



DIXON HALL

ANNUAL REPORT 2024-25:

**ROOTED IN COMMUNITY,
REACHING FOR CHANGE**

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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's 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.

Who We Are Our History

Founded in 1929, Dixon Hall began as a small mission providing essential services to the St. Lawrence Market neighborhood in Toronto. Over the years, we have evolved to meet the changing needs of our community.



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.
- 2020s: A Decade of Resilience and Innovation** Marked by pandemic response, digital transformation, expanded mental health supports, and a deeper commitment to equity and community impact.

Who We Are

Dixon Hall is a multi-service, charitable organization committed to empowering the lives of the most vulnerable, marginalized and at-risk communities. Through our comprehensive programs in supportive and deeply affordable housing, shelter, employment, settlement, youth, and seniors’ services, we help individuals overcome barriers to stability and well-being. By addressing critical social challenges and fostering connections, we create lasting community impact, building a more inclusive and resilient city for all.

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

Donna Meyers
Secretary

Martin Hubbes
Treasurer

Jordana Greenberg Rae
Director

Scott Bell
Director

Susanne Gossage
Director

Kelly Lawless
Director

Dave Mun
Director

Genevieve Eccleston
Director

Charlene Theodore
Director

Janet Lambert
Director

Leadership Team



Mina Mawani
CEO



Feroz Ahmed
Director, Human Resources



Alison Booth
Director, Finance



Christine Chow
Director, Seniors Services and Children & Youth Services



Fahim Karamali
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, Housing Services



Fulya Vekiloglu
Director, Employment and Settlement Services

CEO and BOARD Chair Joint Message

Dear Friends and Supporters,

This past year has been one of bold steps, deepened impact, and renewed purpose for Dixon Hall. As we reflect on 2024–2025, we are proud to share how your support has helped us grow, adapt, and meet the evolving needs of the communities we serve.

At 65 Dundas Street East, we opened a new chapter, offering not only supportive housing, but managing day-to-day property management operations for the first time in our history. This new role reflects our commitment to meeting people where they are, ensuring that housing comes with dignity, wraparound care, and a real chance at healing.

Our Rooming House Project has shown what's possible when stable housing is paired with consistent, trauma-informed support. Whether navigating health systems, managing conflict, or building community, we stand beside tenants as they reclaim stability, often for the first time in years.

Our frontline housing teams support hundreds of individuals not just in finding a home, but in keeping it. With case management, warm meals, medical care, and peer connection, we meet people with compassion, not judgment, and help them move forward.

We also adapted to a new model of service delivery across our Employment and Settlement programs, providing vital support for newcomers and job seekers to access the tools, resources, and wraparound supports they need to thrive.

For youth, we created meaningful spaces for growth and leadership through mentoring, creative expression, and standout events like our Youth Town Hall. Stories

like Akila's, where confidence and community turned possibility into purpose, are reminders of the power of showing up for young people. You'll find her story in the pages that follow.

Our Music School continued to be a cornerstone for youth in the community, nurturing confidence, discipline, and joy through accessible, low-cost and high-quality music education. For many children and families, it's not just a program, it's a lifeline and a launchpad.

For older adults, our MIRA | Dixon Hall Centre continued to set a new standard in community-based care. From digital literacy and dementia research to social events like Snacks & Science, we champion dignity and inclusion at every stage of aging.

Across every program, we've balanced meeting urgent needs with building long-term solutions. Internally, we embraced digital transformation, introducing new platforms and systems that help us act faster, report smarter, and serve with greater precision. None of this would be possible without you. Our donors, partners, volunteers, and advocates: thank you for walking alongside us. Your support makes every conversation, every warm meal, every life-changing moment possible.

Together, we are not just addressing poverty, we are helping people reclaim their power, reconnect to community, and rebuild lives rooted in hope, stability, and opportunity.

With deepest gratitude,

Mina Mawani
CEO, Dixon Hall

Cameron Scrivens
Chair, Board of Directors, Dixon Hall



Our Operating Environment

A B C

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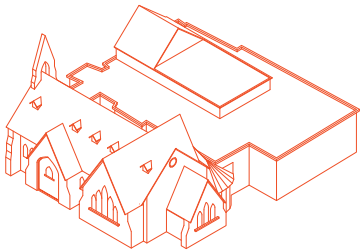
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Dixon Hall's various locations are vital to its mission of creating lasting solutions to end poverty, social injustices, and isolation in Toronto. Each location fosters the unique needs of its neighborhood, offering tailored programs that promote individual well-being and community development.

Every location serves a variety of programs including **Meals on Wheels, the BLOCK program, and Music School**. The Meals on Wheels program is the backbone for Senior Services and has made over **61 000** deliveries to isolated seniors within Toronto. Similarly, the BLOCK program and music school have helped over **500** youth by nurturing positive learning, recreation, and focused individual support.

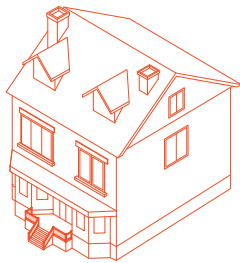
LEGEND

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



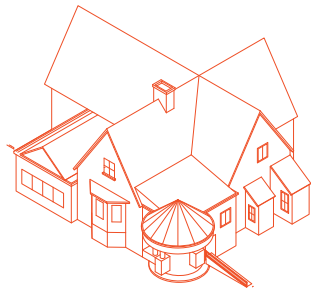
A 188 Carlton Ave

Seniors' Support - Respite Care, Telephone Reassurance, Community Transportation.



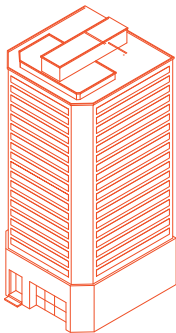
B 190 Carlton Ave

Staff Support and Employee Relations.



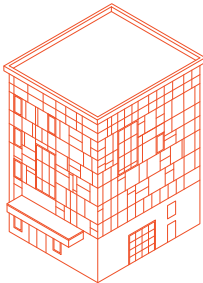
C 192 Carlton Ave

Meals on Wheels provides a variety of nutritious food options that are delivered to an individual's home by friendly, caring volunteers. Many special diets can be accommodated.



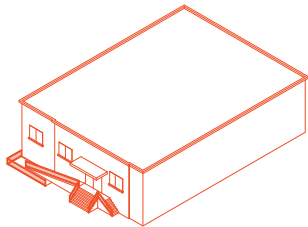
D 65 Dundas St

92 supportive housing units already operating and 188 housing with support units coming online circa November 2025.



E 51 Wyatt Ave

Children and Youth Camps, Parent Engagement & Support, Sport, Recreation, & Mentorship, Supporting At-Risk & Vulnerable Youth, Supporting Girls & Young Women, Youth Leadership & Community Events, & B.L.O.C.K Project, Music School.

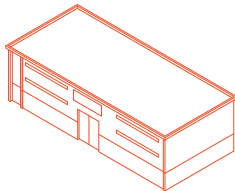


F 58 Sumach Ave

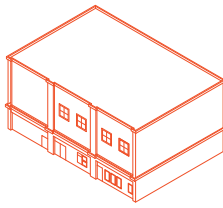
New Community Hub for integrated client support and food services. Services offered: Assistance with job-seeking, Employers seeking support to find candidates, Youth Incubator Program, Better Food Work, Wrap Around Program, Skills for Success for Women, Literacy & Basic Skills (LBS). Housing Services offered: Food Programming.



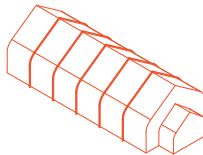
G 349 George St



H 354 George St



I 2714 Danforth Ave



J 351 Lakeshore Blvd E

Dixon Hall Makes a Difference!

	Housing Services	Senior Services	Children and Youth Services
Lives We Touched	160 clients moved from shelter to permanent housing. Over 410 individuals supported in maintaining their housing."	With the support of 16 dedicated volunteers contributing 618 hours, these weekly sessions provided personalized assistance to 36 clients, offered in nine languages including Mandarin, Cantonese, Portuguese, Russian, Persian, Kurdish, Marathi, Hindi, and French.	670 youth and 243 families were supported through 20 program activities and 50 community events.
Our Impact	Supported over 120 tenants living in rooming houses across Toronto's Downtown East with case management, community integration, hoarding and pest control support, and housing stability services. Provided 15,742 meals and 1640 hampers, including: • 2000 Tuesday lunches • 2000 Wednesday lunches • 2040 Friday lunches • 6750 Second Harvest frozen meals • 2600 sandwiches delivered to Allan Gardens • 960 food bank hampers • 600 pantry bags • 80 food hampers	• Meals On Wheels Delivered: 69,387 • Assisted Living Resident Days: 14,520 • Transportation: one-way rides to medical, therapy & social appointments: 7,454 • Case Management Hours: 3,815 • Day Program Attendance Days: 4,964 or 24,820 activity hours	Total number of families: 243 Number of events held: 50 (March break retreat, black history month celebrations, summer slam, show love BBQs, holiday party, Father's Day and Mother's Day Events; Farmer's Market) Program Activities: 20
What Our Community Says	"I've never really gave myself a chance here, it's given me the opportunity to express myself, and realize that there is more life has to offer for me... I've gotten my Housing, I feel safe and I'm thinking of going back to school this place has giving me a second chance." - Resident at Bond Hotel, 2022	"Wendy may be gone, but she left me more than memories, she left me the gift of care and support from Dixon Hall. Their guidance gave me a home, a sense of community, and the strength to keep moving forward. I'll always be grateful for the people who stood by us when we needed it most." - James	"Dixon Hall gave me the space to grow, both on and off the Basketball court. I found my voice, my confidence, and a team that believed in me. Through the MVP program at Bill Graham Youth Centre, I learned that showing up and putting in the work really pays off." - Edgar

Shelter Services	Employment Services	Music School	Settlement Services
220 clients provided with basic necessities (shelter, meals, harm reduction support and case management) on a daily basis.	Over 1,800 individuals have accessed our employment support and skill training program, including engaging workshops, dynamic training sessions tailored for the community, and personalized one-on-one counseling.	Each week over 350 students attend classes at the Music School.	Settlements Services provided services to 733 clients in this fiscal year.
• 259 clients served daily through the winter months in emergency weather activated programs • 241,000 meals provided in our shelters/respite annually, with an additional 250,000 meals throughout the winter months	• 341 clients supported with tailored employment services under IES • "Building Resilience and Skills for Success" program launched at 58 Sumach St. • 36 vulnerable residents received intensive wraparound & coaching • "Next Step: Culinary Arts Training Program" launched (Sept 2024) – 45 participants, 75%+ job placement.	• 12,849 individual and group lessons for as low as \$4 per lesson. • 26 part time teachers who teach 39 subsidized classes per week. • 4 free music and arts camps. • 3 new early childhood music classes.	• Over 1,705 referrals, 505 IRCC referrals and 1,200Provincial interactions. • Settlement Services, in collaboration with Community Centers, continues to provide support for the Community Kitchen program and organizes ongoing information sessions and workshops.
"Having a stable place to live has given me peace and hope again. I've reconnected with family, stayed sober, and found a healthier, happier life." - Dave	"I love your communication style and the way you convey information in a very clever manner while addressing every jobseeker at the training... I'm very glad I enrolled with the Dixon Hall program." - Employment Services Client	"Having my two daughters in Dixon Hall Music has changed their lives" - Music School Parent	"I am so grateful for the support I received from Asra. She treated me with compassion and took the time to understand my situation. Thanks to her guidance, I was able to access the help I needed." - ESS Client

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

- 2024**
Kevin Hibbert
- 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.

- 40 Years**
Carmen Benoit
- 30 Years**
Nancy Consalvo
Christine Chow
Anne Jeffers
Veronica Thompson

- 20 Years**
Jalal Barkhordar
Yasamin Bijanzadeh
Dinath Delabarrera
Ana Gomes
Norman Shao
George Tonka

- 10 Years**
Zahra Jama
Dade Moyo
Bilkis Nahar
Huong Nguyen
Mira Zolotic

Volunteer and Philanthropy Services

In 2024, Dixon Hall saw a powerful resurgence in volunteerism, allowing us to re-open, expand, and launch programs that strengthen our downtown east Toronto communities. With over 1,474 volunteers contributing 17,000+ hours, our Volunteer and Philanthropy Services helped fuel essential programs in housing, seniors' services, youth development, food access, and community engagement.

From the return of after-school tutoring and arts-based programming, to new initiatives and community-wide events like the Show Love BBQ series and Music for Life, volunteers played a vital role in deepening our impact. We were proud to celebrate these contributions at our Volunteer Recognition Dinner, where we honoured the individuals whose compassion, time, and talents help build a more connected and inclusive neighbourhood.

As we look to the year ahead, we remain committed to growing our volunteer network and advancing our philanthropic reach, together, we're creating a stronger, more resilient future for all.



*Name changed for privacy reasons

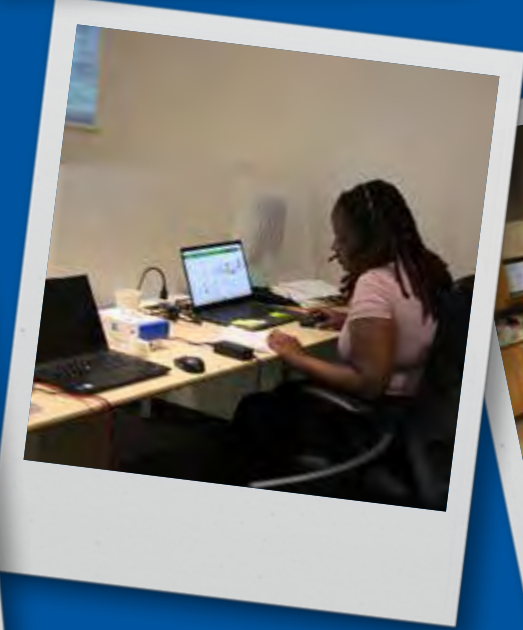
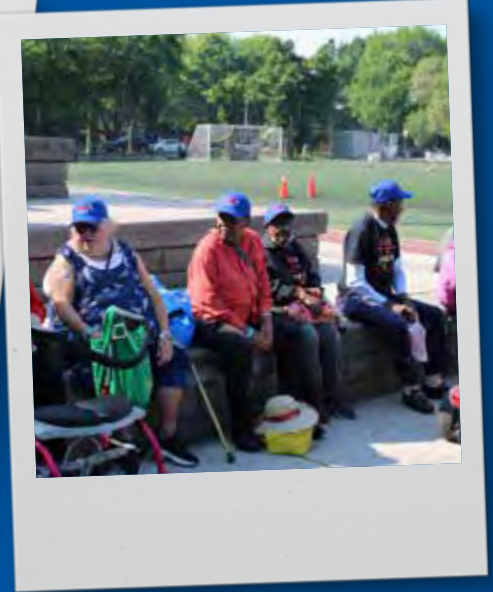
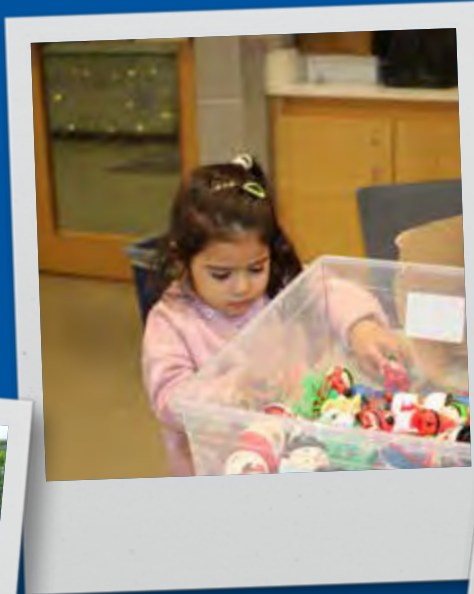
Brandon's Story

Brandon* began volunteering at Dixon Hall through the Meals on Wheels and Technology Lounge programs. In these roles, he supported clients with a wide range of needs and abilities, developing skills in customer service, problem-solving, and de-escalation.

In the Tech Lounge, Brandon often worked with participants who felt frustrated by difficult tasks. He responded with patience and empathy, offering reassurance and creative solutions tailored to each person. These experiences strengthened one of the key skills needed in policing, the ability to de-escalate tense situations.

What began as a desire to give back and connect with the community soon evolved into a broader learning experience. Volunteering also allowed Brandon to refresh existing skills, such as Mandarin, while gaining new ones through meaningful service. Whenever new opportunities arose within Dixon Hall, Brandon stepped up with enthusiasm and became a valued and dependable support for many clients. The abilities Brandon developed through volunteering played a key role in his successful entry into policing.

Brandon's key takeaway from their time with us speaks volumes: volunteering for just a couple of hours a week may seem like a small task, but it can make a big difference for someone in need. You have the power to be the help someone is looking for.



Seniors' Services

A Final Gift: James and Wendy's Story

James and Wendy lived in the same downtown apartment for over 30 years, relying on their fixed pension to manage high rent. When Wendy's health began to decline, she could no longer attend Dixon Hall's Alzheimer's Day Program. Carol, the program coordinator, learned that if Wendy moved into care, James wouldn't be able to afford rent alone.

Recognizing the risk of homelessness, Carol connected James with Aiko, a Housing Case Manager. Soon after, Wendy was diagnosed with end-stage breast cancer. While James focused on her care, Aiko acted swiftly, submitting a terminal illness priority housing application, which was approved within days. With support from Carol and Aiko, James and Wendy moved into a new, affordable apartment that met their health and lifestyle needs. They celebrated their 60th anniversary there. Shortly after, Wendy passed away peacefully.

James reflects: "Wendy left me good people like Dixon Hall, and this apartment was her last gift to me." Now, though grieving, James is beginning to find his footing—grounded by memory, community, and a place to call home.

In 2024, Dixon Hall enhanced its Seniors Services department to meet the diverse needs of our senior community. Our programs, including Meals on Wheels, Community Transportation, Telephone Check-in, Respite Relief, Assisted Living, and the Seniors Active Living Centre, focus on promoting independence and social engagement.

This year, the FairShare program addressed food insecurity through the Our Fair Share Farmer's Market and FairShare Meals, providing nutritious options. Furthermore, our collaboration with the McMaster Institute for Research on Aging (MIRA) fostered innovation, particularly with the 'Monitoring My Mobility' study, offering valuable insights for healthcare decisions. Additionally, the new Community Hub at 58 Sumach Street, with its commercial kitchen, supports culinary programs and meal preparations, enhancing our services. Looking forward, we will continue to bring innovative,

research-based ideas through our collaboration with MIRA. Moreover, our seniors' feedback is crucial to ensure we strategically develop programs that meet their needs and empower them to live with dignity. Dixon Hall remains dedicated to creating a supportive environment where seniors feel valued, respected, and empowered.



Housing Services

In 2024, Dixon Hall helped over 160 individuals move from shelters into permanent housing and supported 400+ clients in maintaining stable homes. Our Rooming House Project provided case management and community support to more than 120 tenants, along with meals and social programs that promote wellbeing.

We served thousands of meals, delivered grocery hampers, and offered cooking classes and weekly food banks to empower clients. Our shelters and respite programs provided daily shelter, meals, and harm reduction services to hundreds, including extra support during winter months.

Through these efforts, Dixon Hall continues to create lasting stability and support for those facing housing challenges in Toronto's Downtown East.



Michelle Marcella: Transformation and hope.

"I never really gave myself a chance before," she reflects. "This place has given me the opportunity to express myself and realize there's more life has to offer. Before, I blamed everyone else for my problems. Now, after being at Bond for over three years, I see where that led me. I've gotten my housing, I feel safe, and I'm even thinking of going back to school. This place has given me a second chance."

Before finding housing at 65 Dundas, Michelle spent years cycling in and out of shelters after losing her apartment due to incarceration. It was at Dixon Hall's Bond Place Shelter where she found refuge and the support to begin reframing her life. Transitioning from shelter to supportive housing wasn't without challenges. Michelle, like many others, initially felt overwhelmed by the new Rent-Geared-to-Income program. But with the guidance and support of her housing worker, she was able to navigate the process successfully, submitting all necessary documents promptly and moving from a Bond Shelter resident to a tenant at 65 Dundas.

Michelle's journey reflects the vital work Dixon Hall does: providing not just housing, but a foundation for renewed purpose and empowerment.

Shelter and Respite Services

From Shelter Struggles to a New Beginning: Dave's Journey with Dixon Hall

For five years, Dave struggled with the chaos of shelter life—constant noise, lack of privacy, and the heavy weight of uncertainty. Battling grief, legal troubles, and the fear of relapse, he often felt overwhelmed and alone. Despite the kindness of staff and the fragile community around him, the daily challenges pushed him to the brink.

Everything changed when Dixon Hall connected him to a senior rapid rehousing program. The moment he learned he had a place to call home, tears of relief and hope flowed freely. Moving into stable housing gave Dave peace, privacy, and the chance to rebuild his life on his own terms. Since then, Dave has embraced sobriety, reconnected with loved ones, and rediscovered his passions. His journey highlights the vital role Dixon Hall plays—providing not just shelter, but a foundation for healing, stability, and new beginnings for people like Dave.



Dixon Hall's shelter services provide vital support to hundreds of individuals facing homelessness every day. In 2024, we offered shelter, meals, harm reduction support, and case management to over 220 clients daily, with additional capacity during winter months to serve nearly 260 more through emergency programs. Our shelters provided more than 241,000 meals annually, with an extra 250,000 meals during the winter season to ensure no one goes hungry.

Through compassionate care and comprehensive support, our shelter services are a critical lifeline helping people move toward stability and better futures.



Employment Services

Under the Integrated Employment Services (IES) initiative launched in 2024, we have continued to expand and deliver impactful employment services. To date, we have supported 341 clients with tailored services, enhancing job readiness, connecting them to employment opportunities, and providing comprehensive wraparound support. Over the current fiscal year, we engaged more than 2,000 individuals through a wide range of activities, including job fairs, workshops, and customized employment readiness programs. These efforts focused on vulnerable and underrepresented populations, particularly newcomers in need of enhanced support.

With the support of Toronto Employment and Social Services, we continued to deliver skill-building training in the culinary and trades sectors. In partnership with George Brown College and the Labour Education Centre, we completed three training cohorts, through Next Step: Culinary Arts Training Program and Youth Incubator Program with participants receiving certificates from George Brown College. The Next Step program achieved an impressive employment placement rate



Finding Her Next Step: Allenisha's Journey to Success

Before joining Dixon Hall's **Next Step** program, Allenisha didn't have a clear path forward. She was searching for direction, support, and a sense of purpose. That all changed when she took a leap and joined the program. "The Next Step Program gave me direction, support, and hope. I was surrounded by people who genuinely cared, who saw potential in me even when I couldn't see it myself."

From day one, Allenisha found herself in a community that believed in her. They celebrated her progress, pushed her to keep going, and made sure she never gave up on herself.

The program's partnership with George Brown College also opened new doors. Through hands-on training and mentorship from industry professionals, Allenisha's confidence in the kitchen grew, along with her belief that she could build a future in culinary arts. "Because of their support, I was able to secure a job at Union, and it's been a life-changing experience."

Her message to anyone considering the **Next Step** program is simple:

"Don't be afraid to take that first step. It's okay to not have it all figured out. Just be open, show up, and lean on the support around you. The people at Dixon Hall will meet you where you are and help you get to where you want to be."

Allenisha's journey is proof that with the right support, belief, and opportunity, transformation is possible. Today, she's thriving in her new role, and inspiring others to take their own Next Step.



of over 75%. Employer partnerships continue to play a vital role in our participants' success.

We also continued our Literacy and Basic Skills Program, offering Smart Serve, Digital Literacy, and Food Handling certifications to individuals who gained foundational skills and support to enter the workforce.

Employment Services at Dixon Hall empower individuals to build meaningful careers through personalized support, training, and referrals. One participant shared:

"I love your communication style and the way you convey information so cleverly, while addressing every jobseeker. It's inspiring to see someone work so efficiently yet remain warm, open, and witty. I'm very glad I enrolled in the Dixon Hall program."

Our **Next Step Culinary Training Program** continues to equip participants with practical culinary skills, job readiness, and the confidence to thrive in the food industry. Graduates often express deep gratitude for the compassionate staff and supportive partnerships that make the program both educational and empowering. One graduate shared:

"Thank you to everyone who helped provide this useful and wonderful course. I wish everyone success and the fulfillment of all their dreams."

Together, these programs reflect Dixon Hall's strong commitment to helping people not just find work but thrive with confidence.

Settlement Services

Settlements Services provided services to 733 clients in this fiscal year (IRCC 225 + Provincial 508 Refugees: 258 PR:225, Intl. Student: 23, Temporary Foreign Worker: 22, Naturalized Canadian Citizen: 87Undisclosed immigration status: 72)

Dixon Hall's Settlement Services provide dedicated, compassionate support that helps newcomers navigate complex challenges and build new lives. Clients consistently praise our team for personalized assistance, whether refining resumes, sharing job opportunities, or helping with work permit and passport renewals. One client secured a job in Muskoka thanks to the ongoing encouragement and guidance from our staff and is eager to recommend our services to others.

Another newcomer shared, "I am so grateful for the support I received... Thanks to her guidance, I was able to access the help I needed." Many describe Dixon Hall as a welcoming, supportive community where compassion and patience make all the difference. These heartfelt testimonials underscore the vital role our settlement team plays in empowering newcomers and easing their transition to a new home.



**Total client interactions:
Over 1,705**

(IRCC referrals: 505 and Provincial interactions: 1,200).

Settlement Services, in collaboration with Community Centers, continues to provide support for the Community Kitchen program and organizes ongoing information sessions and workshops.

We' continue receiving heartwarming stories and appreciation from our settlement clients.

Child and Youth Services

Akila's Journey: From the Sidelines to MVP

When Akila joined Dixon Hall's MVP program, he was a quiet but determined youth looking to grow, on and off the court. At school, he spent more time cheering from the bench than playing, but his passion for basketball never wavered.

Through our workshops, boot camps, and basketball league, Akila found his voice. He showed up, put in the work, and quickly became a leader among his peers. His dedication paid off: his team won the MVP Basketball League, and he was named Program MVP at our year-end celebration. With a 93% average in school and growing confidence, Akila also became a starter on his high school senior team, scoring 26 points in a must-win game.

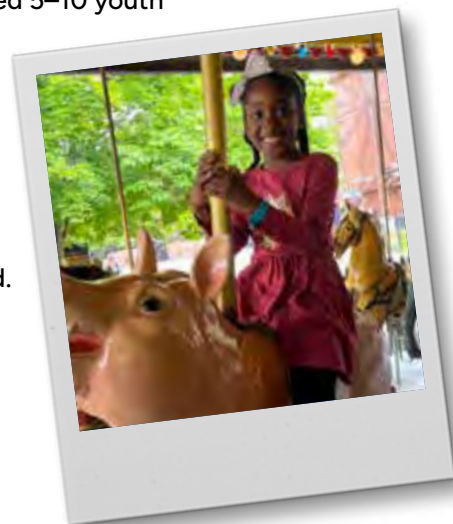
Akila's story is proof that heart and hard work can outshine even the biggest challenges. He didn't just find his place, HE MADE IT.



In 2024, Dixon Hall's Children and Youth Department continued to foster safe, inclusive spaces where young people can grow, lead, and thrive. This year, we focused on programs that supported wellness, life skills, and community connection.

Our Youth Town Hall offered a vital platform for youth voices and civic engagement, while the Show Love Farmers Market provided affordable fresh produce to families selling \$10 bags valued at \$25, and promoting both food access and youth entrepreneurship. In response to growing concerns about tech use at home, we launched a two-part workshop series, Navigating Digital Platforms, to support caregivers with research-backed strategies around child development, cybersafety, and healthy screen habits.

Programs like MVP Eats helped youth build confidence in the kitchen while learning nutrition and budgeting, and the MVP Boxing Program engaged 5–10 youth weekly, encouraging discipline, fitness, and self-esteem. These initiatives reflect our commitment to empowering youth and families with the tools and support to succeed.



Music School

Dixon Hall Music School exists to help youth in danger of being left behind to achieve productive, engaged, and successful lives. We build on nearly fifty years of experience to impart ideals, skills and knowledge through music. It is our privilege and calling. Combining three pillars of operation: family engagement, ease of access and building belonging, we encourage kids of all ages to develop and believe in their individual strengths to overcome inequity, poverty, and violence.

A core measure of impact is that one hundred percent of our Grade 12 students graduate high school and go on to post-secondary education.



From Piano Keys to Basketball Dreams: Edgar's Story

Ten years ago, Edgar Omakwu arrived in Canada with his mom and began attending Dixon Hall Music School. He started with piano lessons, which soon became a consistent part of his routine and an important outlet for his creativity.

Over the years, Edgar developed his skills through regular practice, performances, and music camps. The Music School gave him a space to learn, stay engaged, and connect with mentors who supported his growth.

This summer, after returning from music camp, Edgar learned that he had received a basketball scholarship in Florida. While this marks a new chapter away from Toronto, it highlights both his personal dedication and the value of programs that provide stability and opportunity for young people.

Edgar's experience shows how Dixon Hall Music School creates lasting impact, helping students build skills, confidence, and a foundation for success in many areas of their lives.

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 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



"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

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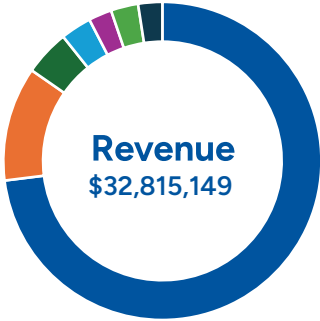
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- Federal 5%
- Donors 4%
- United Way 2%
- User Fees 4%
- Other 5%



- Housing 71%
- Seniors 12%
- Neighbourhood 10%
- Employment 5%
- Community Development 1%
- Support Services 2%

Giving

Thanks to the loyalty of so many individual donors, corporations and foundations, and our important, enduring partnerships with 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.

Dixon Hall continued to run appeals through mail and online campaigns, including Giving Tuesday, the Holiday Appeal, Summer Camp, and Mother's Day. In addition, our in-person fundraising events, Dixonlicious, Walk and Roll, and Music for Life, were all highly successful and made a significant impact. Music for Life in particular showcased the exceptional talent of our Music School students while celebrating the lasting difference the School makes in Regent Park and the surrounding community.

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
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