



Build up the person.
Build up the community.

Annual Report 2012



United Way
Toronto

Engagement is at the very heart of our efforts to bridge divides and build community in our city. It's about addressing our shared challenges and working to multiply our impact to create lasting, positive change in people's lives. Engaging residents, local business and community leaders, service providers and funders, we work to bring people and resources together. Our goal is to identify key challenges and mobilize the community to improve the quality of life in neighbourhoods across the city. We help individuals, families, and neighbourhoods find a voice and the means to shape and realize a powerful vision for the future.

Table of Contents

Introduction.....	4
Mission	4
Message to the Community.....	6
Who we are	8
Services & Beneficiaries.....	10
Where the money comes from.....	10
Who we help	11
Our Vision	12
Services Overview	17
Governance & Financial Reports.....	18
2012 Board of Trustees.....	19
2012 Senior Executive Team.....	20
2012 Committees	22
Financial Strength.....	28
Some highlights from 2012.....	28
Our commitment to you.....	29
Auditors Report.....	30
Statement of Financial Position	31
Statement of Operations.....	32
Statement of Cash Flows	33
Notes to Financial Statements.....	34
Allocations.....	36
Agency Listings	42

One city. One heart. One Way.

United Way is working to bridge divides and build community in Toronto by bringing people together in common purpose from across the city and from all walks of life. Together we make a difference every single day helping to support individuals, families and communities in Toronto, and we're building a better future for all by working to address our city's great challenges.

Our vision for Toronto is to make sure all of our neighbourhoods are healthy and vibrant places to work, live, and raise a family. We want to ensure our young people all get the best start in life, and have every opportunity to fulfill their potential. We want to help newcomers fulfill the promise of their new life in Canada. And we work to support thousands of people every day in communities across the city.

Our goal is to fulfill long-term needs and to lift whole communities, not just individuals, from despair to hope.

We invite you to be part of making the difference. Together, we will put our shared hopes and aspirations to work, bringing lasting, positive change to all parts of our city.

Mission:

To meet urgent human needs and improve social conditions by mobilizing the community's volunteer and financial resources in a common cause of caring.



Message to the Community



United Way Toronto stands as a reminder of what we achieve when we bring people together in common purpose. It is with special pride that we at United Way look back on 2008, knowing we made tremendous progress on our journey from trusted and well-respected fundraiser to an innovative agent of lasting change, and an organization bridging divides and building community in our city.

Last year we engaged the whole community to address our shared challenges, and we worked to enable people in our neighbourhoods to reach their greatest potential. We listened to people where they're at and where they live in order to better inform strategies for addressing the complex social issues of our city. And we mobilized thousands of individuals across the city in an invitation to share in the life of our community.

Changing community conditions is a great challenge. It requires greater depth in understanding the needs of the community and its challenges, and it requires greater sophistication in applying solutions. But we know the old ways of solving our challenges will no longer suffice. As we address the urgent needs of individuals in the community, more and more of our strategic effort is being put toward addressing root causes of social problems, not just their symptoms. We're still on our journey and there is a lot of work to do, but we've had significant success and we can all be proud of today's United Way.

In 2008, the unprecedented generosity of Torontonians underscored the deep sense of caring and responsibility the people of our city have for each other. Under the incredible leadership of our 2008 Campaign Chair, Tim Penner, President of Procter & Gamble Inc., our campaign was a phenomenal success. Despite some tough times in the economy, and despite signs of even tougher times ahead, our campaign touched thousands of volunteers in workplaces across the city, and together we raised a historic \$108.1 million for the community.

In our 51st year, we stepped up our Neighbourhood Strategy, our integrated, citywide and neighbourhood-based approach to strengthening under-served inner suburban neighbourhoods. We expanded Action for Neighbourhood Change into four more of Toronto's priority neighbourhoods, increasing the number of active ANC projects to nine; we moved forward on plans to develop eight Community Hubs in priority neighbourhoods; and through the Youth Challenge Fund, we helped launch innovative initiatives targeting at-risk youth in priority neighbourhoods across the city.

Working in partnerships with others in the community, we helped open our public schools to summer youth programming, facilitated the expansion of Pathways to Education, and continued to build stronger relationships with our network of health and social service agencies. Last year we delivered on our promise to establish a strong voice on systemic issues, with the release of *Losing Ground*, our report on the growth of family poverty in Toronto. The report has profound implications for the future of our city and we hope it will help inform public policy for some time to come.

All of us were very proud of the recognition won by United Way for its work in the community in 2008. United Way won both the Canadian Public Relations Society's Award of Excellence in Public Relations for communicating our transformation to the public, and the Toronto Star's Annual Laurel Award for our research in *Losing Ground*.

As we move forward we can all be secure in the knowledge that United Way Toronto stands as a reminder of what we achieve when we bring people together in common purpose, and when together we act on our shared hopes and aspirations for our great city.

Frances Lankin
President and Chief Executive Officer,
United Way of Greater Toronto

Robert Harding
Chair, Board of Trustees
Chairman, Brookfield Asset Management Inc.

Who we are

Established in 1956, United Way Toronto is a charity working to advance the common good and create opportunities for a better life for everyone in our city. Working in partnership with others, we mobilize people and resources to address the root causes of social problems and to change community conditions for the better. United Way supports agencies that provide services to strengthen individuals, families, and communities.

A volunteer board of trustees of leading community members governs all United Way decision-making. The Board oversees how donor money is used, shapes our strategic vision and plan, and monitors organizational performance.

The campaign cabinet is the driving force behind our annual campaign. These business and community leaders meet with colleagues and peers to encourage the participation of their organizations in the United Way campaign. The campaign cabinet's effort ultimately involves 20,000 volunteers, and reaches into workplaces large and small across the city.

Frances Lankin, president and chief executive officer, leads United Way Toronto. The president's senior executive team is made up of a chief operating officer, chief development officer, senior vice president of strategic initiatives and community partnerships, senior vice president of communications, and vice presidents of finance, community investment, marketing, information services and operational change management and a director of human resources and organizational development.



Education is the foundation

Academic club sets kids on the path to a productive life

For Jamaican-born Rachele Litchmore, education was always the key to a productive life.

"It's what my parents instilled in me from day one and what I want to give back to kids who need the confidence and self-esteem to go on to university or college."

The fourth-year University of Toronto student and volunteer with IMANI: The Black Students' Alliance is also a mentor at the Boys & Girls Club of East Scarborough. IMANI and the Boys and Girls Club work in partnership to offer youth positive alternatives to the guns and gangs culture so many of them are exposed to. One such program is the Academic Mentorship Program that matches community volunteers with students who need tutoring and homework support.

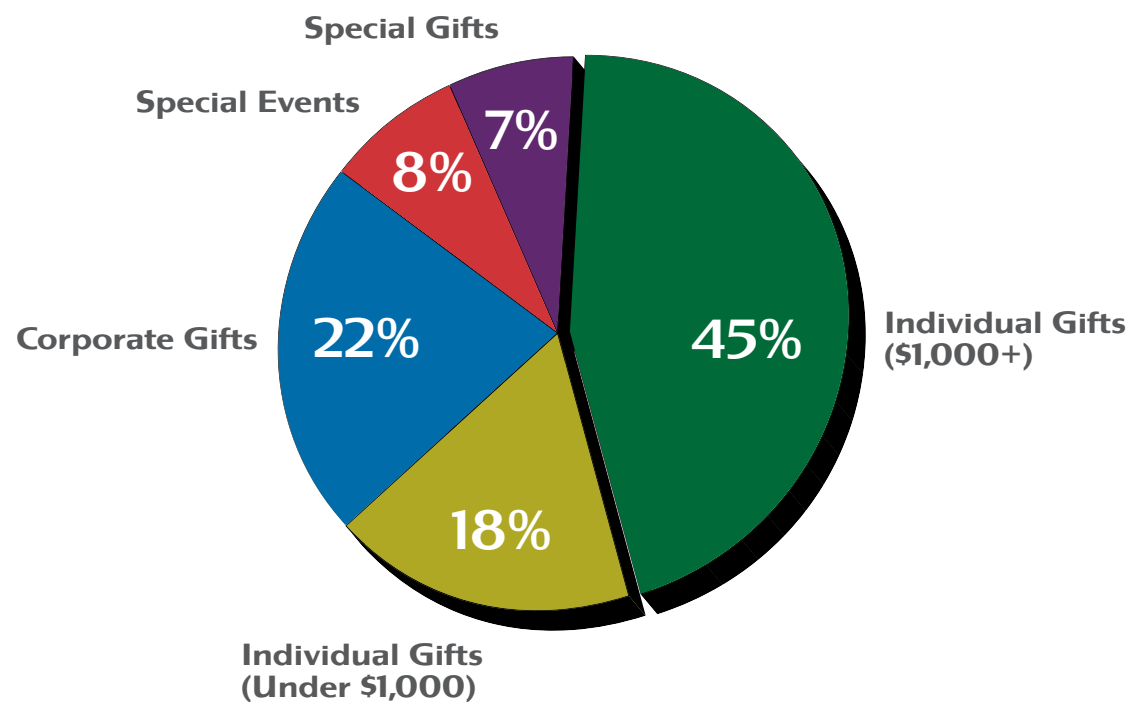
"If I weren't here every day after school, I'd be getting into trouble," admits twelve-year-old, Gavin Pierce who has been coming to the Boys & Girls Club for the past four years. "They help me understand math, not by giving me the answers but by encouraging me to think for myself."

It's United Way programs like this one that provide Toronto's youth with opportunities for positive choices in life.



Where the money goes

Where the money comes from



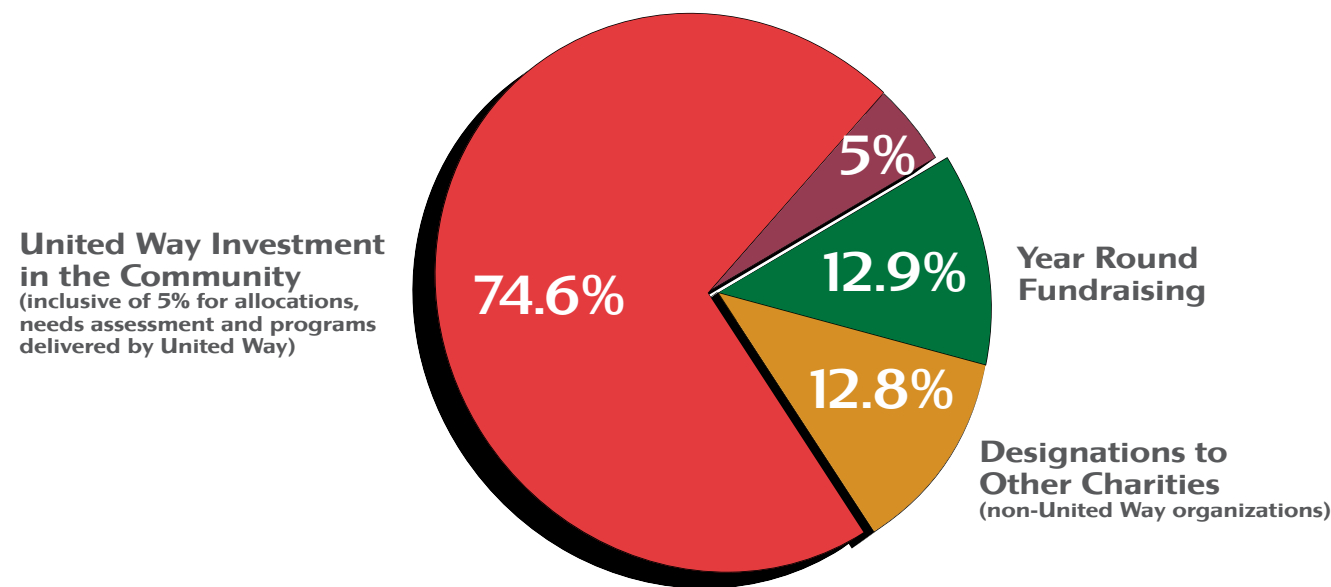
When you donate to United Way, your money goes into what we call the Community Fund — a pool of donations that draws on the combined strength of donors like you to strengthen lives and build stronger neighbourhoods across Toronto.

Thanks to the Community Fund, United Way supports a vital network of over 200 health and social service agencies, helping youth at risk, newcomers, homeless people, women who have been abused and countless others.

United Way builds partnerships in the community to tackle social issues such as poverty, lack of affordable housing and domestic violence. Together, we're building a better, healthier city for all of us.

Our research into these issues tells us where the money is needed most. Experienced staff and volunteers review funding submissions, conduct interviews, and visit agencies to assess their performance, ensuring an accountable and efficient use of your donation.

Who we help



United Way Toronto improves the lives of women, children, youth, seniors and newcomers, just to name a few. Your donation to the United Way Toronto means strengthened lives and stronger neighbourhoods across our city. By giving to United Way's Community Fund, your donation can be directed to where it will have the greatest impact.

The Community Fund supports a vital network of over 200 health and social service agencies. It provides stable funding to United Way agencies, allowing them to maintain programs and services and plan ahead for future initiatives that will best serve the people who depend on their support. Hundreds of thousands of people, every year, are helped by United Way Toronto.

See the impact that your donation has in our twelve service areas, read some real stories of the many people helped by United Way funding, or see community building initiatives at work through the United Way neighbourhood strategy.

Our Vision

Toronto is a very different city today than it was just a decade ago. Dramatic growth has brought prosperity and creativity, allowing us to take our place among the world's international cities. But Toronto is not without significant challenges. Research by United Way and others identified the need for a "place-based" strategy to address issues that are confronting Toronto's inner suburban neighbourhoods. Many of these neighbourhoods have fallen behind, with newcomers and youth being the most vulnerable to issues stemming from economic and social alienation, poverty, and lack of services.

United Way's vision for Toronto is an ambitious one – a safe and inclusive city with opportunities for all, regardless of who you are or where you live. It's a vision that lies at the heart of United Way's strategy for community impact. To find long-term solutions to our city's social problems, we engage citizens and residents at the local level, and partners and government at the broader level, bringing everyone to the table in support of community goals.

Engaging the community is a key approach driving our strategies to address particular goals: We work to create the conditions for every neighbourhood to thrive; where youth get every chance to become leaders and positive voices in their community; and where newcomers can fulfill the potential of their new life in Toronto.

By partnering with and empowering local residents, and by bringing people and resources together in a collective commitment to change, we are working to improve the lives of individuals, families, and communities across the city.

Building Stronger Neighbourhoods

Launched in 2005, United Way's five-year Neighbourhood Strategy aims to strengthen underserved, inner suburban communities. The strategy focuses on newcomers and youth in the 13 priority neighbourhoods identified by United Way and the City of Toronto for targeted investment and support. The strategy is responding to growing trends of poverty and population growth in these areas.

Action for Neighbourhood Change (ANC) The most effective and lasting change comes from a community itself. Following the success of our community-building efforts in 2007, United Way launched four new ANC sites in 2008. ANC is now at work in nine of the 13 priority neighbourhoods, and ready to expand to the remaining four neighbourhoods in 2008.

ANC gives residents the opportunity and the tools they need to foster a sense of community, develop priorities and plans for a neighbourhood vision, and meet local needs by connecting with businesses, service providers, government, and funders.

Community Hubs

In many of Toronto's underserved suburban neighbourhoods, the challenges of social isolation and poverty are compounded by lack of services and community space. In partnership with the province, private funders, and key agency partners, United Way is seeding development of eight Community Hubs in priority neighbourhoods. The Hubs will bring people in communities together and connect them to the services they need.

In 2008, United Way partnered with the Ontario Ministry of Health to realize the development of five community hubs with community health centres. The first two hubs scheduled for construction, Eglinton East-Kennedy Park and Weston-Mount Dennis secured sites and partnerships with community service providers. The other three hub projects – Jamestown, Crescent Town, and Westminster Branson – moved forward with the process of site selection and the development of lead agency and anchoring partnerships.

Pathways to Education

In 2008, United Way and Pathways Canada partnered to build on the success of the Pathways To Education initiative in Regent Park. Since 2001, the Pathways to Education Program has demonstrated dramatic results in the Regent Park community, reducing the high school dropout rate from 56 per cent to 10 per cent and increasing the number of young people going on to attend post-secondary education from 20 per cent to 80 per cent.

The partnership will continue Pathways' success in Regent Park, replicate the model in the priority neighbourhoods of Rexdale and Lawrence Heights, and establish the program in two other Toronto neighbourhoods by 2009. It will leverage both United Way's youth-based research and expertise and its local network of social service agencies to set-up the new Pathways locations in Toronto. As well, United Way is developing a community of practice initiative to identify and share best practices in educational attainment. The \$11 million investment by United Way combined one-time funding of \$10 million from the Ontario government and a \$1 million donation by a United Way donor.

Focus on Youth

In neighbourhoods with few community services for youth, the local public school provides the only opportunities for young people to engage in positive, constructive activities. When the summer comes and the schools close, communities are often left without opportunities for young people.

In 2008, United Way worked with the Provincial Ministry of Education and local school boards to open 88 schools to 103 community agencies for summer use. More than 2,800 young people took advantage of the program, including 275 who found summer employment in activities from sports, recreation and arts, mentorship and tutoring, to counselling and leadership development.

Supporting the provincial commitment of \$4 million for Toronto school boards, United Way provided \$360,000 in partnership and grant support to community agencies to provide programming and elevated community access to school space as a public policy issue. United Way will continue to support the initiative by providing \$500,000 per year for the program in 2008 and 2009.

Partnering to fulfill the promise and potential of newcomers

United Way continued to pursue partnerships in support of newcomers in 2008. Our goal is to help newcomers fulfill their promise and potential in Toronto – finding opportunity, a supportive community and the ability to contribute to the social and economic life of our city.

Through United Way's Community Fund, which supports a network of 200 health and social service agencies in Toronto, support for newcomer-focused agencies and programs serving immigrants was increased to \$9 million in 2008. Funding supports individuals and families new to our country, easing the transition to their new home through employment and settlement services, language training, family support, and counselling.

In 2008, to better serve the needs of Toronto's newcomer communities and to build the organizational capacity of the newcomer-serving sector, United Way partnered with a number of organizations serving the needs of immigrants, including the Toronto Regional Immigrant Employment Council (TRIEC), the Centre of Excellence for Research on Immigration and Settlement (CERIS), COSTI Immigrant Services and the Ontario Council of Agencies Serving Immigrants (OCASI).

In 2008, United Way invested over \$68 million in the community, providing core operation, program, and grant funding to a network of 200 health and social service agencies across the city.

Through United Way's Community Fund we strengthen individuals, families and communities, and help agencies build leadership and capacity. With our agency partners we work to make our communities healthier and more vibrant places to call home.

Last year we welcomed Access Alliance Multicultural Health and Community Services as a new member agency. Access Alliance responds directly to the needs of immigrant and refugee communities in Toronto, emphasizing social determinants of health and well being. United Way funding provides Peer Outreach workers for the agency to support newcomer settlement and integration.

Giving youth every opportunity for success is a priority for United Way. The Spot, a satellite of the Jane-Finch Community and Family Centre, is a youth hub located in one of Toronto's priority neighbourhoods. Offering drop-in social and recreational activities, information and referral services, outreach programs, computer access, and employment information, The Spot helps open doors to the future for youth in the Jane-Finch community. Offering the knowledge and skills necessary for future success, Launching Into Future Training, or LIFT, is a program of the Centre for Information and Community Services of Ontario, helping Chinese-speaking immigrant youth, ages 16 – 24 integrate more successfully into the community. The program holds training workshops at local high schools, including pre-employment readiness courses, and workshops on job searching and interview techniques, giving young people the tools they need to find meaningful employment and reach their full potential.

Strengthening our city's neighbourhoods starts with strengthening the people and families who live and work in the community. Flemingdon Park Family Resource Program offered through Family Day Care Services is a valuable community touchstone that draws together families – many of them newcomers – from diverse backgrounds. Family Day Care Services programs are designed to be responsive to individual community needs, offering programs in Tamil, Spanish and Mandarin, and to ensure families in the Flemingdon Park neighbourhood have access to relevant programs that help them as they settle in their new home.

Integral to many families in the Jane-Finch neighbourhood, the SNAP Project (Stop Now and Plan), offered at the Child Development Institute, provides parenting and youth programs that promote problem solving, self-control and assertiveness skills, aiming to prevent school dropout, teen pregnancy, and conflict with the law. SNAP provides the strong skills that help youth face life challenges and prepare for their future.

By strengthening our agencies we strengthen our communities. In December 2008, the Community Development Planning Grants Program was established. These grants are targeted to the broader community in Toronto to respond to concerns outside the priority neighbourhoods, assisting agencies in building a stronger focus on community development.

United Way's Building Agency Capacity program, offered in partnership with the Maytree Foundation and the Ontario Trillium Foundation, provided support to agencies across the city in 2008 to help them serve the needs of the community effectively and efficiently. One such program, the Homelessness Partnership Initiative (HPI), undertaken with the City of Toronto, works to improve agency effectiveness in delivering programs that address homelessness in the community.

Enabling the human services that help provide opportunities for people across the city, United Way's Community Fund invests in building stronger communities. Supporting a network of agencies and providing grants to organizations throughout the city, United Way works to strengthen agencies and others, and helps them meet community needs. We work to enable the social infrastructure of human services contributing to the essential fabric that ties the city of Toronto together. United Way's Community Fund strengthens individuals, families, and communities across the city by supporting services that improve people's lives.

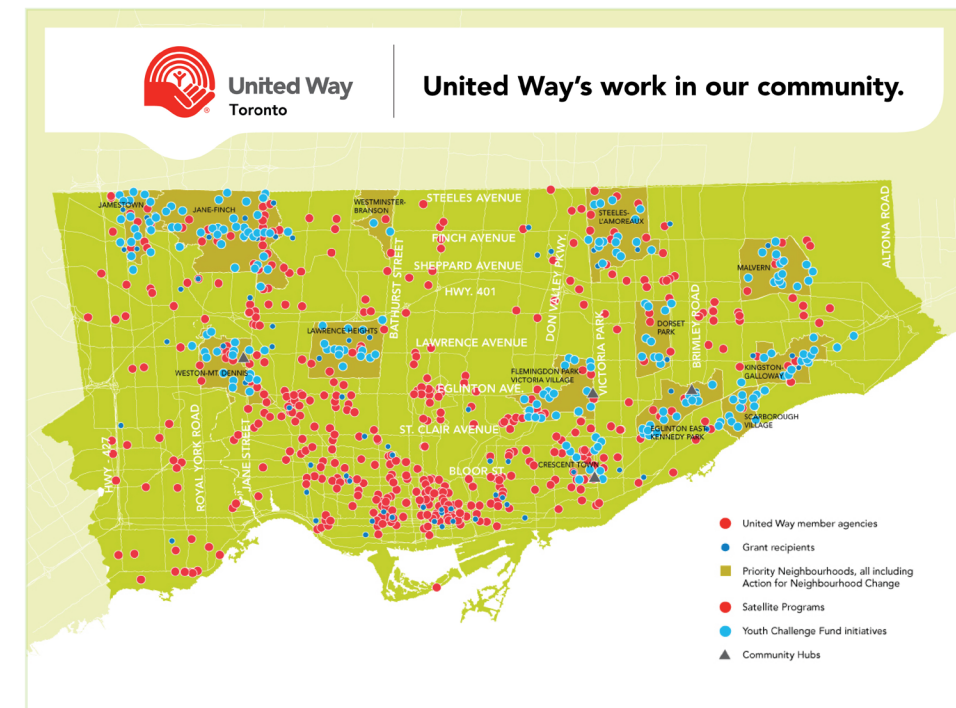


Services Overview

United Way supports a vital network of critical services across the city.

- Helping women who have been abused
- Investing in employment supports
- Delivering community health support services (mental health, addictions, HIV/AIDS)
- Addressing hunger and homelessness
- Strengthening under-served neighbourhoods
- Helping newcomers settle and integrate
- Helping seniors live independently
- Helping people with disabilities live independently
- Giving young children a healthy start
- Providing opportunities for youth to succeed
- Providing counselling and crisis-support services United Way and the City of Toronto jointly identified 13 neighbourhoods in Toronto's inner suburbs for targeted investment and support. The lack of services facing many of Toronto's inner suburban neighbourhoods is a major barrier to opportunity for many people particularly newcomers and youth.

Through its Community Fund and targeted initiatives, United Way aims to provide individuals, families, and communities with the vital services



Leadership with deep roots in the community it serves.

In 2012, we met our challenges head on.

Seeing opportunities, anticipating challenges and executing strategies to maximize success are part of United Way's commitment to excellence. But we also measure ourselves against our ability to respond to unplanned events.

As United Way donors, volunteers and staff celebrated the record-breaking campaign achievement of 2008, the Board of Trustees and senior management began reviewing the progress of Community Matters -- our five-year strategic plan launched in 2004 -- and started planning for the next five-year period. It was clear that United Way's efforts were making a difference. Rather than develop a new strategy, we chose to focus efforts in the coming five years on deepening and refining our approach. We call our 2009-2014 strategic plan Community Matters More.

United Way's work is supported by a strong commitment to robust internal operations. In 2009, we moved forward in developing business systems that will further enable our impact in the community. To better support our donor, volunteer and stakeholder relationship management, an online agency funding system and data warehouse were launched in 2009, and an internal information portal was readied for launch by the start of 2009. When plans to replace workplace campaign management software with an off-the-shelf product encountered challenges, the decision was made to bring the system in-house and develop a strategy for a long-term solution.

Our Finance Department developed plans to further modernize the budgeting and financial reporting process. And we engaged in organization-wide business planning in support of our strategic goals, including fiscal planning for the next five years. Business and strategic planning in 2009 was conducted against the backdrop of gathering economic storm clouds. But no one predicted the severity of economic decline in the fourth quarter of the year.

Our annual campaign was launched amid some of the worst economic headlines in a generation. By mid-October, it was clear that planning assumptions had to be revisited. We took immediate steps to make adjustments to enable United Way to fulfill our responsibilities to the community. Despite deepening economic turmoil, we reached out to new donors, deepened our relationship with current supporters, and led our annual campaign to the second-highest achievement in our history. We were met with significant challenges in 2009, but -- secure in our community mission -- we faced them head-on with a responsible, creative and strategic approach.

2012 Board of Trustees

Chair

Alnasir Samji
Alderidge Consulting Inc.

John Honderich
Torstar Corporation

Paul Barnett
Paul Barnett and Associates

Jack Lee
Ministry of Health Promotion

Raksha Bhayana
Bhayana Management

Julie Lee
Osler, Hoskin & Harcourt LLP

John Cartwright
Toronto & York Region Labour Council

Robert MacLellan
TD Bank Financial Group

Antonella Ceddia
City of Toronto

Agatha McPhee
OPSEU

David Denison
Canadian Pension Plan Investment Board

Marie Moliner
Canadian Heritage

Grace-Edward Galabuzi
Ryerson University

June Ntazinda
I3 Advisors Inc.

Leslie Gales
Midland Group of Companies

Anil Patel
Framework Foundation

Lew Golding
Centre for Addiction & Mental Health

Yezdi Pavri
Deloitte & Touche LLP

Kamala-Jean Gopie
Human Rights Commission

David Pecaut
The Boston Consulting Group

Robert Harding
Brookfield Asset Management Inc.

Vince Timpano
Aeroplan Canada

2012 Senior Executive Team

Frances Lankin
President and Chief Executive Officer

Susan McIsaac
Vice President, Resource Development

Lyn Whitham
Vice President, Marketing and Communications

Gillian Mason
Vice President, Strategic Initiatives and Community Partnerships

Waseem Syed
Vice President, Community Investments

Jan Donio
Vice President, Information Services and Operational Change Management

Catherine Smith
Chief Operating Officer

Rahima Mamdani
Director, Human Resources and Organizational Development

Guided by United Way's mission and driven by our commitment to foster lasting positive change in the community, our volunteer Board and our Senior Executive team provide authentic leadership that guides United Way's vision and enables us to put that vision to work. Our organizational leadership is deeply rooted in United Way's values and principles, connected to the community and reflective of the extraordinary diversity that is Toronto's great strength.



2012 Committees

United Way benefits from the expertise of diverse volunteers from across the city. These volunteers represent business, labour, government and community, bringing exceptional skills, experience and valuable perspective on social and community issues as well as financial matters.

Administration and Audit Committee

Alnasir Samji, Alderidge Consulting Inc. (Chair)*
Colleen Berry Hiller, Ernst & Young LLP
Catherine Booth, Loblaw Companies Limited*
Astley L. Dennis, Chartered Accountant
John Honderich, Torstar Voting Trust*
Julie Lee, Osler, Hoskin & Harcourt LLP*
June Ntazinda, I3 Advisors Inc.*
Yezdi Pavri, Deloitte Touche LLP*

Allocations and Agency Services Committee

Raksha Bhayana, Bhayana Management (Chair)*
Antonella Ceddia, McCarthy Tétrault LLP
André Chamberlain, Department of Justice Canada
Murray Coolican, Manulife Financial
Kevin King, Ministry of Citizenship & Immigration
Paul Koreen, Ketchum Canada
Julie Lee, Osler, Hoskin & Harcourt LLP*
Agatha McPhee, OPSEU*
Marie Moliner, Canadian Heritage*
Manjula Selvarajah, Marketing Consultant
Amy Tong, UNICEF Canada*
Cathy Winter, Office of the Public Trustee

Appeals Committee

Anil Patel, Framework Foundation (Chair)*
Grace-Edward Galabuzi, Ryerson University*
Ekua Asabea Blair, Rexdale Community Health Centre
Patrick Johnston, Walter & Duncan Gordon Charitable Foundation
Nicole Jolly, FLOW 93.5

Board Development Committee

Richard Venn, CIBC (Chair)*
Raksha Bhayana, Bhayana Management*
John Campey, CSPC-T
Robert Harding, Brookfield Asset Management Inc.*
Bahadur Madhani, Equiprop Management Ltd.
Marie Moliner, Canadian Heritage*
Yezdi Pavri, Deloitte Touche LLP*

Operations and Technology Committee

Catherine Booth, Loblaw Companies Limited (Chair)*
Aubrey Baillie, Newport Partners Inc.
Michael J. Bradley, Visa Canada Association
Kathy Dumanski, Change Management Consultant
Jean Lam, Ministry of Health Promotion*
Keith Martin, Contract
Eric Monteiro, McKinsey & Co.
Yezdi Pavri, Deloitte Touche LLP*

Community Impact Committee

Kamala-Jean Gopie, Human Rights Commission (Chair)*
Paul Barnett, Barnett & Associates Inc.
Raksha Bhayana, Bhayana Management*
Debra Grobstein Campbell, SickKids Foundation
John Honderich, Torstar Voting Trust*
Jean Lam, Ministry of Health Promotion*
Jack Lee, Ministry of Health Promotion*
Agatha McPhee, OPSEU*
Tonika Morgan, Women Moving Forward
David Pecaut, The Boston Consulting Group*
Amy Tong, UNICEF Canada*

Executive Compensation Committee

Robert Harding, Brookfield Asset Management Inc. (Chair)*
Richard Venn, CIBC*
Anne Fawcett, Caldwell Partners
Alnasir Samji, Alderidge Consulting Inc.*

Investment Committee

Robert MacLellan, TD Bank Financial Group (Chair)*
David F. Denison, CPP (Canada Pension Plan) Investment Board
Janice Fukakusa, RBC Financial Group
Leslie Gales, Midland Group of Companies*
David Service, Towers Perrin
Ray Williams, National Bank Financial

Pension and Benefits Committee

Karyn O'Neill, Mercer Human Resource Consulting (Chair)
Linda Byron, Hewitt Associates
Fraser Deacon, Deacon Insurance Agencies Ltd. (ex-officio)
Caroline Helbronner, Blake, Cassels & Graydon LLP
Alnasir Samji, Alderidge Consulting Inc.*
Caspar Young, Mercer Human Resource Consulting

Research, Policy, and Priorities Committee

John Honderich, Torstar Voting Trust (Chair)*
Casey Antolak, Scotiabank
Derek Ballantyne, Toronto Community Housing Corporation
Pedro Barata, The Atkinson Charitable Foundation*
Grace-Edward Galabuzi, Ryerson University*
Jo-Ann Hannah, CAW-TCA Canada
Marie Moliner, Canadian Heritage*
Michele Noble, Michele Noble and Associates

**Members, Board of Trustees*

It takes a village to raise hope

Yvonne Berg/Toronto Star

Reprinted with permission from *Toronto Star*

A tiny miracle has occurred in a shoebox-sized commercial space tucked into an Eglinton Ave. E. strip mall.

Working out of this small office, residents of Scarborough Village, a bare, transient neighbourhood of 17,000 – many of whom are new immigrants and speak up to 26 different languages – made their community a little more humane, a little more livable.

In two short years, they managed to:

- Build a play structure and perennial garden in a barren park.
- Make space for a cricket pitch.
- Organize monthly street cleanups.
- Create a toy-lending library.
- Introduce homework and tutoring programs.
- Offer workshops in several languages on such things as tenant rights.
- Establish a youth council.

The work of revitalizing Scarborough Village, and four other Canadian cities, began in 2005 through a two-year federal program called Action for Neighbourhood Change, which United Way of Canada co-ordinated in the field.

When federal funding expired earlier this year, United Way Toronto announced it would not only continue to fund the Scarborough Village pilot program but introduce it to 12 other disadvantaged Toronto neighbourhoods.

“What United Way has done is to make funds available to residents to build a better neighbourhood,” says Bruce McDougall, executive director of West Hill Community Services, which supervises and staffs the Scarborough program.

McDougall says the program works well because the residents themselves decide what they need. They learn from staff how to approach governments to get funding for projects, get training in setting goals and articulating programs. Ultimately, it introduces new Canadians to the democratic process, he says.

Action for Neighbourhood Change led to the creation of a residents’ association in the village. Through this body, which is currently working toward incorporation, the community decides what

needs to be done.

“We’re a catalyst,” says Lara McLachlan, the West Hill Services outreach worker assigned to the Scarborough project. “We listen to residents and we co-ordinate so that other people listen to them.”

The Action program gives people of many backgrounds a way to find common cause. Working to create a better neighbourhood means interacting with all sorts of people, both through meetings and volunteer work, such as street cleanup, social clubs or community-wide events.

Taking a moment of camaraderie are, from left, Nayla Rahman, Melinda Rooke, both members of Scarborough Village Neighbourhood Association and Lara McLachlan, the West Hill Services outreach worker.

This year’s second annual summer festival, for example, drew 3,000. Not only did a slew of volunteers come together to organize the event, but it also showcased singing, dancing and music by local young talent from many ethnic groups.

Nayla Rahman is one resident who has poured her energy into the program. Born in Bangladesh, Rahman came to Canada by way of Saudi Arabia in 2002 with her husband, Sajjad Hossain, and their three children, 14, 10 and 7.

She became involved when Action program organizers recruited her as one of nine part-time animators mandated to reach out to their own ethnic communities to encourage them to get involved.

A former chair of the Mason Road Elementary School and Bliss Carmen Senior Public School, Rahman sits on the new Scarborough Village Neighbourhood Association board and on a steering committee to create a hub for social services in the Village.

“My phone number is everywhere,” says Rahman, who also works as a supply teacher and speaks six languages. “I love to do volunteer work. It’s for my community.”

When Rahman bought a house last year, the family chose to stay in east Scarborough rather than head for more affluent neighbourhoods as many new immigrants do.

“We’re starting to see milestones and recurring milestones that build trust,” says Melinda Rooke, a property manager and owner of Village Plaza, where the Action for Neighbourhood Change has its storefront.

Rooke dreams of getting a much-needed recreation centre on a nearby 5.2-hectare-swath of public land, where the city plans to erect public housing.

The nearest recreation centre, on Kingston Rd., she says, fills with seniors bused in for programs from all over Scarborough, leaving little space for youth programs and other neighbourhood activities.

"We'll get a recreation centre only if the community advocates for it," Rooke says. "And it doesn't happen overnight. It'll take maybe two to three years."

Although working toward such big long-term projects is necessary, small victories also have a huge impact, according to a May 2007 Community Stories, a newsletter published by Action for Neighbourhood Change. It notes that a celebration to mark the completion of the new play structure and garden attracted 1,000 residents.

It's people such as Mussarat Waquat, mother of four, 11 to 16, that make small things achievable. She may not sit on committees but this Pakistani immigrant dug in to help plant the community garden, and regularly looks after other people's children so their mothers can go to workshops, some of which she herself has attended.

Through her example, Waquat's eldest son, Arham, 16, has grown into a committed volunteer himself. He coaches younger children to play basketball.

It's true, says McLachlan, that when people from so many diverse backgrounds interact, tensions do flare up. But they never explode out of control, she says, because they have come to know and respect each other. They're working to finding common ground, says McLachlan.



Financial Strength

The financial report includes revenue from the fall 2011 fundraising campaign, distribution of funds in 2012 and related operating expenses.

United Way's ability to invest in our community is increasing by diversifying and deepening the source of funds. Individual, workplace, and corporate donors contribute to this financial health as well as special events, third party grants and pro-bono support, from legal services to donated media advertising space. United Way's financial strength and efficiency are also due to significant volunteer support.

Some highlights from 2012:

- United Way's Community Fund is growing through generous donations and the recognition of United Way as the best place to invest for strengthening the community.
- Strong management of pledge losses means more dollars to the community. Overall pledge loss is 1.72 per cent.
- We continue to focus on efficiency and effectiveness, with a cost revenue ratio of 12.9 per cent, lower than in 2008.
- Unrestricted Net Assets are valued at \$9,812,000, which protects against unexpected fluctuations in donations and allows us to ensure sustained funding of our commitment to the community. Reflected in the unrestricted net assets is funding of \$1,800,000 committed to establish facilities primarily for community and social services and community development planning grants.
- Our endowment fund, The Tomorrow Fund™, has grown to more than \$51 million thanks to the generosity and vision of donors who are investing in our city's future.

Responsible stewardship of our community's resources

Our commitment to you.

At United Way, we take very seriously our commitment to the many donors who support our work. Maintaining the trust and confidence of our community of supporters through transparent accounting and fundraising best practices is one of our top priorities.

United Way is a flagship member of Imagine Canada's Ethical Fundraising and Financial Accountability Code. The Code provides donors and the public with criteria to evaluate a charity's financial and fundraising practices. Not only do we align our practices to the Code, but in some cases exceed sector standards. Our early adoption of the Code complements our history of sector leadership on good governance and will help us to continue to provide the highest possible degree of accountability and transparency to our donors.

Last year, United Way was recognized by the Voluntary Sector Reporting Awards (VSRA) for transparency in reporting. The VSRA's were launched in 2009 by the Queen's University School of Business, PricewaterhouseCoopers Canada and the Institute of Chartered Accountants of Ontario to promote timely and accurate reporting of financial statements. United Way is honoured to have been acknowledged for best practices promoting openness and accountability.

At United Way, we strive always to go one step further in ensuring that, of every dollar we raise, as much as possible goes to the community. We foster a spirit of stewardship that extends to every part of our organization. Our fundraising costs are among the lowest in the sector. And running a lean and efficient organization is a part of our internal mission. We solicit pro-bono services and in-kind donations. We also engage over 20,000 volunteers in order to keep costs as low as possible. Everything down to our office furniture is donated by generous supporters.

In 2009, 14.4-percent of our revenue was spent on operating expenses — 11.59-percent on fundraising and 2.79-percent on administration. An Imagine Canada survey reports the average fundraising cost ratio of charities in Canada is 21.8-percent, making United Way a leader in the sector.

Our donors are the foundation of United Way. Your generosity supports a vital network of health and social service agencies, helping hundreds of thousands of people every year and enabling our work to address the root causes of social problems. Our commitment to you is that we will continue to make every effort to ensure that your donation goes to those who need it most.

Auditors Report

To the Board of Trustees of United Way of Greater Toronto:

We have audited the statement of financial position of United Way of Greater Toronto as at December 31, 2009 and the statements of operations, changes in net assets, and cash flows for the year then ended. These financial statements are the responsibility of United Way of Greater Toronto's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of United Way of Greater Toronto as at December 31, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the Corporations Act (Ontario), we report that,

In our opinion, these principles have been applied on a basis consistent with that of the preceding year. Chartered Accountants, Licensed Public Accountants Toronto, Canada March 20, 2009

Chartered Accountants, Licensed Public Accountants

Toronto, Canada
March 20, 2012

Statement of Financial Position

Year ended December 31, 2012, with comparative figures for 2011 (In thousands of dollars)	2011	2012
Assets		
Current assets:		
Cash and cash equivalents	\$34,422	\$50,626
Campaign pledges receivable	5,431	7,962
Other receivables	1,698	2,474
Prepaid expenses (note 5)	13,351	12,424
	58,902	73,486
Investments (note 6)	57,858	69,762
Capital assets (note 7)	2,635	1,688
	119,395	144,936
Liabilities and Net Assets		
Current liabilities:		
Accounts payable and accrued liabilities	4,565	4,043
Designated and flowthrough gifts payable	8,305	13,491
Deferred campaign revenue	52,873	58,683
	65,743	76,217
Other deferred revenue (note 8)	4,699	4,699
Accrued pension liability (note 9)	1,148	1,115
Net assets:		
Invested in capital assets	2,635	1,688
Restricted for The Tomorrow Fund Endowment (note 10)	41,527	51,405
Unrestricted (note 11)	3,643	9,812
	47,805	62,905
Commitments (note 13)		
	119,395	144,936

Statement of Operations

Year ended December 31, 2012, with comparative figures for 2011 (In thousands of dollars)

	2011	2012
Revenue:		
Campaign revenue	\$114,554	\$109,828
Funds received from other United Ways	464	461
Funds received for other United Ways	(5,875)	(4,963)
Bequests	346	935
Total gifts	109,489	106,261
Pledge shrinkage	(1,507)	(1,808)
Total fundraising revenue	107,982	104,453
Government grants	1,008	1,254
Other income	311	595
	1,319	1,849
Investment income (loss)	(8,376)	1,245
Total revenue	100,925	107,547
Distributions and Community Programs		
Allocations to United Way of Greater Toronto agencies and partners	54,419	52,825
Grant programs	7,752	7,223
Programs delivered by United Way of Greater Toronto	2,942	2,796
One-time donor specified donations to United Way of Greater Toronto programs, agency projects and grant programs	8,452	5,808
Joint Areawide campaign proceeds to partner United Ways	6,748	6,906
Donor designations to:		
United Way of Greater Toronto agencies and partners	1,838	2,163
Other United Ways	1,354	1,283
Other registered charities	14,351	13,865
Allocations and needs assessment, program expenses	3,031	2,689
Total distributions and community programs	100,887	95,558
Operating expenses:		
Fundraising	15,750	13,760
Recovery of joint Areawide campaign costs from partner United Ways	(515)	(504)
	15,235	13,256
Total distributions and expenses	116,122	108,814
Excess (deficiency) of revenue over distributions and expenses	(15,197)	(1,267)
Allocated to:		
Internally restricted for The Tomorrow Fund™ (note 10)	(9,975)	(643)
Unrestricted net assets (note 11)	(4,734)	(240)
Amortization of capital assets	(488)	(384)
	15,197	(1,267)

See accompanying notes to financial statements.

Statement of Cash Flows

Year ended December 31, 2012, with comparative figures for 2011 (In thousands of dollars)

	2011	2012
Cash flows from operating activities:		
Excess (deficiency) of revenue over distributions and expenses	\$(15,197)	\$(1,267)
Items not involving cash:		
Amortization of capital assets	488	448
Amortization of lease inducement	-	44
Unrealized loss on investments	9,526	612
Defined benefit pension expense	601	644
Change in non-cash operating working capital	(8,094)	11,890
Change in other deferred revenue	-	4,699
Defined benefit pension contributions	(568)	(583)
Cash flows from (used in) operating activities	(13,244)	16,487
Cash flows from financing activities:		
Endowment contributions received	97	671
Cash flows from investing activities:		
Purchase of capital assets	(1,435)	(1,015)
Decrease (increase) in investments, net	2,378	(6,540)
Cash flows from (used in) investing activities	943	(7,555)
Increase (decrease) in cash and cash equivalents	(12,204)	9,603
Cash and cash equivalents, beginning of year	50,626	41,023
Cash and cash equivalents, end of year	38,422	50,626

See accompanying notes to financial statements.

Notes to Financial Statements

(In thousands of dollars)

1. Purpose of the Organization:

The mission of United Way of Greater Toronto ("United Way") is to meet urgent human needs and improve social conditions by mobilizing the community's volunteer and financial resources in a common cause of caring. United Way is registered as a charitable organization under the Income Tax Act (Canada) (the "Act") and, as such, is exempt from income taxes and is able to issue donation receipts for income tax purposes. In order to maintain its status as a registered charity under the Act, United Way must meet certain requirements within the Act. In the opinion of management, these requirements have been met.

2. Significant accounting policies:

The financial statements have been prepared in accordance with generally accepted accounting principles applied within the framework of the significant Canadian accounting policies summarized below:

(a) Revenue recognition: United Way follows the deferral method of accounting for campaign revenue. The campaign revenue reported in these financial statements represent amounts received or receivable in connection with the 2008 campaign and the related distributions made from the proceeds of that campaign in 2009. This includes pledges and donations which the donors designate for payment to partners and member agencies, other United Ways and non-United Way charities. The results of the 2009 campaign will be reported in the 2009 financial statements. Funds received from the 2009 campaign to December 31, 2009 are shown as deferred campaign revenue. Fundraising costs applicable to this campaign are deferred and included in prepaid expenses. United Way is requested by certain employers and employee groups, to act as the co-ordinator of their national campaigns, to receive and disburse funds on behalf of other United Ways within their local communities. Funds received under these centrally co-ordinated campaigns are included in the Campaign Revenue amount on the statement of operations. Funds disbursed on behalf of other United Ways, under centralized campaigns, are reported as a reduction to revenue in these financial statements. Funds received by United Way from other United Ways under similar campaigns are reported separately in the revenue section of these financial statements. Designated donations and funds received under flowthrough arrangements for other charities that have not been disbursed at year end are recorded as designated and flowthrough gifts payable. Grant revenue reported in these financial statements represents funds received from provincial and municipal governments. Other income reported in these financial statements represents funds received from foundations and utilities.

Government grant revenue and other income are received for programs administered by United Way. The related program expenses and grant disbursements are included in the distributions and community programs section of the financial statements. Endowment contributions are recognized as increases in net assets in the year in which they are received. Capital appreciation/depreciation for those funds which are below the distribution threshold are added or deducted from the principal and recognized as direct increases/decreases in net assets in the year in which they are incurred. Contributions for capital assets are deferred and amortized into revenue at a rate corresponding with the amortization rate for the related capital asset. Investment income (loss) includes dividends, interest, income distributions from pooled funds, realized gains (losses) and the net change in unrealized gains (losses) for the year.

(b) Cash and cash equivalents: The United Way considers deposits in banks, certificates of deposit and short-term investments with original maturities of three months or less as cash and cash equivalents.

(c) Financial instruments: Cash and cash equivalents and investments are classified as held-for-trading and stated at fair value. Campaign pledges receivable and other receivables are classified as loans and receivables, which are measured at amortized cost. Accounts payable and accrued liabilities and designated and flowthrough gifts payable are classified as other financial liabilities, which are measured at amortized cost. In determining fair values, adjustments have not been made for transaction costs as they are not considered significant. The unrealized gain or loss on investments, being the difference between book value and fair value, is included in investment income in the statement of operations. Transactions are recorded on a trade date basis.

Fair values of investments are determined as follows:

(i) Fixed income securities and equities are valued at year-end quoted market prices, where available. Pooled funds are valued based on reported unit values. Where quoted market prices are not available, estimated fair values are calculated using comparable securities.

(ii) Short-term notes, treasury bills and term deposits maturing within a year are stated at cost, which together with accrued interest income approximates fair value given the short-term nature of these investments. The fair values of investments are equal to the quoted market value, as disclosed in note 6. The fair values of other financial assets and liabilities,

being cash and cash equivalents, campaign pledges receivable, other receivables, accounts payable and accrued liabilities and designated and flowthrough gifts payable, approximate their carrying values due to the relatively short-term nature of these financial instruments. United Way has adopted The Canadian Institute of Chartered Accountants' ("CICA") Handbook Section 3861, Financial Instruments - Disclosure and Presentation. In accordance with the Accounting Standards Board's decision to exempt not-for-profit organizations from the disclosure requirements with respect to financial instruments contained within Section 3862, Financial Instruments - Disclosures, and Section 3863, Financial Instruments - Presentation, United Way has elected not to adopt these standards in its financial statements.

(d) Capital assets: Purchased capital assets are stated at acquisition cost and are amortized over their useful lives. Amortization is provided on the following bases and the estimated useful lives of the assets as follows:

	Asset Basis	Rate
Computer equipment and software	Straight line	3-7 years
Furniture and fixtures	Declining balance	15%
Leasehold improvements	Straight line	Term of Lease
Delivery van	Declining balance	25%

(e) Volunteer services: United Way benefits from substantial services in the form of volunteer time. Since these invaluable donated services are not purchased by United Way, they are not recorded in these financial statements.

(f) Employee future benefits: United Way has a combined registered defined benefit and defined contribution pension plan covering substantially all of its employees and an unregistered defined benefit pension plan. The benefits are based on years of service. The cost of the defined benefit and defined contribution program is currently being funded. The unregistered plan is unfunded; the cost is expensed and accrued annually. United Way accrues its obligations under its employee pension plans as the employee renders the services necessary to earn the pension. United Way has adopted the following policies:

(i) The cost of pensions earned by employees is actuarially determined using the projected benefit method prorated on service and management's best estimate of expected plan investment performance, salary escalation and retirement ages.

(ii) For the purpose of calculating expected return on plan assets, those assets are valued at fair value. The most recent actuarial valuation of the pension plan for funding purposes was as of January 1, 2008. The date of the next required valuation is January 1, 2010.

(iii) The excess of the net actuarial gain (loss) over 10% of the greater of the benefit obligation and the fair value of plan assets is amortized over the average remaining service period of active employees, which for the pension plan is 20 years.

(h) Allocation of expenses: General management and administrative expenses are allocated between fundraising expenses and allocations and needs assessment based on effort. General management and administrative expenses are allocated as follows:

	2012	2011
Fundraising	84.3%	84.3%
Allocations and needs assessment	15.7%	15.7%

(i) Use of estimates: The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the year. Actual results could differ from those estimates.

3. Future accounting changes:

(a) Intangible assets: CICA has issued a revised standard relating to intangible assets, effective for years commencing on or after October 1, 2009. This revised standard will require the expensing of certain prepaid fundraising expenses as they are incurred. United Way will implement the new standard commencing January 1, 2009, on a retroactive basis.

(b) Financial statement presentation by not-for-profit organizations: Recent amendments to Section 4400, Financial Statement Presentation by Non-for-Profit Organizations, will modify the requirements with respect to various elements of financial statement presentation. These amendments include:

(i) Reporting certain revenue at its gross amounts in the statement of operations.

(ii) The elimination of the requirement to treat net assets invested in capital assets as a separate component of net assets.

(iii) When a not-for-profit organization classifies its expenses by function and allocates some of its general support costs to another function, disclosing the policy adopted for expenses and amounts allocated from general support costs to other functions. The new standard applies to financial statements

relating to the fiscal years beginning on or after January 1, 2009. United Way is evaluating the impact of the amendments on its financial statements.

4. Youth Challenge Fund ("YCF"):

The Province of Ontario (the "Province") established the YCF in 2007 and appointed United Way as the trustee. The Province advanced United Way the sum of \$15,000 and set up an independent board to oversee the operation of the program over the next three years. As the trustee, United Way is responsible for the operation of the program and financial stewardship of the funds on behalf of the Province. The financial activities of the YCF are not reported on these financial statements. A separate set of audited financial statements for YCF are produced and filed with the Province.

5. Prepaid expenses:

	2012	2011
Prepaid fundraising expenses related to 2012 campaign	\$ 13,165	\$ -
Prepaid fundraising expenses related to 2011 campaign	-	12,234

6. Commitments:

(a) Multi-year funding agreements: United Way has entered into agreements with certain member agencies and partners to set their allocations over two to five-year terms. The agreements can be renewed by mutual consent.

(b) Long-term lease: United Way leases office premises and certain computer equipment under long-term operating leases expiring up to May 31, 2022. Rental payments, excluding operating costs and realty taxes, over the next five years and thereafter are as follows:

2009	\$ 869
2010	890
2011	915
2012	1,105
2013	1,153
Thereafter	9,846
TOTAL	\$ 14,778

(c) Specific project funding: In 2008, United Way approved financial support of \$2,690 to establish facilities primarily for community and social services and community development planning grants. These projects are anticipated to be completed by 2010. In 2009, \$600 has been expensed towards the project.

7. Financial instruments:

(a) Investment risk management: Risk management relates to the understanding and active management of risks associated with all areas of the business and the associated operating environment. Investments are primarily exposed to interest rate and market risk. United Way mitigates these risks with an investment policy designed to limit exposure and concentration while achieving optimal return within reasonable risk tolerances.

(b) Credit risk: Campaign pledges receivable and other receivables are subject to credit risk. Cash and cash equivalents are held in credit-worthy financial institutions.

(c) Market and interest rate risk: The risks associated with the investments are the risks associated with the securities in which the funds are invested. The value of equity securities changes with stock market conditions, which are affected by general economic and market conditions. The value of securities will vary with developments within the specific companies or governments which issue the securities. The value of fixed income securities will generally rise if interest rates fall and fall if interest rates rise. Changes in interest rates may also affect the value of equity securities. The value of securities denominated in a currency other than Canadian dollars will be affected by changes in the value of the Canadian dollar in relation to the value of the currency in which the security is denominated.

8. Disclosure in compliance with Ethical Fundraising and Financial Accountability Code:

During 2008, United Way adopted the "Ethical Fundraising and Financial Accountability Code" (the "Code") of Imagine Canada. During calendar year 2009, United Way issued \$77,992 of charitable tax receipts. Other financial disclosures required by the Code are located elsewhere in these financial statements.

Allocations



MEMBER AGENCY

Building Strong Neighbourhoods, Strengthening Communities and Newcomers

MEMBER AGENCY	ALLOCATION
519 Church Street Community Centre	\$190,508
Agincourt Community Services Association	377,132
Albion Neighbourhood Services	376,910
Bathurst Jewish Community Centre	481,646
Birchmount Bluffs Neighbourhood Centre	184,059
Bloor Information and Life Skills Centre	299,626
Braeburn Neighbourhood Place	403,007
Canadian Centre for Victims of Torture	232,542
Central Neighbourhood House Association	717,888
Centre for Information and Community Services of Ontario	491,360
Centre for Spanish-Speaking Peoples	247,894
Centre Francophone de Toronto	120,216
Chinese Family Services of Ontario	488,188
Christie Ossington Neighbourhood Centre	123,000
COSTI	604,889

MEMBER AGENCY

Cross-Cultural Community Services Association (The)	163,371
CultureLink	183,391
Davenport Perth Neighbourhood Centre	290,375
Delta Family Resource Centre	406,103
Dixon Hall	551,231
Doorsteps Neighbourhood Services	196,865
Eastview Neighbourhood Community Centre	291,417
Flemingdon Neighbourhood Services	236,497
FoodShare Toronto	284,112
Greek Community Toronto - Department of Social Services	52,881
Jamaican Canadian Association	262,641
Jane/Finch Community and Family Centre	623,223
Lakeshore Area Multiservice Project (LAMP)	401,557
Malvern Family Resource Centre	366,011
Miles Nadal JCC	111,412
Native Canadian Centre of Toronto	212,150
Neighbourhood Link Support Services	279,376
North York Community House	462,900
Northwood Neighbourhood Services	320,785
S.E.A.S. Centre	246,234
South Asian Family Support Services	79,114
St. Christopher House	768,990
St. Stephen's Community House	496,513
Syme-Woolner Neighbourhood and Family Centre	183,500
Thornccliffe Neighbourhood Office	434,003
Tropicana Community Services Organization	446,933
UJA Federation of Greater Toronto	45,701
University Settlement Recreation Centre	329,834
Warden Woods Community Centre	560,979
West Hill Community Services	324,779
West Scarborough Neighbourhood Community Centre	483,621
WoodGreen Community Services	643,692
York Community Services	75,000
TOTAL	\$ 16,154,056

ALLOCATION

MEMBER AGENCY**Creating Opportunities for Children, Youth, and Families**

Abrigo Centre	\$241,850
Aisling Discoveries Child and Family Centre	156,490
Big Brothers and Big Sisters of Toronto	370,406
Bond Street Nursery School	176,862
Child Development Institute	274,644
College-Montrose Children's Place	131,784
Delisle Youth Services	316,994
Dovercourt Boys' and Girls' Club	285,836
East Metro Youth Services	140,000
East Scarborough Boys' and Girls' Club	591,011
Family Day Care Services	479,219
Family Service Association of Toronto	3,678,387
For Youth Initiative	150,000
Hincks-Dellcrest Centre (The)	282,322
Jessie's Centre for Teenagers	287,504
Jewish Family and Child Service of Greater Toronto	1,754,051
Macaulay Child Development Centre (The)	431,129
Native Child and Family Services of Toronto	388,100
Scouts Canada Greater Toronto Council	350,000
St. Alban's Boys' & Girls' Club	359,200
Toronto Kiwanis Boys & Girls Clubs	283,792
YMCA of Greater Toronto	1,287,138
Yorktown Child and Family Centre	171,198
Youth Assisting Youth	189,825
YOUTHLINK	652,387
TOTAL	\$ 13,430,129

Investing in Employment

A.C.C.E.S.	\$227,539
Community MicroSkills Development Centre	386,262
JobStart	159,923
JVS Toronto	538,703
Skills for Change	231,855
Times Change Women's Employment Service	144,200
Toronto Centre for Community Learning and Development	142,139
TOTAL	\$ 1,830,621

Supporting People Living in Vulnerable Situations

Anishnawbe Health Toronto	\$165,394
Distress Centres of Toronto	276,368
Good Neighbours' Club (The)	166,016

ALLOCATION**MEMBER AGENCY**

Homes First Society	175,000
Horizons for Youth	158,011
John Howard Society of Toronto	494,169
NA-ME-RES (Native Men's Residence)	178,682
Second Base (Scarborough) Youth Shelter	160,460
Toronto Community Hostel	214,831
Transition House Inc.	56,523
Youth Without Shelter	172,660
TOTAL	\$ 2,218,114

Preventing Violence and Empowering Women

Barbra Schlifer Commemorative Clinic	\$188,467
Elizabeth Fry Society of Toronto	451,865
Ernestine's Women's Shelter	329,884
Interval House Inc.	190,684
Nellie's	200,242
North York Women's Shelter	181,020
Opportunity for Advancement	335,172
Rexdale Women's Centre	310,663
Sistering-A Woman's Place	333,624
Springtide Resources Inc.	208,028
The Redwood	163,122
Women's Habitat of Etobicoke	331,825
Working Women Community Centre	391,904
Yorktown Shelter for Women	157,930
YWCA Toronto	1,428,047
TOTAL	\$ 5,202,477

Enabling Independent Living

Canadian Hearing Society/Toronto Region	\$579,242
Canadian Mental Health Association Toronto Branch	589,623
Canadian National Institute for the Blind	990,000
Centre for Independent Living in Toronto Inc. (C.I.L.T.)	166,968
Community Living Toronto	826,698
Epilepsy Toronto	181,985
Hong Fook Mental Health Association	328,775
Multiple Sclerosis Society of Canada Toronto Chapter	139,000
Ontario March of Dimes	283,697
Planned Parenthood of Toronto	218,175
VHA Home HealthCare	970,865
Victorian Order of Nurses Toronto, York Region Branch	64,146
TOTAL	\$ 5,339,174

ALLOCATION

MEMBER AGENCY

Supporting Seniors' Independence

MEMBER AGENCY	ALLOCATION
Baycrest Centre for Geriatric Care	\$300,079
Bernard Betel Centre for Creative Living	196,510
Call-A-Service Inc./Harmony Hall Centre for Seniors	180,960
Carefirst Seniors and Community Services Association	361,997
Central & Northern Etobicoke Home Support Services	177,256
Circle of Home Care Services (Toronto)	206,620
Community Care East York	188,241
Downsview Services to Seniors Inc.	98,592
Etobicoke Services for Seniors	215,550
Humber Community Seniors' Services Inc.	79,679
Mid-Toronto Community Services Inc.	199,680
North York Seniors Centre	215,903
Scarborough Support Services for the Elderly Inc.	195,886
Second Mile Club of Toronto	160,169
Senior Peoples' Resources in North Toronto Inc. (SPRINT)	137,441
St. Clair West Services for Seniors	261,151
Storefront Humber Inc.	155,901
Sunshine Centres for Seniors	85,872
West Toronto Support Services	52,825
TOTAL	\$ 3,470,312

Investing in Community Planning and Resources

Canadian Council on Social Development	\$48,789
Community Social Planning Council of Toronto	611,412
Findhelp Information Services	677,830
Neighbourhood Centre	114,831
Ontario Council of Agencies Serving Immigrants	172,134
P.O.I.N.T. Inc. (People and Organizations in North Toronto)	118,860
Parkdale Community Information Centre	126,107
Self-Help Resource Centre of Greater Toronto	80,500
Toronto Jewish Free Loan Cassa	71,540
Volunteer Centre of Toronto	225,016
TOTAL	\$ 2,247,019

Total Allocations to United Way Agencies and Partners: \$ 52,825,839



Delivering on the stewardship of community resources is an essential part of United Way's community impact mission. The trust and generosity of the community enables United Way to help provide an essential infrastructure that ties us together, and allows us to work to address the root causes of our shared challenges. It is a responsibility cherished by United Way, a sacred trust. It is why we're responsive and open about our mission, activities, and operations. And why we set and meet the highest standards of accountability to deliver on our responsibility to the community.

United Way of Toronto Agency Listings

◆◆◆◆◆◆◆◆◆◆

519 Church Street Community Centre
519 Church St
Toronto
M4Y 2C9
(416) 392-6874
info@the519.org
www.the519.org

A ◆◆◆◆◆◆◆◆◆◆

ACCES
10-489 College St
Toronto
M6G 1A5
(416) 921-1800
www.accestrain.com

Abrigo Centre
104-900 Dufferin St
Toronto
M6H 4A9
(416) 534-3434 228
info@abrigo.ca
www.abrigo.ca

Access Alliance Multicultural Health and Community Services
340 College St, Ste 500
Toronto
M5T 3A9
(416) 324-8677
mail@accessalliance.ca
www.accessalliance.ca

Agincourt Community Services Association
100-4155 Sheppard Ave E
Scarborough
M1S 1T4
(416) 321-6912
acsa@agincourtacsa.info
agincourtcommunityservices.com

Aisling Discoveries Child and Family Centre
110-325 Milner Ave
Scarborough
M1B 5N1
(416) 321-5464 284
mailus@aislingdiscoveries.on.ca
www.aislingdiscoveries.on.ca

Albion Neighbourhood Services
Rowntree Gates Plaza
15-2687 Kipling Ave
Toronto
M9V 5G6
(416) 740-3704
ans@albionservices.ca
www.home.interhop.net

Anishnawbe Health Toronto
225 Queen St E
Toronto
M5A 1S4
(416) 360-0486
www.aht.ca

B ◆◆◆◆◆◆◆◆◆◆

Barbra Schlifer Commemorative Clinic
503-489 College St
Toronto
M6G 1A5
(416) 323-9149
admin@schliferclinic.com
www.schliferclinic.com

Big Brothers and Big Sisters of Toronto
501-2345 Yonge St
Toronto
M4P 2E5
(416) 925-8981
www.bbbst.com

Birchmount Bluffs Neighbourhood Centre
93 Birchmount Rd
Scarborough
M1N 3J7
(416) 396-4310
info@bbnc.ca
www.bbnc.ca

Bernard Betel Centre for Creative Living
1003 Steeles Ave W
Toronto
M2R 3T6
(416) 225-2112
reception@betelcentre.org
www.betelcentre.org

Bloor Information and Life Skills Centre
314-672 Dupont St
Toronto
M6G 1Z6
(416) 531-4613 310
service@bloorinfo.org
www.bils.cjb.net

Bond Street Nursery School
51 Bond St
Toronto
M5B 1X1
(416) 367-8349
bsns@allstream.net

Braeburn Neighbourhood Place
108-75 Tandridge Cres
Rexdale
M9W 2N9
(416) 745-3113

C ◆◆◆◆◆◆◆◆◆◆

Call-A-Service Inc.
Harmony Hall Centre for Seniors
2 Gower St
Toronto
M4B 1E2
(416) 752-8868
harmony@call-a-service.com
www.call-a-service.com

Canadian Centre for Victims of Torture
194 Jarvis St 2nd Floor
Toronto
M5B 2B7
(416) 363-1066
www.ccvvt.org

Canadian Council on Social Development
309 Cooper St 5th Floor
Ottawa
K2P 0G5
(613) 236-8977
council@ccsd.ca
www.ccsd.ca

Canadian Hearing Society
271 Spadina Rd
Toronto
M5R 2V3
(416) 928-2504
info@chs.ca
www.chs.ca

Canadian Mental Health Association Toronto Branch
700 Lawrence Ave W Suite 480
Toronto
M6A 3B4
(416) 789-7957
cmha.toronto@sympatico.ca
www.toronto.cmha.ca

Canadian National Institute for the Blind
1929 Bayview Ave
North York
M4G 3E8
(416) 486-2500
www.cnib.ca

Canadian Red Cross - Toronto Region
1623 Yonge St
Toronto
M4T 2A1
(416) 480-2500
www.redcross.ca

Carefirst Seniors and Community Services Association
501-3601 Victoria Park Ave
Scarborough
M1W 3Y3
(416) 502-2323
info@carefirstseniors.com
www.carefirstseniors.com

Central & Northern Etobicoke Home Support Services
309-925 Albion Rd
Rexdale
M9V 1A6
(416) 743-3892
canes@canes.on.ca
www.canes.on.ca

Central Neighbourhood House Association
349 Ontario St
Toronto
M5A 2V8
(416) 925-4363
central@cnh.on.ca
www.cnh.on.ca

Centre for Independent Living in Toronto (C.I.L.T.) Inc.
605-205 Richmond St W
Toronto
M5V 1V3
(416) 599-2458
cilt@cilt.ca
www.cilt.ca

Centre for Information & Community Services of Ontario
310-3852 Finch Ave E
Scarborough
M1T 3T9
(416) 292-7505
cics@cicscanada.com
www.cicscanada.com

Centre for Spanish-Speaking Peoples
2141 Jane St
2nd Floor Suite 200
Toronto
M3M 1A2
(416) 533-8545
cssp@spanishservices.org
www.spanishservices.org

Centre Francophone de Toronto
20 Lower Spadina Ave
Toronto
M5V 2Z1
(416) 203-1220
reception@centrefranco-sna.org
www.centrefranco.org

Child Development Institute
197 Euclid Ave
Toronto
M6J 2J8
(416) 603-1827
mail@childdevelop.ca
www.childdevelop.ca

Chinese Family Services of Ontario
229-3330 Midland Ave
Scarborough
M1V 5E7
(416) 979-8299 235
info@chinesefamilyso.com
www.chinesefamilyso.com

Christie-Ossington Neighbourhood Centre
854 Bloor St W
Toronto
M6G 1M2
(416) 534-8941
www.concweb.org

Circle of Home Care Services (Toronto)
530 Wilson Ave, 4th Floor
Toronto
M3H 1T6
(416) 635-2860 433
www.circleofcare.com

College-Montrose Children's Place
c/o St. David School
486 Shaw St
Toronto
M6G 3L3
(416) 532-9485
cmcp@web.net

Community Care East York
303-840 Coxwell Ave
Toronto
M4C 5T2
(416) 422-2026
ccey@ccey.org
www.ccey.org

Community Living Toronto
20 Spadina Rd
Toronto
M5R 2S7
(416) 968-0650 2215
www.communitylivingtoronto.ca

Community MicroSkills Development Centre
1 Vulcan St
Rexdale
M9W 1L3
(416) 247-7181
admin@microskills.ca
www.microskills.ca

Community Social Planning Council of Toronto
1001-2 Carlton St
Toronto
M5B 1J3
(416) 351-0095 223
cspc@cspc.toronto.on.ca
www.socialplanningtoronto.org

COSTI
1710 Dufferin St
Toronto
M6E 3P2
(416) 658-1600
admin@costi.org
www.costi.org

CultureLink
160 Springhurst Ave 3rd Floor
Toronto
M6K 1C2
(416) 588-6288
www.culturelink.net

D ◆◆◆◆◆◆◆◆◆◆

Davenport Perth Neighbourhood Centre
1900 Davenport Rd
Toronto
M6N 1B7
(416) 656-8025
dpnc@dpnc.ca
www.dpnc.ca

Delisle House Association
255-40 Orchard View Blvd
Toronto
M4R 1B9
(416) 482-0081 230
info@delisleyouth.org
www.delisleyouth.org

Delta Family Resource Centre
14-2721 Jane St
Toronto
M3L 1S3
(416) 747-1172
www.dfrc.ca

Distress Centres of Toronto
PO Box 243, Stn Adelaide
Toronto
M5C 2J4
(416) 548-1122
distress@torontodistresscentre.com
www.torontodistresscentre.com

Dixon Hall
58 Sumach St
Toronto
M5A 3J7
(416) 863-0499
info@dixonhall.org
www.dixonhall.org

Doorsteps Neighbourhood Services
170 Chalkfarm Dr
Box C
Downsview
M3L 2H9
(416) 243-5480
info@doorsteps.ca
www.doorsteps.ca

Dovercourt Boys' and Girls' Club
180 Westmoreland Ave
Toronto
M6H 3A2
(416) 536-4102

Downsview Services to Seniors Inc.
497 Wilson Ave
North York
M3H 1V1
(416) 398-5510
info@downsviewservices.com
www.downsviewservices.com

E ◆◆◆◆◆◆◆◆◆◆

East Metro Youth Services
1200 Markham Rd Suite 200
Scarborough
M1H 3C3
(416) 438-3697
emys@emys.on.ca
www.emys.on.ca

East Scarborough Boys and Girls Club
100 Galloway Rd
Scarborough
M1E 1W7
(416) 281-0262
info@esbgc.org
www.esbgc.org

Eastview Neighbourhood Community Centre
86 Blake St
Toronto
M4J 3C9
(416) 392-1750 320
info@eastviewcentre.com
www.eastviewcentre.com

Elizabeth Fry Society of Toronto
215 Wellesley St E
Toronto
M4X 1G1
(416) 924-3708
info@efrytoronto.org
www.elizabethfry.ca

Epilepsy Toronto
224-510 King St E
Toronto
M5C 1M1
(416) 964-9095
info@epilepsytoronto.org
www.epilepsytoronto.org

Ernestine's Women's Shelter
PO Box 141, Stn B
Rexdale
M9W 5K9
(416) 743-1733
admin.office@on.aibn.com
www.ernestines.ca

Etobicoke Services for Seniors
1447 Royal York Rd
Toronto
M9P 3V8
(416) 255-5969 204
www.ess.web.ca

F ◆◆◆◆◆◆◆◆◆◆

Family Day Care Services
1-710 Progress Ave
Scarborough
M1H 2X3
(416) 922-9556
fdcsto@familydaycare.com
www.familydaycare.com

Family Service Association of Toronto
355 Church St
Toronto
M5B 1Z8
(416) 595-9230
www.fsatoronto.com

Findhelp Information Services
125-543 Richmond St W
Toronto
M5V 1Y6
211 or (416) 397-4636
www.communityinformation-toronto.ca

Flemingdon Neighbourhood Services (FNS)
104-10 Gateway Blvd
Toronto
M3C 3A1
(416) 424-2900
info@fnsservices.org
www.fnsservices.org

FoodShare Toronto
90 Croatia St
Toronto
M6H 1K9
(416) 363-6441
info@foodshare.net
www.foodshare.net

For Youth Initiative
1652 Keele St
Toronto
M6M 3W3
(416) 652-9618
fyi@foryouth.ca
www.foryouth.ca

G ◆◆◆◆◆◆◆◆◆◆

Good Neighbours' Club
170 Jarvis St
Toronto
M5B 2B7
(416) 366-5377
www.goodneighboursclub.com

Greek Community of Toronto Department of Social Services
760 Pape Ave
Toronto
M4K 3S7
(416) 469-1155
social@greekcommunity.org
www.greekcommunity.org

H ◆◆◆◆◆◆◆◆◆◆

Hincks-Dellcrest Centre
114 Maitland St
Toronto
M4Y 1E1
(416) 924-1164
www.hincksdellcrest.org

Homes First Society
90 Shuter St E, 2nd Floor
Toronto
M5B 2K6
(416) 214-1870
admin@homesfirst.on.ca
www.homesfirst.on.ca

United Way of Toronto Agency Listings

Hong Fook Mental Health Association
1065 McNicoll Ave
Scarborough
M1W 3W6
(416) 493-4242
info@hongfook.ca
www.hongfook.ca

Horizons for Youth
422 Gilbert Ave
Toronto
M6E 4X3
(416) 781-9898 23
info@horizonsforyouth.org
www.horizonsforyouth.org

Humber Community Seniors' Services Inc.
1167 Weston Rd
Toronto
M6M 4P5
(416) 249-7946
info@humberseiors.org
www.humberseiors.org

Interval House Inc.
131 Bloor Street West
Suite 200
Toronto
M5S 1R8
(416) 924-1411
info@intervalhouse.ca
www.intervalhouse.ca

Jamaican Canadian Association
995 Arrow Rd
North York
M9M 2Z5
(416) 746-5772
info@jcassoc.org
www.jcassoc.com

Jane/Finch Community & Family Centre
108-4400 Jane St
North York
M3N 2K4
(416) 663-2733
www.janefinchcentre.org

Jessie's Centre for Teenagers
205 Parliament St
Toronto
M5A 2Z4
(416) 365-1888
mail@jessiescentre.org
www.jessiescentre.org

Jewish Family and Child Service of Greater Toronto
4600 Bathurst St 6th Floor
Toronto
M2R 3V3
(416) 638-7800
info@jfandcs.com
www.jfandcs.com

JobStart
41 Chauncey Ave
Toronto
M8Z 2Z2
(416) 231-2295
www.jobstart-cawl.org

John Howard Society of Toronto
60 Wellesley St W
Toronto
M5S 3L2
(416) 925-4386
contact@johnhowardtor.on.ca
www.johnhowardtor.on.ca

JVS Toronto
74 Tycos Dr
Toronto
M6B 1V9
(416) 787-1151
info@jvstoronto.org
www.jvstoronto.org

Labour Community Services of Toronto Inc.
603-15 Gervais Dr
Toronto
M3C 1Y8
(416) 445-5819
www.labourcommunityservices.ca

Lakeshore Area Multiservice Project (LAMP)
185 Fifth St
Etobicoke
M8V 2Z5
(416) 252-6471
www.lampchc.org

Macaulay Child Development Centre (The)
400-2010 Eglinton Ave W
Toronto
M6E 2K3
(416) 789-7441
info@macaulaycentre.org
www.macaulaycentre.org

Malvern Family Resource Centre
219-1371 Neilson Rd
Scarborough
M1B 4Z8
(416) 281-1376
www.malvernmfrc.com

Mid-Toronto Community Services Inc.
192 Carlton St 2nd Floor
Toronto
M5A 2K8
(416) 962-9449
admin@midtoronto.com
www.midtoronto.com

Miles Nadal JCC
750 Spadina Ave
Toronto
M5S 2J2
(416) 924-6211
info@mnjcc.org
www.mnjcc.org

Multiple Sclerosis Society of Canada Toronto Chapter
North Tower
700-175 Bloor St E
Toronto
M4W 3R8
(416) 922-6065
www.msssociety.ca/toronto

NA-ME-RES (Native Men's Residence)
14 Vaughan Rd
Toronto
M6G 2N1
(416) 652-0334
na-me-res@rogers.com
www.nameres.org

Native Canadian Centre of Toronto
16 Spadina Rd
Toronto
M5R 2S7
(416) 964-9087
reception@ncct.on.ca
www.ncct.on.ca

Native Child and Family Services of Toronto
295 College St
Toronto
M5T 1S2
(416) 969-8510
www.nativechild.org

Neighbourhood Centre
91 Barrington Ave
Toronto
M4C 4Y9
(416) 698-1626
nicentre@istar.ca

Neighbourhood Link Support Services
2625 Danforth Ave
Top Floor
Toronto
M4C 1L4
(416) 691-7407
mail@senior-link.com
www.senior-link.com

Nellie's
Phone: (416) 461-8903
North York Community House
226-700 Lawrence Ave W
North York
M6A 3B4
(416) 784-0920
nych@nych.ca
www.nych.ca

North York Seniors Centre
Mel Lastman Place
21 Hendon Ave
North York
M2M 4G8
(416) 733-4111
email@nyseniors.org
www.nyseniors.org

North York Women's Shelter
Phone: (416) 635-9427

Northwood Neighbourhood Services
27-2625G Weston Rd
2nd Floor
Toronto
M9N 3X2
(416) 748-0788
www.northw.ca

Ontario Council of Agencies Serving Immigrants
110 Eglinton Ave W Suite 200
Toronto
M4R 1A3
(416) 322-4950 233
generalmail@ocasi.org
www.ocasi.org

Ontario March of Dimes
10 Overlea Blvd
Toronto
M4H 1A4
(416) 425-3463
info@dimes.on.ca
www.dimes.on.ca

Opportunity for Advancement
1095 Queen St W
Toronto
M6J 1J1
(416) 787-1481 222
info@ofacan.com
www.ofacan.com

Parkdale Community Information Centre
1303 Queen St W
Toronto
M6K 1L6
(416) 393-7689
info@pcic.ca
www.pcic.ca

Planned Parenthood of Toronto
36B Prince Arthur Ave
Toronto
M5R 1A9
(416) 961-0113
ppt@ppt.on.ca
www.ppt.on.ca

P.O.I.N.T. Inc. (People and Organizations in North Toronto)
200 Eglinton Ave W 1st Floor
Toronto
M4R 1A7
(416) 487-2390
point@pointinc.org
www.pointinc.org

The Redwood Shelter
(416) 533-9372

Rexdale Women's Centre
400-23 Westmore Dr
Etobicoke
M9V 3Y7
(416) 745-0062
office@rexdalewomen.org
www.rexdalewomencentre1.tripod.com

Scarborough Support Services for the Elderly Inc.
1045 McNicoll Ave
Scarborough
M1W 3W6
(416) 750-9885
info@ssse.ca
www.ssse.ca

Scouts Canada Greater Toronto Council
265 Yorkland Blvd
2nd Floor
Toronto
M2J 5C7
(416) 490-6364
gtc@scouts.ca
www.gtc.scouts.ca

S.E.A.S. Centre
603 Whiteside Pl
Toronto
M5A 1Y7
(416) 362-1375
seas@seascentre.org
www.seascentre.org

Second Base (Scarborough) Youth Shelter
702 Kennedy Rd
Scarborough
M1K 2B5
(416) 261-2733 103
2ndbase@interlog.com
www.secondbaseyouthshelter.org

Second Mile Club of Toronto
350-340 College St
Toronto
M5T 3A9
(416) 597-0841
www.allstream.net/~smctor

Self-Help Resource Centre of Greater Toronto
219-40 Orchard View Blvd
Toronto
M4R 1B9
(416) 487-4355
shrc@selfhelp.on.ca
www.selfhelp.on.ca

Senior Peoples' Resources in North Toronto Inc. (SPRINT)
140 Merton St 2nd Floor
Toronto
M4S 1A1
(416) 481-6411
sprint@sprint-homecare.ca
www.sprint-homecare.ca

Sistering-A Woman's Place
962 Bloor St W
Toronto
M6H 1L6
(416) 926-9762
www.sistering.org

Skills for Change
791 St. Clair Ave W
Toronto
M6C 1B7
(416) 658-3101
sfc@skillsforchange.org
www.skillsforchange.org

South Asian Family Support Services
214-1200 Markham Rd
Toronto
M1H 3C3
(416) 431-4847
reception@safss.com
www.safss.com

Springtide Resources Inc.
The Robertson Building
220-215 Spadina Ave
Toronto
M5T 2C7
(416) 968-3422
info@womanabuseprevention.com
www.womanabuseprevention.com

St. Alban's Boys' & Girls' Club
843 Palmerston Ave
Toronto
M6G 2R8
(416) 534-8461 227
info@stalbansclub.ca
www.stalbansclub.ca

St. Christopher House
588 Queen St W 2nd Floor
Toronto
M6J 1E3
(416) 504-4275
info@stchrishouse.org
www.stchrishouse.org

St. Clair West Services for Seniors
2562 Eglinton Ave W Suite 202//2nd Floor
Toronto
M6M 1T4
(416) 787-2114 219
info@servicesforseniors.ca
www.servicesforseniors.ca

St. Stephen's Community House
91 Bellevue Ave
Toronto
M5T 2N8
(416) 925-2103
adminsupport@ststephenshouse.com
www.ststephenshouse.com

Storefront Humber Inc.
2445 Lakeshore Blvd W
Etobicoke
M8V 1C5
(416) 259-4207
www.storefronthumber.ca

Sunshine Centres for Seniors
117 Bloor St E
PO Box 849, Stn F
Toronto
M4Y 2N7
(416) 924-3979
sunshinecentres@on.aibn.com
www.sunshinecentres.com

Syme-Woolner Neighbourhood and Family Centre
2468 Eglinton Ave W
Toronto
M6M 5E2
(416) 766-4634
swoolner@symewoolner.org
www.symewoolner.org

Thorncliffe Neighbourhood Office
18 Thorncliffe Park Dr
Toronto
M4H 1N7
(416) 421-3054
www.thorncliffe.org

Times Change Women's Employment Service
1704-365 Bloor St E
Toronto
M4W 3L4
(416) 927-1900
women@timeschange.org
www.timeschange.org

Toronto Chinese Community Services Association
301-310 Spadina Ave
Toronto
M5T 2E8
(416) 977-4026 222
www.tccsa.on.ca

Toronto Community Hostel
402-344 Bloor St W
Toronto
M5S 3A7
(416) 963-0043
tor.community.hostel@on.aibn.com
www.tchostel.org

Toronto East End Literacy Project
269 Gerrard St E 2nd Floor
Toronto
M5A 2G3
(416) 968-6989
eastend@idirect.com
www.eastendliteracy.on.ca

Toronto Jewish Free Loan Cassa
340-4600 Bathurst St
Willowdale
M2R 3V3
(416) 635-1217 276
freeloan@ujafed.org
www.jewishtoronto.net/
jewishfreeloancass

Toronto Kiwanis Boys and Girls Clubs
Gerrard K Club and Administrative Office
101 Spruce St
Toronto
M5A 2J3
(416) 925-2243
admin@believeinkids.ca
www.believeinkids.ca

Transition House Inc.
162 Madison Ave
Toronto
M5R 2S6
(416) 925-4531
transitionhouse@bellnet.ca
www.thousetoronto.org

Tropicana Community Services Organization
14-670 Progress Ave
Scarborough
M1H 3A4
(416) 439-9009
info@tropicanacommunity.org
www.tropicanacommunity.org

UJA Federation of Greater Toronto
4600 Bathurst St
Toronto
M2R 3V2
(416) 635-2883
www.jewishtoronto.net

University Settlement Recreation Centre
23 Grange Rd
Toronto
M5T 1C3
(416) 598-3444 263
www.usrc.ca

VHA Home HealthCare
477 Mt. Pleasant Road,
#500
Toronto
M4S 2L9
(416) 489-2500
www.vha.ca

United Way of Toronto Agency Listings

**Victorian Order of Nurses
Toronto - York Region
Branch**
7100 Woodbine Ave Suite
402
Markham
L3R 5J2
(905) 479-3201
www.von.ca

**Volunteer Centre of
Toronto**
404-344 Bloor St W
Toronto
M5S 3A7
(416) 961-6888 222
vct@volunteertoronto.on.ca
www.volunteertoronto.on.ca

W ◆◆◆◆◆◆◆◆◆◆

**Warden Woods
Community Centre**
74 Fir Valley Crt
Scarborough
M1L 1N9
(416) 694-1138
warden@wardenwoods.com
www.wardenwoods.com

**West Hill Community
Services**
3545 Kingston Rd
Scarborough
M1M 1R6
(416) 284-5931 223
westhill@westhill-cs.on.ca
www.westhill-cs.on.ca

**West Scarborough
Neighbourhood
Community Centre**
313 Pharmacy Ave
Scarborough
M1L 3E7
(416) 755-9215
wsncc@wsncc.on.ca
www.wsncc.on.ca

**West Toronto Support
Services**
80 Ward St
Toronto
M6H 4A6
(416) 653-3535
info@wtss.org
www.wtss.org

**Women's Habitat of
Etobicoke**
(416) 252-1785

**WoodGreen Community
Services**
835 Queen St E
Toronto
M4M 1H9
(416) 469-5211
www.woodgreen.org

**Working Women
Community Centre**
533A Gladstone Ave
Toronto
M6H 3J1
(416) 532-2824
admin@workingwomenc.org
www.workingwomenc.org

Y ◆◆◆◆◆◆◆◆◆◆

YMCA of Greater Toronto
42 Charles St E 9th Floor
Toronto
M4Y 1T4
(416) 928-9622
www.ymcatoronto.org

**York Community
Services Centre**
1651 Keele St
Toronto
M6M 3W2
(416) 653-5400
www.ycservices.com

**Yorktown Child and Family
Centre**
21 Ascot Ave 1st Floor
Toronto
M6E 1E6
(416) 394-2424 31
www.yorktownfamilyservices.com

**Yorktown Shelter for
Women**
(416) 394-2999

Youth Assisting Youth
401-5734 Yonge St
North York
M2M 4E7
(416) 932-1919
www.yay.org

Youth Without Shelter
6 Warrendale Crt
Etobicoke
M9V 1P9
(416) 748-0110
communications@yws.on.ca
www.yws.on.ca

YOUTHLINK®
747 Warden Ave
Toronto
M1L 4A8
(416) 967-1773
admin@youthlink.ca
www.youthlink.ca

YWCA Toronto
Bongard House
80 Woodlawn Ave E
Toronto
M4T 1C1
(416) 961-8100
ywcagen@ywcatoronto.org
www.ywcatoronto.org



We work to create the conditions for every neighbourhood to thrive; where youth get every chance to become leaders and positive voices in their community; and where newcomers can fulfill the potential of their new life in Toronto.

A better place to live

Leslie Ferenc, Staff Reporter

Reprinted with permission from *Toronto Star*

Hui Geng remembers the day opportunity came knocking.

She, her husband, Jun Li, and their infant son, Bill, had lived in their condo at Lotherton Pathway, near Lawrence Ave. and Keele St., for six months. Things had been difficult for the 34-year-old new mother. Meeting new people was hard because she was self-conscious about her weak English. She felt isolated and lonely.

"I had become very depressed," said Geng. "I had regretted coming here and even thought of returning to China with the baby."

Back home, she and her husband, who both have MBAs, had high-profile jobs – Li was a banker and Geng a sales development and training manager for an international firm. They had many friends and a close-knit family. Geng desperately missed that life.

Then volunteers from Lotherton-Caledonia Action for Neighbourhood Change came knocking.

"The first time I didn't open the door," said Geng. The second time, she opened it a crack. "They talked to me about ANC and how they needed volunteers to work in the community," said Geng, who agreed to attend a meeting.

As she immersed herself in volunteer work, Geng's English improved and she befriended neighbours and began working with other residents to make their community more welcoming.

That was a huge task on Lotherton Pathway, a community of four highrise condominiums and 88 townhouses surrounded by a commercial/industrial area off Caledonia Rd. It's home to more than 2,500 people, mainly Mandarin-speaking Chinese, Vietnamese, Tamils and people from the Caribbean, Africa and Turkey.

"Lotherton Pathway has really been overlooked for a long time," said Robyn Young, manager of neighbourhood engagement at North York Community House, which is responsible for the project. "The area has very few services and it's isolated."

So were the residents.

"The No. 1 issue is isolation within Lotherton," said Young, whose organization is one of 200 supported by the United Way Toronto. For several months, ANC resident volunteers have been knocking

on doors to introduce themselves and the project and encourage neighbours to get involved. The aim is to set up a formal residents' association within two years.

The grassroots approach seems to be working. A community festival in June attracted more than 30 volunteers and 400 residents. Neighbourhood youth repaired the basketball and tennis courts. A new weekly tea café is popular.

An eight-week summer camp funded by two anonymous donors who gave \$50,000 helped Lotherton residents Sarah Lam, 18, Sharon Lam, 14, Pratiti Patel, 19, and Mayuri Patel, 13, get to know the neighbouring families.

"It's important to do something for your neighbourhood," said Mayuri. "Sometimes it's hard work, but it's all worth it because it makes it a better place to live."

Lotherton is starting to feel like a neighbourhood where people greet each other and work together, said Shelley Zuckerman, executive director at North York Community House. "It all comes down to giving people the opportunity to connect with one another."

These days, Geng works part-time for the community house's newcomers' program, helping immigrants find social, health and employment services.

"My life has changed a lot and I am myself again," said a smiling Geng. "Even my husband says, 'You're back.'"



Consensus and understanding around our community's shared challenges are the starting points in United Way's work to achieve community impact. Listening is a key value underlying United Way's approach to addressing the root causes of social problems. We share what we learn and we learn from the work of others. Our strategies for changing community conditions are evidence-based and focused on research to build a bridge from understanding to action.

Fostering compassion and understanding, United Way is based on the firm conviction that all of us have much more in common than we sometimes think. What unites us is ultimately more powerful than what divides us. Mobilizing the power of our city's volunteer and financial resources, we reach out to thousands of people from all walks of life, engaging the community in a common cause of caring. We create opportunities for people to be part of something larger, to participate in improving life in our city and to help create lasting positive change in the community.





Without you, there would be no way.



United Way
Toronto