Anonymous (4)
Anonymous (5)
Anonymous (6)
Canso Investment Counsel Ltd.
Catherine and Maxwell Meighen
Foundation
Ernst & Young LLP
G Scott Paterson Foundation
Greater Toronto Apartment
Association (Charitable
Foundation)
HealthCare Excellence Canada
Jona Capital Inc
Marie Day Laufer
Medcan
Mr. Dave Mun
Mr. Scott Bell
Mr. Tim Moseley
Ms. Suzanne Labarge
Power Corporation of Canada
QuadReal Property Management
Group
SiriusXM Canada Inc
The Daniels Corporation
The Hope Charitable Foundation
The Ontario Trillium Foundation
The William And Nona Heaslip
Foundation
Tippet Foundation

\$25,000 to \$99,000

Clark Family Foundation
Estate of Donald Bruce Adams
Halsall Family Foundation
Michael Dunn
Peter Gilgan Foundation
RBC
TD Bank Group
The P. Austin Family Foundation
The Silver Hotel Group, Ruparell
Foundation
Weston Family Foundation
The Maestro Foundation

\$100,000 plus

The Azrieli Foundation
The Slaight Family Foundation

Our Operating Environment



St James Town

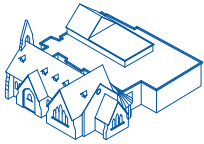
Cabbage Town

Regent Park

Our operating environment is crucial in achieving our mission of creating lasting solutions to end poverty, social injustice, and isolation in Toronto. Each location is dedicated to addressing the unique needs of its neighborhood, offering tailored programs that promote individual well-being and community development.

LEGEND

- Housing Services
- Employment Services
- Youth Services
- Shelter & Respite
- Food Programs
- Staff Administration
- Senior Services
- Rooming House



A 188 Carlton St. ●●●●



B 190 Carlton St. ●●



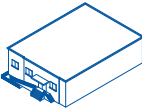
C 192 Carlton St. ●●●●



D 1 Selby St. ●●



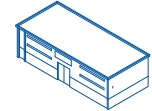
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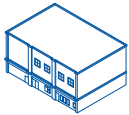
F 58 Sumach Ave ●●●●●●



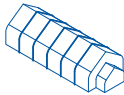
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H 354 George St ●●



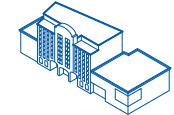
I 2174 Danforth Ave ●●



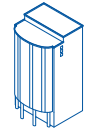
J 351 Lakeshore Blvd E. ●●



K 85 The Esplanade ●●●●



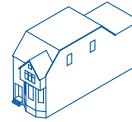
L 110 The Esplanade ●●●●



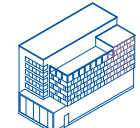
M 115 The Esplanade ●●●●



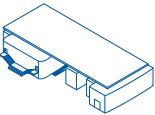
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O 245 Wellesley St. E ●●



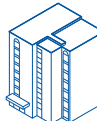
P 552 Adelaide St. W. ●●



Q 195 Princes Blvd ●●



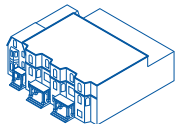
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S 550 Kingston Rd. ●●



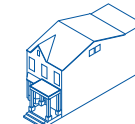
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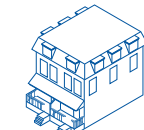
U 502 - 508 Parliament St. ●●



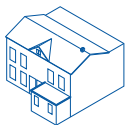
V 544 Parliament St. ●●



W 255|257|265 - 279 Wellesley St. E. ●●



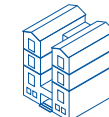
X 536 - 536 1/2 Parliament St. ●●



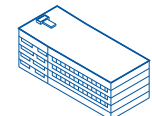
Y 41 Rose Ave ●●



Z 41 D'Arcy St. ●●



502 Eastern Ave ●●



40 Oak St ●●

251 Sherbourne St. ●●

370 Dundas St. ●●

30 Lawrence St. ●●

241 Sherbourne St. ●●

Dixon Hall Makes a Difference!

	Housing Services	Senior Services	Children and Youth Services
Lives We Touched	Shelter for over 320 clients daily, 130 residents supported by The Rooming House Project, 210 clients supported through our Supports to Daily Living and Layered Supports programs, 130 individuals moved from shelter to housing.	Over 1,400 seniors supported through a broad spectrum of services.	More than 500 youth, age 4 to 29, nurtured by positive learning, recreation, and focused individual support.
Our Impact	<ul style="list-style-type: none"> • 4 Shelters and 3 (one closed in Feb. 2023 and one closed in Aug. 2023, one still open) shelter hotels • 1 warming centre and the Better Living Centre (BLC) managed as part of the City's Winter Services Plan • 345,000 meals served in our shelters and respites per year, and 8840 meals served in our food programs over the fiscal year • 54,850 harm reduction kits/ supplies distributed (bowl kits, foil kits, crack (stem) kits, needle kits (long and short) and naloxone kits). • Social, mental health, and accessibility services for 130 tenants in The Rooming House Project. 	<ul style="list-style-type: none"> • Meals on Wheels: 63,724 deliveries to isolated seniors • Seniors assisted: 1,496 • Community Transportation: 8,500 one-way rides • Telephone Check-in and Reassurance: 1,861 visits • Respite relief for caregiver: 10 • Assisted living for Seniors: 13,205 resident days • Seniors Active Living Centre Programs: 11,220 	<ul style="list-style-type: none"> • BLOCK program Focused support for 150 at risk youth ages 12 to 17 • Growing Up Healthy Downtown programs: 35 parents, 65 children and youth • MVP & Youth at Risk (Youth Basketball League): 70 youth participating and supporting • Drop In (all C&Y): 150 children and youth • Summer Camp: 92 youth
What Our Clients Say	<p>"At Dixon Hall Heyworth House, I found more than just shelter; I found a place to call home, a supportive community, and the opportunity to rebuild my life. The empathy and assistance provided here have given me the stability and hope I needed to start anew in Canada."</p> <p>—Laura, Resident at Dixon Hall Heyworth House</p>	<p>"The Dixon Hall "Pay-What-You-Choose" Farmers Market was greatly appreciated. The high-quality, fresh, seasonal fruits and vegetables were well-organized. Pre-prepared bags with a swap option made shopping convenient. A free, nutritious meal was provided, creating a lively community atmosphere with music, games, and shared joy. It felt like a family gathering. I hope Dixon Hall continues these markets next year. Fresh produce can be costly, and this market has made it accessible. My deepest thanks to Dixon Hall, the staff, and volunteers."</p> <p>— Mary*, Member of Seniors Group</p> <p>*Name changed due to privacy</p>	<p>"Over the summer, I underwent a profound transformation from being indifferent to becoming a responsible and effective leader with effective communication skills. I took on the role of organizing our memorable summer BBQs, which not only enriched my life but also brought my neighborhood closer together, fostering a true sense of community and connection."</p> <p>—Testimonial story from Josh* *Name changed for privacy concerns.</p>

Employment Services	Settlement Services	Music School	Volunteer Services and Philanthropy
<p>Join the success story! Over 2,100 individuals have accessed our comprehensive employment support and skill training program, featuring engaging workshops, dynamic training sessions tailored for the community, and personalized one-on-one counseling to enhance employment readiness.</p>	<p>Over 300 newcomers welcomed and helped in Downtown East Toronto.</p>	<p>300 students per week, ages 3-19, immersed themselves in a yearlong program of accessible lessons, camps and concerts emphasizing friendship and challenge.</p>	<ul style="list-style-type: none"> • Total volunteer hours 14,812 • Over 955 volunteers gave of their time to Dixon Hall • 31 volunteers each donated over 100 hours • 780 new volunteers joined
<ul style="list-style-type: none"> • Client assessments of skills, training needs, and job readiness • More than 240 virtual and in person workshops and information sessions delivered • Job Counselling - 136 • Youth Incubator Program 50 participants • Building Personal Resilience Program 25 participants • Food Services Training Program 48 participants 	<ul style="list-style-type: none"> • Newcomers directly assisted shortly after arrival 277 • Over 200 Newcomer Welcome and helped in Bangladeshi Canadian Community Services (BCS) • Newcomers provided with a settlement plans 366 • Referral to local agencies supporting newcomers - 529 	<ul style="list-style-type: none"> • Taught 39 classes a week in 21 different subjects, for as low as \$4 per lesson. • Eight students capped off a decade of learning at our school by graduating high school and starting post-secondary education. • Innovative programs in Music Therapy and Adapted Lessons were introduced, further strengthening our community. • Individual skills and personal strengths were developed through public performances, and strong emotional ties and friendships were built through music camps. 	<ul style="list-style-type: none"> • Backbone of Meals on Wheels for Senior's Services Instrumental in Senior's Services • Telephone Check in and Reassurance program for isolated seniors and local residents • Engaged supportive corporation in focused volunteer projects and during the holiday seasons
<p>"Really grateful to this organization for what they are doing for the community and accepting older people like me. They have helped me realize my potential. The instructors are really doing great work and help you learn at your own pace. I can feel their sincerity from their heart."</p> <p>—Testimonial from the Skills for Success Program for Women</p>	<p>"My name is Lakshmi Prabha, and I was looking for some guidance on the visitor record process for my daughter, who was born in the USA. I contacted Asra to help me with the process. I was happy that I got assistance from her, and I have successfully submitted my daughter's visitor record."</p> <p>— Testimonial from Lakshmi Prabha</p>	<p>"Music often provided me with an escape from my complex and sometimes chaotic life growing up in the inner city where many youths like myself had limited options due to poverty, dysfunctional home lives, and a lack of resources. Music gave me a way out of the cycle many of us get trapped in."</p> <p>—Tharakan, Former Dixon Hall piano and guitar student & current commerce and computer science student at Queen's University</p>	<p>"I have been volunteering with Dixon Hall since the 1992-1993 tax season, assisting clients with their tax returns for almost 30 years. During the COVID pandemic, while almost all our volunteers stepped away, I did not. I have been a tremendous help to the clinic and a champion of the community Dixon Hall serves."</p> <p>— Laurie Clark</p>

Order of Dixon

The Order of Dixon was created on Dixon Hall's 80th Anniversary to recognize those who have made outstanding voluntary contributions that have impacted the life and work of Dixon Hall. Since 2009, the Agency has annually selected deserving candidates to receive Dixon Hall's highest honour, and recipients are recognized by the Board at the Annual General Meeting. **The Order of Dixon's Hall of Fame is an honour roll of exceptional voluntary service.**

Hall of Fame



2023

Don DeBoer

2021

Rod Bolger
Monty Hanson
Fredrick Campbell

2020

Leona Lowe
Joan Savage

2019

Jean Alleyne
Marie-Paule Houle
Thomas Chan
Mitchell Cohen
Julianna Critchley
Patricia Woolner

2018

Alex Hahn
John Henderson
Richard Mak

2017

Darren Cooney
Carine Chan
Arthur Gray
Leonard Chimienti
Pam McConnell
Nicholas Volk

2016

Bob Rae
Elliott Jacobson

2015

Allan Ireland
Susan Kaufman
Kate Stark

2014

Vivien D'zau
Charlie Witherell

2013

Pat McNamara
Lily Szetol

2012

Gordon Henderson
Robert Heyding

2011

Pat Bearclaw
Peter Halsall

2010

Pat MacKay
Barbara Volk

2009

Neil Clarke
Barbara Dixon
Patrick Gossage
Bill and Cathy Graham
Steve Hudson
Tony Minard
Robert Patillo
Ada Slaight
Gary Slaight

Years of Service

Dixon Hall gratefully acknowledges our Staff with more than 10 years of service, with sincere thanks for being instrumental in achieving our mission and vision.

30 Years

Kenneth Slater

20 Years

Angelito Garcia
Charmaine
Farquharson
Christopher
Snodgrass
Darrin Stainthorpe
Elizabeth Singh
Jill Gaudet
John Neems
Joyce Affroh-Konrad
Khalid Javaid
Laura Jeschkeit
Moosa Yousefy
Randal Baranosky
Robert Mckitrick
Sima Alipour
Tessie Bautista
Tracy James
Victorine Paynter

10 Years

Betty A Sulit
Phil Binder
Christine Mary Foster
Denise Azeez
Escobar, Pablo
Fathima Aqila Hanseer-Rizvi
Fifameh Dosu
Francisca Budulai
Haydar Shouly
Lixiu Yue
Liu, Lok Hing Stephen
Marsha Brown
Maxine Brown-Simpson
Michelle D Banasihan
Raymond Bishop
Ripon Guda
Salah Bekzadeh
Sharon Thompson
Williams, Orwell Valentine

Senior Services

In 2023, Dixon Hall significantly enhanced its Seniors Services department to better meet the diverse needs of the Seniors in our community. Our comprehensive programs, in addition to Meals on Wheels, include Community Transportation, Telephone Check-in, Respite Relief, Assisted Living, and the Seniors Active Living Centre. These programs continue to be critical in promoting independence and social engagement.

This year, we introduced the Our Fair Share program to address food insecurity among our seniors. The Our Fair Share Farmers Market and Our Fair Share on Wheels initiatives provide nutritious options, ensuring that our seniors have access to fresh, healthy food regardless of their mobility or transportation limitations.

Looking ahead, we are committed to continuing our collaboration with McMaster Institute for Research on Aging (MIRA), through our MIRA | Dixon Hall Centre, to bring innovative, research-based ideas to our programs. We value the feedback from our seniors, ensuring that our programs are strategically developed to meet their needs and empower them to live with dignity.

**63,724
Meals**

on wheels delivered
to isolated Seniors!



652 underserved

children & youth
and their families.



Children and Youth Services

Dixon Hall's Children and Youth Services continues to nurture the development and well-being of young people aged 4 to 29. Our programs, including Baking with Sakinah, Girls Group, The STOP (Supper Together Open Perspectives) mentorship, Midnight Basketball, and Homework Club, offer enriching learning experiences and individual support. The STOP mentorship program provides guidance through shared meals and discussions, fostering personal growth and community connections.

Additionally, the BLOCK (Building Leadership Out of Community Kids) Program builds leadership skills, confidence, and resilience in at-risk youth through structured activities and community service projects. Our year-round initiatives like Growing Up Healthy Downtown, MVP & Youth at Risk Basketball League, Drop-In Programs, and Summer Camp provide safe and engaging environments for young people to grow and thrive.

Highlights from the past year include community-wide BBQs, a partnership with TDSB for the Education Community Partnership Program, and the Leaders in Training Program. These initiatives ensure that youth have access to the care and opportunities they need, bridging the gaps they face and providing the encouragement to thrive in their communities.

Housing Services

Shelter for over

**150+ individuals
and over 54,850+**

harm reduction kits distributed

In 2023, Dixon Hall strengthened its Housing Services by providing long-term housing solutions, and supportive housing programs. We supported residents through The Rooming House Project and our Supports to Daily Living and Layered Supports programs. Our efforts successfully transitioned numerous individuals from shelter to housing, highlighting our commitment to long-term stability through the “housing-first” model.

Our food programs served thousands of meals through Breakfast, Dinner, and Sandwich programs, the Allan Gardens meal program, and food classes, ensuring that the nutritional needs of our clients were met. We also distributed harm reduction kits at all our shelter sites and through the Rooming House Project, demonstrating our commitment to addressing the needs of vulnerable populations with effective harm reduction strategies. Moreover, we provided comprehensive social, mental health, and accessibility services to many of our clients.

By addressing the housing crisis with innovative solutions and unwavering dedication, we remain committed to helping individuals and the community receive the care and services they need to improve their lives.



Shelter for over
320+
individuals
daily



Shelter and Respite Services

2023 saw a pivotal shift for Dixon Hall's Housing Department as we restructured our Housing and Shelter Services into two distinct departments to better address unique challenges. The newly formed Shelter and Respite Services department focuses on providing critical support and temporary relief for individuals and families in crisis. This department offers a safe, welcoming environment, ensuring clients receive the assistance needed to stabilize their lives and work towards long-term solutions.

Our Shelter and Respite Services include legacy shelters such as our Schoolhouse and Heyworth House shelters, and seasonal emergency shelters and respite sites. A standout initiative this year was the Better Living Centre (BLC) Initiative, which provided emergency shelter and services to many individuals, including a significant number of refugee claimants during the harsh winter months. Dixon Hall's work at this site, received outstanding feedback for its excellent management and responsiveness.

65 Dundas, formerly known as the Bond Place Hotel, is evolving from a temporary shelter into supportive housing and property management. This transformation reflects our evolution, and commitment to providing stable, long-term housing solutions.



Employment Services

**Over 140+
Job Seekers**

helped through counselling
and training.

In 2023, Dixon Hall continued to provide stellar employment services to support individuals facing long-term unemployment and underemployment. Our comprehensive workshops covered resume building and interview preparation, alongside personalized one-on-one employment support, ensuring clients are job ready. By partnering with local businesses and educational institutions, we equipped clients with the confidence and resources needed to thrive in today's job market.

Our dynamic short-term skill training programs in hospitality and culinary arts, including the Youth Incubator and Better Food Work, are proudly realized in partnership with George Brown College. These initiatives have empowered countless young people, women, and community members on their journey toward career development and meaningful employment.

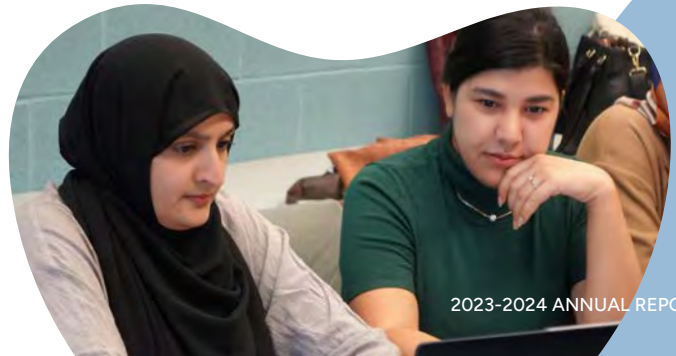
This year we offered *Skills for Success for Women* and our *Wrap Around* program in partnership with Flow Coaching Institute, providing essential skill building, digital literacy, and resilience-building. We continued offering Literacy and Basic Skill training, with over 50 people benefiting from Basic Adult Literacy Upgrading, Basic Computer Training, as well as certification programs, including Smart Serve and Basic Food Handling.

Through our employer engagement initiative, we held numerous networking events with RBC and

EY, job fairs, and hiring events that helped clients expand their networks and access new job opportunities. Additionally, we partnered with other employment services organizations across the GTA to facilitate job fairs, enhancing our clients' employment prospects.

We proudly continue supporting our youth through the Moving Towards Opportunity (MTO) program as part of the Regent Park initiative, launched in 2015, to better prepare youth in low-income communities for sustainable employment.

We remain engaged with the community at our Bill Graham Youth Center, Toronto Public Library, and other partner organizations' locations offering our employment support. We are continuing our Multilingual Community Resource Hub at Daniels Spectrum as part of our support to the Regent Park Social Development Plan. The program serves job seekers, newcomers, asylum seekers, and other community members.



Over 300+ Newcomers

and their families welcomed
and assisted!



Settlement Services

Dixon Hall's Settlement Services are a lifeline for newcomers and individuals navigating their immigration journey in Regent Park and the surrounding neighbourhoods. Our holistic and personalized approach includes one-on-one counseling, engaging conversation circles, tailored workshops, and comprehensive translation services. With multilingual support in English, Arabic, Farsi, Urdu, Saraiki, and Bengali, we ensure all clients feel understood and supported.

This year, we made significant strides in assisting newcomers shortly after their arrival, fostering community connections, and creating comprehensive settlement plans. We assist with filing immigration forms, transitioning to permanent residency, and preparing for the Canadian Citizenship Test, helping clients embrace Canada as their new home. By partnering with our Employment, Housing and Shelter services departments we will continue to empower newcomers to confidently integrate and thrive.



Music School

The impact of music education is amplified at our Music School because of our unique, human-centered approach. Starting at an early age, students at the Dixon Hall Music School are encouraged to believe in and celebrate their uniqueness as individuals. Our teachers help students to recognize beauty and to create it, which extends beyond just learning how to play an instrument; it is, in thousands of instances, a child's gateway to learning trust, awe and belief in themselves.

For almost 50 years, our Music School has offered a brave space for diverse students to express themselves creatively while building critical life skills that capitalize on their strengths.

**46
Years**

of lifting kids up
through music.



Over 15,000+ Hours

of volunteer engagement.

Volunteer and Philanthropy Services

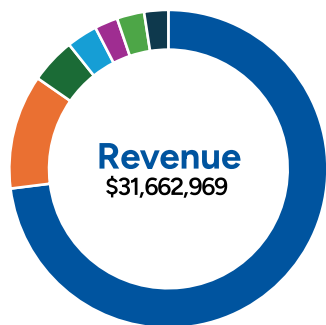
Dixon Hall's Volunteer and Philanthropy Services are integral to our community initiatives, showcasing dedication and support. Volunteers continuously enrich all of our programs, significantly expanding our reach.

In 2023, our Philanthropy Department proudly returned to in-person fundraising with hallmark events like our Music for Life gala and our Dixonlicious evening in support of food insecurity in our communities. These gatherings not only marked a triumphant return to community engagement but also set new standards for donor involvement and experience. Through these events, we successfully raised critical funds that directly support our programs and services, ensuring

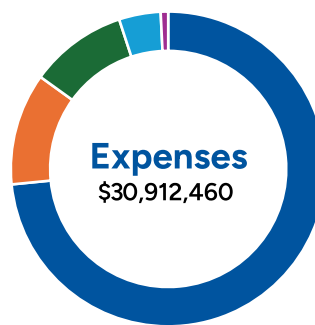
we continue to meet the growing needs of our community. Our focus on creating meaningful connections and memorable experiences for our donors has strengthened our partnerships, laying a solid foundation for future growth and impact. We also celebrated our first in-person Volunteer Appreciation dinner since 2019, honoring the contributions of our dedicated volunteers. We launched our Dixon Hall Volunteer Newsletter and welcomed back pre-pandemic and new corporate teams to support our initiatives such as Meals on Wheels, Kits for a Cause, the Adult Day Program and Alzheimer's Day Program (ADP/AIzDP). We engaged supportive corporations in focused volunteer projects during the holiday season. Our total number of volunteers has increased, reflecting pre-pandemic trends.



Financial Summary



- Municipal 73%
- Provincial 12%
- Federal 5%
- Donors 3%
- United Way 3%
- User Fees
- Other 2%



- Housing 73%
- Seniors 12%
- Neighbourhood 10%
- Employment 4%
- Community Development 1%

Giving

Thanks to the generosity of so many individual donors, corporations, and foundations, and our important, enduring partnerships with the government, the United Way of Greater Toronto, and the Trillium Foundation, Dixon Hall maintained its operations and community programs and services in the waning months of the pandemic. The Financial Summary above demonstrates how donors invested in Dixon Hall and

how Dixon Hall used those funds to support a broad spectrum of services, residents, and needs.

In 2023, Dixon Hall strategically reintroduced in-person events to enhance our financial support appeals, concurrently, we maintained strong community engagement through online channels.

We gratefully acknowledge our Government Funders



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



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



- Children's Services
- Community Services partnership (CSP)
- Housing Secretariat
- Shelter, Support & Housing Administration / Housing Support Services
- Toronto Employment and Social Services
- Public Health
- Social Development, Finance & Administration

WALL OF WOW

"Dixon Hall's Settlement Services guided me through the complex visitor record process, ensuring my daughter could stay with me legally. Their support was invaluable in helping us build our future together in Canada."
— **Sara**, a recent immigrant to Canada



"After returning from Sudan, Dixon Hall's Leaders in Training program helped me transform from feeling disconnected to becoming a confident leader who now supports and inspires her peers." — **Nan**, participant in the Leaders in Training program



"After years of homelessness, I found hope and stability through Dixon Hall, securing a home and turning a new chapter in my life with resilience and determination." — **John**, former Dixon Hall client

