

2025 - 2026



Annual Report

**TNO—THE NEIGHBOURHOOD
ORGANIZATION**

**BUILDING
STRONGER
COMMUNITIES
TOGETHER**

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Message from the Board Chair and the CEO

TNO marked last year as a significant milestone, proudly celebrating our 40th anniversary—four decades of service, leadership, and commitment to building stronger, healthier, and more inclusive communities.

Since its founding, TNO has remained dedicated to supporting newcomers, families, youth, seniors, and individuals facing barriers through integrated and community-driven programs and services.

Over the past 40 years, TNO has grown from a small grassroots organization into a leading community agency that continues to respond to the evolving needs of diverse communities across Toronto and Ontario. This milestone was not only an opportunity to reflect on our achievements, but also to recognize the collective efforts of our staff, volunteers, partners, funders, donors, and community members who have contributed to our journey and impact.

TNO had another remarkable year as we continued to grow, innovate, and respond to the evolving needs of our communities. While the year brought both opportunities and challenges, it also demonstrated the strength, resilience, and commitment of our staff, partners, and community members.

One of the most significant milestones of the year was the operationalization of the Thorncliffe Park Community Hub. The Hub has already become a transformative space that strengthens integrated service delivery and improves access to programs and supports for residents. By bringing multiple services together under one roof, the Hub is fostering collaboration, accessibility, and stronger community connections for individuals and families across Thorncliffe Park and surrounding neighbourhoods. We had 211,000 service visits in the past year in addition to several community events and gatherings.



Nazir Valani,
TNO Board Chair



Ahmed Hussein,
TNO CEO



We are also proud of the continued expansion of our health services, particularly our Respite Program to support seniors which is now expanding to evenings and weekends, and the completion of the final construction phase of the HUB, which expanded language instruction capacity and created more opportunities for newcomers to access LINC classes and settlement supports. We also expanded our Holistic Intake Navigators and Counselors for Health Access at Taylor Massey and our Health Access program in Thorncliffe Park to support primary care attachments and improve access to health and social supports.

TNO 40th Anniversary Gala brought together community leaders, partners, supporters, elected officials, and friends of TNO to celebrate our shared accomplishments and vision for the future. The evening showcased inspiring stories of resilience, and the meaningful impact of TNO's work over the years.

Most importantly, the Gala successfully raised critical funds to support programs and services that require additional resources to meet growing community needs. The funds raised will help strengthen initiatives that support vulnerable individuals and families, expand opportunities for youth and newcomers, and ensure that essential community programs continue to thrive.

Another major achievement this year was TNO being selected by Immigration, Refugees and Citizenship Canada to serve as the Ontario-wide Coordination Agency for Settlement Workers in Schools (SWIS Coordination Ontario Region). This recognition reflects the leadership, expertise, and trust TNO has built over many years in the settlement and community services sector. We are honoured to support and strengthen coordination efforts across Ontario to better serve newcomer children, youth, and families.

None of these accomplishments would have been possible without the dedication and hard work of our staff team. Every day, our staff demonstrate compassion, professionalism, innovation, and a deep commitment to community well-being. I want to sincerely thank each member of our team for their tireless efforts and unwavering dedication throughout the year.

This dedication came to the forefront during our response to the fire in Thorncliffe Park—an urgent crisis that saw TNO and the Hub quickly pivot to provide critical services, work closely with the City and the Red Cross, and sustain support throughout the extended period residents were displaced.

We also extend our deepest gratitude to our Board of Directors for their guidance and leadership, to our partners for their collaboration, and to our funders and donors for their continued trust and support. Together, we are building stronger, healthier, and more inclusive communities.

As we look ahead, TNO remains committed to creating opportunities, addressing emerging challenges, and ensuring that our communities continue to thrive.

Thank you for being part of this journey.

Nazir Valani
Board Chair

Ahmed Hussein
Chief Executive Officer

OUTGOING BOARD MEMBER



Nicole Guthrie has been a valued member of our Board since joining in 2023, contributing her expertise and thoughtful leadership through her work on the Governance Committee. With more than a decade of service at Don Valley Community Legal Services and a long-standing collaboration with TNO, Nicole brought a deep commitment to equity and access, particularly for individuals navigating complex immigration systems. Her legal expertise, advocacy for marginalized communities, and dedication to good governance strengthened our organization during her tenure. As she continues her impactful work through her legal practice and community advocacy, we extend our sincere gratitude for her contributions and wish her continued success in all her future endeavors.



Welcome to the Neighbourhood

TNO is a leading community-based, multi-service agency supporting diverse, equity-deserving populations, including but not limited to newcomers, refugees, migrant workers, children, youth, women, seniors, and low-income residents. We operate in high-needs neighbourhoods through multiple hubs: Thorncliffe Park Community Hub (TPCH), Thorncliffe Park Youth Wellness Hub (YWHO), Flemington Park, St. James Town Community Corner, and Crescent Town Club.

Our services are also offered at over 160 Toronto District School Board and Toronto Catholic District School Board schools, Toronto Public Libraries, City of Toronto sites, and in various communities across Ontario.

See all our Programs & Services starting on page 25.

OUR MISSION

We strengthen quality of life through services, community-driven solutions, partnerships and advocacy

79,176

TOTAL CLIENTS SERVED
ACROSS ALL PROGRAMS

Stronger Together

CELEBRATING 40 YEARS OF PARTNERSHIP AND SUCCESS (1995-2025)

Over the past 40 years, TNO – The Neighbourhood Organization has grown from a small, volunteer-led initiative into a leading, multi-service agency supporting thousands of residents across Toronto’s most diverse communities.

Founded in 1985 as the Thorncliffe Neighbourhood Office, TNO began in a portable classroom, serving approximately 500 newcomers annually. With just three staff and a modest budget, it quickly became a vital hub of grassroots support and the only local provider of social services in Thorncliffe Park. Early milestones included achieving charitable status, launching language instruction for newcomers to Canada (LINC), and introducing multilingual settlement services to meet the needs of a rapidly growing and diverse population.

Throughout the 1990s, TNO expanded access to critical programs, including youth initiatives, seniors’ supports, and women-focused services. It also co-piloted the now nationally recognized Settlement Workers in Schools (SWIS) program, helping newcomer students and families successfully integrate into the education system.





TNO staff at the 40th Anniversary Gala

The early 2000s marked a period of growth and innovation. TNO broadened its employment services, opened family resource centres, and created dedicated youth spaces—laying the foundation for holistic, family-centered programming.

As demand grew, services expanded into new communities such as Crescent Town, alongside the development of community wellness and employment centres.

From 2010 onward, TNO strengthened its role as a system leader and collaborative partner. It supported large-scale refugee resettlement efforts, co-created cross-sector community hubs, and introduced integrated health and social service models, including Health Access Thorncliffe Park. During the COVID-19 pandemic, TNO responded with agility—coordinating food distribution, public health outreach, and community-based testing—demonstrating its deep trust and connection within the communities it serves.

In recent years, TNO has continued to innovate and scale its impact. It has led province-wide initiatives such as the Migrant Workers Support Services (WSS) program and SWIS Coordination Ontario Region, while expanding youth mental health, employment training, and digital skills programming. The development and opening of the Thorncliffe Park Community Hub in 2025, represents a major milestone—bringing health, settlement, youth, and family services together under one roof and serving tens of thousands of clients each month.

Today, TNO remains grounded in its mission to strengthen quality of life through services, community-driven solutions, partnerships, and advocacy. On November 25, 2026, TNO celebrated its 40th Anniversary Gala, welcoming nearly 450 supporters, community leaders, and partners to the Bram and Bluma Appel Salon at the Toronto Reference Library to raise funds to support TNO's programs with limited funding. The evening marked a significant milestone—honouring four decades of community leadership, responsiveness, and collaboration. It also reflected TNO's ongoing commitment to evolving with community needs while advancing equity, inclusion, and well-being for all.

Thorncliffe Park Community Hub

YEAR ONE IN FULL STRIDE

In its first full year of operations, the Thorncliffe Park Community Hub (TPCH) has become a living expression of TNO's strategic vision—delivering an integrated client experience, building thriving and resilient communities, and accelerating impact through partnerships.

Integrated Client Experience: TPCH recorded more than 211,000 visits between April 2025 and March 2026, building on 30,000 visits during its first two months of operation. Six anchor partners provide primary care, allied health, mental health, legal, settlement, and social services under one roof. Families access EarlyON programs alongside midwifery and breastfeeding support, seniors combine healthcare appointments with wellness activities, and newcomers move between language classes, settlement services, and legal supports. New referral pathways strengthen coordination among partners, while more than 5,200 hours of programming were delivered in shared community spaces. Together, these services reflect the integrated, community-centred model of care envisioned by TNO and its partners.

Thriving and Resilient Communities: TPCH demonstrated its value as critical community infrastructure when a fire displaced Thorncliffe Park residents in November 2025, serving as the base for emergency response efforts, overnight shelter, and the distribution of more than 2,000 hot meals. The Community Kitchen continued to foster community care, with grassroots leaders preparing approximately 1,400 meals during Ramadan. More than 700 volunteer hours were contributed through the Community Resource Centre, while over 3,200 residents and stakeholders participated in 118 community events, workshops, consultations, and grassroots initiatives. Residents are not only accessing the Hub—they are actively shaping it through governance leadership, community art, and civic engagement.

Accelerating Impact Through Partnerships: Cross-partner working groups developed shared policies and operational frameworks that strengthen the Hub's coordinated approach. Hub partners and resident leaders presented "Integrated Care in Action" at the AllianceON Conference, while the Hub's model was featured in the International Journal of Integrated Care. Forty-four tours welcomed stakeholders from healthcare, government, education, and philanthropy sectors, and media coverage helped raise awareness of the Hub's innovative approach.

The Thorncliffe Park Community Hub demonstrates what is possible when residents, partners, and a shared vision come together to create a welcoming space where everyone belongs.



Thorncliffe Park
Community Hub

2026

1 CLIENT VISITS

Thorncliffe Park Community Hub: Year One of Impact

OVER
211,000



HUB SERVICES &
PROGRAMS



In its first full year of operations, the Thorncliffe Park Community Hub has become a living expression of TNO's and its partners' strategic vision delivering an integrated client experience, building thriving and resilient communities, and accelerating impact through partnerships.

2 HUB ACTIVITIES

OVER TOURS

45

400+ Stakeholders
(Funders, donors, partner organizations, and community members)



3 SPACE USAGE

OVER **925** HOURS

Fitness Room Usage



OVER **39k** CHILDREN & YOUTH (0-24)



OVER **35** GRASSROOTS LED WORKSHOPS

Engaging 460+ Residents



OVER **500** HOURS

Total Community Kitchen Usage

2,000 MEALS

Prepared at the Community Kitchen during the Thorncliffe Fire Response



OVER **20k** OLDER ADULTS (65+)



OVER **700** VOLUNTEER HOURS

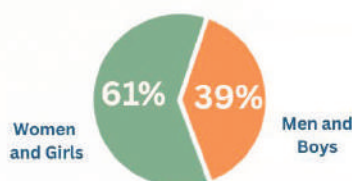
At the Hub Community Resources Center



ABOUT **70%** WORKSHOPS & EVENTS

of the Hub common space usage

By Gender (When collected)



*Note: this chart is representative of the visits that collected gender identity-related information

94,806 women or girls; 61,113 men or boys;
31 gender-diverse individuals

PART OF **7** EXTERNAL NETWORKS



Thorncliffe Flemingdon Residents Council, Thorncliffe Flemingdon Grassroots Leaders, FTIAN, East York Don Valley Cluster, Flemingdon Thorncliffe Tenants Network, Thorncliffe Park School Parent Council, East Toronto Health Partners (ETHP)

ABOUT **6** WEEKS



Served as an evacuation site during the Thorncliffe Fire and continued to provide ongoing support.



Client Stories

As we reflect upon the past year, we are reminded of the importance of anchoring our work to a client-centred approach which resonates with our clients. This understanding continues to guide TNO's commitment to effecting positive change for our communities.

CLIENT STORIES

EarlyON Program

The EarlyON Child & Family Centre by TNO offers free programs and resources for children aged 0-6 and their parents or caregivers. Children can participate in quality play and inquiry-based programs, while parents or caregivers access a range of resources in a welcoming environment. Services include child development support, parent support, and special needs services with individual case management. The program is funded by the City of Toronto and is open to all Toronto residents with children aged 0-6.



I want to express how deeply grateful I am to each of the EarlyON staff for the warmth, care, and openness you always show to Domi and to me. EarlyON truly helped us as a family and made our adjustment as immigrants so much easier. Through the program, I was able to see how much Domi grew and developed in every aspect. It also encouraged me to step out of my comfort zone, speak English even if imperfectly, and build meaningful connections. Some of our closest friends—now almost family here in Canada—are people we met at EarlyON TNO. Thank you all so much for the love and support.

– Andreina & Domi

TNO EarlyON has been a great part of my life for the past 4 years. It has given me so much, in terms of community belonging and friends, that words cannot describe. I started coming here with a toddler and a baby, and both my kids absolutely love coming here. The workshops designed specifically for parents are always a great way to unwind and relax. Especially when we know that our kids are taken care of just next door. I always come back home much happier after attending one of the workshops. My little one is starting school this September, and I already feel sad that I won't be able to attend the EarlyON as much as before. Although I am excited for my daughter to start school with all the skills, she has learned at the EarlyON. – EarlyON client

317,659

VIEWS OF EARLYON POSTS
ON SOCIAL MEDIA

9,266

VISITS BY CHILDREN TO OUR
EARLYON PROGRAMS

7,527

VISITS BY PARENTS TO OUR
EARLYON PROGRAMS

Integrated Services For Seniors

Integrated Services for Seniors supports adults aged 55+ in Thorncliffe Park, Flemingdon Park, and surrounding areas. The program promotes active aging, helping seniors remain healthy, connected, and independent in their homes and communities through access to healthcare and support services.

"We really enjoyed first time – the group felt welcoming and full of positive energy. The sessions provided a space to focus on self-care and personal well-being despite the many responsibilities and caregiving roles we carry in our daily lives. It was meaningful to have a place where we could slow down, reflect, and focus on ourselves. Through the group, we felt more positive about ourselves, became more comfortable connecting with others, and found a sense of calmness and support that helped us start the day on a better note. We also appreciated the variety of topics and activities offered during the sessions and the effort put into creating a supportive and engaging environment for everyone. We always felt understood, welcomed, and encouraged to participate. We are truly appreciative of this program and hope it can continue supporting others in the community." – Harriet, Indra, Lolita, Sonia and Cecile



39,912
TOTAL SENIOR CLIENT
INTERACTIONS FROM OUR
SENIOR PROGRAMS

Personal Support Services for Low Acuity Home Care Seniors program

Our Personal Support Services for Low Acuity Home Care Seniors program is designed to assist older adults aged over 55 in Thorncliffe Park, Flemingdon Park, St. James Town, Teesdale and surrounding areas to age at home and remain connected to healthcare and support services.

For years, my husband's agoraphobia turned our home into a place of isolation. The burden of supporting him felt overwhelming, and I often worried that we would remain trapped by his fears forever. Thankfully, our TNO caseworker and PSS supervisor introduced a gradual approach, beginning with companionship and encouragement to walk through the apartment corridors before venturing outdoors. We started with small steps, and over time those walks grew into visits to the courtyard benches. Stepping outside into the fresh air after months indoors was a significant milestone. Having our caregiver, V.I., by his side provided reassurance and a sense of safety as he navigated unfamiliar surroundings. Over the past year, we achieved something I once thought impossible: my husband can now make trips to our local food bank. Each step forward has strengthened his confidence and independence. His journey is a powerful example of perseverance, support, and recovery. While my love and encouragement helped sustain us, it was the dedicated and consistent support of V.I. that helped him reconnect with the community. This experience shows how compassionate homecare can reduce isolation and create meaningful change. – Danial Garballa



21,751
TOTAL HOURS OF CARE –
PERSONAL SUPPORT PROVIDED
FROM OUR SENIOR PROGRAMS

CLIENT STORIES

Volunteer Program

The volunteer program at TNO plays a vital role in advancing our mission and our vision of creating neighbourhoods where everyone belongs. Our volunteers help us make a positive impact on the lives of the clients we serve.



My name is Sayed Aris Khelwati. I am from Afghanistan and have been in Canada for nearly three years. My journey with TNO began as a Volunteer with the Food Collaborative, where I supported community members through the food bank. That experience helped set the foundation for my path forward. I later took on a role as a Summer student in the position of Social Media Coordinator at Health Access St. James Town (The Corner), followed by a placement with TNO that further strengthened my skills and deepened my connection to the community. Today, I am proud to be working full-time with TNO as a Community Resource Worker, where I continue to support residents and connect them to essential resources. TNO has been an incredible place for me to learn, grow, and give back to a community I truly care about.

400

**VOLUNTEERS THAT
CONTRIBUTED MORE
THAN 50 000 HOURS**

The netWORKS Program

The netWORKS program connects youth aged 18 to 29 with mentors and career role models across various industries. Participants can expand their professional networks and receive job search advice.



Participating in the netWORKS program has been a transformative experience. Before joining, I felt nervous about networking and unsure how to connect with professionals in my field. Through a combination of virtual and in-person sessions, I gained confidence and learned practical strategies for building meaningful professional relationships. One of the most valuable aspects of the program was hearing guest speakers share their career journeys, including the challenges and lessons that shaped their success. Their stories showed me that career growth is not always a straight path and that persistence, curiosity, and authenticity are key. Because of netWORKS, I now feel more comfortable engaging with mentors, asking questions, and sharing my career goals. The program has provided valuable tools, expanded my professional network, and given me greater confidence in my future. Thank you, Sanjana, and thank you, TNO, for this opportunity.

— Ekemini Oku

134

**CLIENTS COMPLETED
NETWORKS PROGRAM**

Mental Health

The Mental Health Support Services program is staffed by highly trained and professional caseworkers and counselors who are dedicated to helping clients achieve their health and wellness goals. The program offers a range of services, including one-on-one counselling, case management and supportive counselling, addictions counselling, walk-in counseling, and group education sessions.

When I first met my counsellor, I was overwhelmed by severe anxiety—so much so that I dropped out of college and felt unable to function in that environment. The pandemic intensified both my anxiety and depression, and in my most difficult moments, I turned to self-harm to cope with the internal pain. Through my work with my counsellor, I developed tools, skills, and techniques to manage my anxiety, and over time I experienced a meaningful transformation. As I gradually began reintegrating into the world, I applied for a part-time job and reapplied to college, where I was accepted into a mechanics program aligned with my career goals. Today, I am enrolled, attending classes in person, and managing my anxiety far more effectively. I have also gained the confidence to re-enter the dating world after years of avoidance. I am now in a committed relationship and making plans for marriage. – A.Z.



Attending the men's well-being program has been a truly positive and enriching experience for me. Each session provided a comfortable and open space to connect with others, share experiences, and have meaningful discussions around mental health and overall well-being. It was encouraging to meet people from the neighbourhood and realize how much we all benefit from simply talking and listening to one another. Over time, these sessions helped build a strong sense of community. The connections we formed went beyond the sessions themselves, as we spent time together socially, especially during the BBQ gathering and the holiday season celebration. These moments made the experience even more special, turning a program into lasting friendships and support networks. I genuinely appreciate TNO for this initiative and the effort behind organizing it. It not only raised awareness about mental health but also brought people closer together in a meaningful way. I'm grateful to have been part of it and would highly recommend continuing such programs in the future. Thanks to Noor and Jason!" – K.M.



CLIENT STORIES

Language Instruction for Newcomers to Canada (LINC)



LINC PROGRAM STATS:

1,510

NUMBER OF LEARNERS
ATTENDED FROM APRIL 1ST,
2025 – MARCH 31ST, 2026

338

NUMBER OF CHILDREN
SERVED APRIL 1ST, 2025 –
MARCH 31ST, 2026

TNO's Language Instruction for Newcomers to Canada (LINC) program helps newcomers to Canada to learn the English language skills that are essential to their social, economic, and cultural integration into Canadian society. This program provides learners with a supportive environment in which they can learn a new language and explore different cultures.

Learning a new language is often a long and challenging journey, but Raziqa Ahmadi's determination has helped her make remarkable progress in just 16 months. After arriving in Canada from Afghanistan with her husband and three children, Raziqa began learning English with only three years of formal education and no prior exposure to the language. Although she is literate in Pashto, she cannot write it. Despite these challenges, Raziqa embraced learning opportunities through LINC classes, including digital literacy training using a Chromebook. One of her proudest achievements is being able to navigate the healthcare system independently and communicate directly with her English-speaking doctor without an interpreter. Raziqa credits her success to the practical, real-life lessons and supportive classroom environment. Her motivation is reflected in her near-perfect attendance. "It is everything. No English, no living in Canada," she says about learning English. Her advice to others is simple: "Respect yourself and give importance to yourself, only then success is possible." – Raziqa Ahmadi



When Sakina first joined the LINC Literacy program, she faced many challenges. She was illiterate in her first language, Dari, and was beginning to learn English from scratch. She was quiet, lacked confidence, and felt uncomfortable participating in activities outside her home. Everyday tasks involving reading, writing, and speaking English felt overwhelming. With consistent support from the TNO LINC program, encouragement from staff, and participation in community activities and field trips, Sakina gradually gained confidence and developed foundational English skills. Over time, she became more comfortable communicating and engaging with others. Today, Sakina proudly volunteers at the TNO Food Bank and in sewing and cooking programs. Her dedication and positive attitude earned her a Certificate of Recognition for her volunteer work. Her journey reflects a powerful transformation—from feeling isolated and uncertain to becoming an active member of her community. Sakina says the LINC program helped her believe in herself, build essential skills, and feel connected in Canada. – Sakina Rahemi

CLIENT STORIES

Youth Program

The Thorncliffe Park Youth Wellness Hub provides a safe, inclusive, and supportive space for youth aged 12–25 to access free services that promote health, wellness, education, employment, recreation, and personal growth. Located at East York Town Centre, the Youth Hub offers a welcoming and non-judgmental environment where youth can receive academic support, mentoring, counselling, peer support, employment training, leadership development, and recreational programming.

“My name is Mohamed Ali, and this is my story. I have been participating in the TNO drop-in program, where I’ve had the opportunity to learn new skills and build meaningful friendships. TNO has supported me in developing my resume and guiding me along my career journey. Through this experience, I’ve become more connected to my community and gained a deeper understanding of my neighbourhood. One of my proudest achievements was becoming a Youth Ambassador for the TNO’s Gender-Based Violence program. In this role, I was able to raise awareness, support others, and promote respect, equality, and healthy relationships among youth. This experience helped me grow as a leader, build confidence, and explore my future goals.” – Mohamed Ali



“My name is Helin Hasan, and my journey with TNO began when I arrived in Canada as a newcomer in 2016. As a participant, I engaged in various programs, including volunteering and taking on leadership roles such as a peer leader. TNO played a critical role in supporting my settlement and helping me feel connected in a new environment. After reconnecting with TNO in 2024, I accessed peer programs and counseling supports, which led me to join the Youth Advisory Council in 2025. Through this experience, I explored my interests and pursued my passion for dance, earning my Zumba certification in early 2025. I now lead Zumba classes with the seniors group. In 2026, I became a Gender-Based Violence Youth Ambassador, where I contributed to raising awareness, fostering open dialogue, and helping create safer and more supportive spaces. My experience with TNO has been instrumental in my personal growth and has allowed me to turn my passion into meaningful community impact. – Helin Hasan



Youth Hub open house, September 26, 2025

990
UNIQUE YOUTH WERE
SERVED AT THE YOUTH HUB
FOR MENTAL HEALTH AND
SKILLS & WELLBEING
PROGRAMS

330
NEW YOUTH ACCESSED
YOUTH HUB SERVICES FOR
THE FIRST TIME

CLIENT STORIES

Worker Support Services (WSS) Program

Worker Support Services at TNO is a dedicated program designed to assist temporary foreign workers in Ontario. Our mission is to provide essential resources, services, and support to help workers adapt to life in Canada.



My name is Wanida. I am a temporary foreign worker from Thailand, and I worked for the same employer in Chatham for seven years. Over time, the long hours, often standing more than 10 hours a day, six days a week — caught up with me. I developed knee problems that made it difficult to stand for long periods, bend, or lift heavier items. Despite my years of service, my employer chose not to renew my contract, saying I was no longer physically fit for the job. With my work permit close to expiring, I felt overwhelmed and scared about what would happen next.

As a single mother supporting two daughters and their education, I needed stability. I reached out to the Worker Support Services (WSS) program for help. WSS referred me to FCJ Refugee Centre to apply for an Open Work Permit for Vulnerable Workers, which was approved in February 2026. The team also helped me apply for Employment Insurance while I searched for new work. Today, I'm grateful to be starting a new job at a Thai restaurant in Mississauga. – Wanida

Tutor Me Please Program



Parents have expressed strong appreciation for the support provided through the Tutor Me Please Program and the positive impact on their children's academic progress and confidence. One parent shared, "By the way, good news! I received her last math exam and she got a B. We are super proud of R's effort and the support you have given her." Another parent noted, "I like that my child is given work to take home so that he can practice," while others commented, "Thank you so much! You're the best :)" and "Thank you for your hard work, I see an improvement in S." Students also highlighted the academic and personal benefits of the program. One student shared, "I like this program because it makes me better at learning... I want to be a doctor in the future." Another stated, "I like being independent and this program allows me to do so by being more confident in working by myself."

350

TUTORING SESSIONS
OFFERED TO MIDDLE
YEARS THROUGH TUTOR
ME PLEASE PROGRAM

100

PARTICIPANTS REGISTERED
FOR TUTOR ME PLEASE
PROGRAM

Violence Against Women

Our Violence Against Women Program offers services and support to women, living in the Thorncliffe Park and Flemingdon areas, who are experiencing abuse and violence at home. Our services are rooted in anti-oppressive principles, which ensure that all of the women and families we work with are treated with the respect and the dignity they deserve. Our programs are LGBTQI2S inclusive and value the diversity of our clients. Welcoming women, identifying folks from all different faiths, nationalities, cultures and abilities.

I was married at a very young age to a husband who used severe violence against me. Even before that, I was not allowed to attend school, and I never learned how to read or write in my own language. After coming to Canada with my husband and children, the violence continued. He also controlled the family finances and spent money meant for the children on his own needs. Everything began to change when I was connected to the Violence Against Women (VAW) team at TNO. With the support of my worker, I was able to involve the police, which helped stop the violence and ensure my safety. I was supported to access housing, legal assistance, and community resources. My worker also helped me register my children in school and secure daycare, which made it possible for me to begin attending English classes for the first time in my life. Today, I have a safe home, access to education, and a sense of stability. I feel protected, supported, and hopeful about the future for myself and my children. – F.R.



VAW PROGRAM SERVED

206
FEMALE IDENTIFYING CLIENTS
WITH TRANSITIONAL HOUSING
SUPPORT

227
FEMALE IDENTIFYING
CLIENTS WITH COUNSELLING
188 DEPENDENTS

44
TOTAL NUMBER OF CLIENTS
WERE SUCCESSFULLY HOUSED
BY VAW STAFF THROUGH
THE SPP PROGRAM

CLIENT STORIES

Trades Connect Program

TNO's Trades Connect program supports newcomers with education, certification, and employment training, building employability skills, academic upgrading, career pathways, and job readiness through hands-on and soft-skill development program.



TNO, I want to thank you for the opportunity to share my journey. Before joining the program, I was working toward transitioning into the IT field. Through TNO, I learned about the Data Science and AI Upskilling Program at the University of Toronto. The program helped me build a strong foundation in machine learning, data analysis, and problem-solving skills. TNO's support played an important role in my progress through resume development and interview preparation. The guidance and feedback I received helped me present my skills more effectively, improve my confidence, and approach interviews with greater readiness. As a result, I recently secured a contract position as a Data Scientist at Mercor. This opportunity has allowed me to apply my knowledge in a professional setting while continuing to grow my career. I am truly grateful for the support, encouragement, and resources provided by TNO. The assistance I received made a meaningful difference and helped me take an important step toward achieving my career goals. Thank you, Shajitha, and thank you, TNO, for your continued support. — Kavya SJ

395

CLIENTS RECEIVED INDIVIDUAL WRAP AROUND SUPPORTS BY TRADES CONNECT PROGRAM

Employment Services

Employment Services for Ontario residents enhance employment and economic development, providing labour market knowledge and customized solutions through Employment Ontario program funded by MLITSD government of Ontario Canada.



This program was a tremendous source of support during a very challenging financial period. After months of applying for jobs without success, I began to feel discouraged about my future. Through TNO, I was connected with Employment Consultant Marsha Nelson, whose guidance and encouragement made a meaningful difference. She shared job opportunities, helped me prepare for interviews, and kept me motivated throughout my job search. The program also provided practical assistance that removed barriers to employment. I received support for transportation to interviews and funding for professional grooming and work-related essentials, helping me present myself with confidence. With this support, I secured a position as Development Officer, Major Gifts at Canuck Place Children's Hospice in Vancouver. The assistance I received also helped ease my transition into the role. I am truly grateful for this program and for Marsha's support. The experience helped me find meaningful employment, restored my confidence, and renewed my sense of direction. Thank you, Marsha, and thank you, TNO. – Jeffery Ikeaka

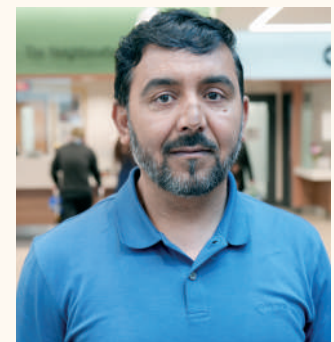
Settlement Services for Newcomers

TNO provides free services to help newcomers successfully adjust to their new community by staying informed and connected. Our team can help newcomers find a job, learn about healthcare, navigate the education system in Ontario, seek social assistance, connect with community programs, or meet new friends. TNO's Settlement Services team is here to assist.

Arriving in Canada in Canada as a newcomer came with many challenges, including adapting to a new culture, improving language skills, and understanding available services and opportunities. My experience changed after connecting with TNO – The Neighbourhood Organization, whose support played a key role in helping me build a stable life in Canada. Through TNO's referral to ESL classes, I improved my English communication skills and gained confidence in everyday and professional settings. TNO also connected me with volunteer opportunities that helped me gain Canadian experience, build my network, and better understand workplace culture. With guidance from TNO staff, I secured my first job in Canada and successfully completed important immigration processes, including my Permanent Residence application. Today, I proudly work as a Transit Operator with York Region Transit and have launched my own business, CMK Apparel Inc. I am grateful to TNO and Settlement Counsellor Manzu Ara for their encouragement, guidance, and support throughout my journey. – Chowdhury Uddin



As newcomers to Canada, my wife, six children, and I faced many challenges adjusting to a new country, language, and culture. Tasks such as registering our children for school, applying for benefits like CCB and GST, and accessing essential services felt overwhelming at first. The Settlement Team at TNO – The Neighbourhood Organization provided valuable support and guidance throughout our settlement journey. They helped us understand available services, connected us with appropriate resources, and made the process of settling much easier for our family. TNO also supported me in registering for English language classes, which improved my confidence and helped me feel more connected to the community. Through workshops and ongoing assistance, I gained valuable knowledge that supported our successful settlement in Canada. I would especially like to thank Wershmeena Oriakhel, Settlement Counsellor, for her patience, professionalism, and dedication in supporting our family with referrals, document renewals, and follow-up assistance. We are sincerely grateful for the support we received. – Fazal Hamad





TNO's Senior Mall Walking Club marked its one-year anniversary in April 2026, standing as a powerful example of how movement can transform lives—fostering health, connection, and a strong sense of community among older adults.

Held Monday to Friday at EYTC from 8:15 a.m. to 9:20 a.m., the program draws between 25 and over 120 seniors each day, with participants reporting improved mobility, higher energy, and a deepened sense of belonging—demonstrating the profound impact of consistent, accessible physical activity paired with meaningful social connection.

Lace up your walking shoes and join us—take a step toward better health while being part of a vibrant, supportive community at TNO.

Our Programs & Services

TNO is a leading community-based multi-service agency that supports diverse, equity deserving populations including newcomers, refugees, migrant workers, youth, women, seniors, and low-income residents. It works in high-needs neighbourhoods across various hubs: Thorncliffe Park Community Hub (TPCH), Thorncliffe Park Youth Wellness Hub, Flemingdon Park, St. James Town Community Corner, and Crescent Town Club. We also offer services at 160+ Toronto District School Board and Toronto Catholic District School Board schools, Toronto Public Libraries, and City of Toronto sites, as well as several programs offered across Ontario. TNO’s services are tailored to meet the unique needs of each group it serves, with partnerships across health, education, and community sectors. TNO plays a key role in integrated service delivery, advocacy, and building stronger, more resilient communities. Our growing and innovative programs include:

- | | |
|--|--|
| 1. Child and Family Services | 9. Migrant Worker Support Services (WSS) Program |
| 2. Community Development | |
| 3. Employment Services | 10. Senior Services |
| 4. Food Collaborative | 11. Settlement Services |
| 5. Health Access Thorncliffe Park (HATP) | 12. SWIS Regional Coordination (Ontario) |
| 6. Health and Wellbeing Programs | 13. Thorncliffe Park Community Hub (TPCH) |
| 7. Housing Services | 14. Thorncliffe Park Youth Wellness Hub |
| 8. Language Training | 15. Women’s Services |

WORKER SUPPORT SERVICES (WSS)

40,000+
INTERACTIONS WITH
TEMPORARY FOREIGN
WORKERS ACROSS
ONTARIO

24,000+
UNIQUE TEMPORARY FOREIGN
WORKERS SERVED ACROSS
ONTARIO

1,000+
EVENTS HOSTED ACROSS
ONTARIO, CREATING
OPPORTUNITIES FOR
CONNECTION, INCLUSION,
AND COMMUNITY
BUILDING

104
EMERGENCY CASES
SUPPORTED, HELPING
WORKERS NAVIGATE
URGENT AND
COMPLEX
SITUATIONS

ONTARIO'S TEMPORARY FOREIGN WORKERS: HOW TNO'S WORKER SUPPORT SERVICES PROGRAM STRENGTHENS COMMUNITIES ACROSS THE PROVINCE (2025-2026)

Each year, thousands of temporary foreign workers (TFWs) help sustain Ontario's essential industries, including agriculture, food processing, hospitality, and other key sectors. Yet many face barriers such as language differences, isolation, limited knowledge of Canadian systems, and challenges accessing health, legal, and social services.

TNO – The Neighbourhood Organization's Worker Support Services (WSS) program helps bridge these gaps. Funded by the Government of Canada through the Migrant Worker Support Program (MWSP), WSS provides worker-centred supports that help temporary foreign workers understand their rights, access services, and build stronger community connections.

Supporting Workers Across Ontario

WSS delivers practical and accessible supports through:

- Rights education and outreach to increase awareness of workplace rights, health and safety protections, and available resources.
- One-on-one navigation and advocacy to help workers access healthcare, legal services, housing supports, government programs, and workplace assistance.
- Emergency and crisis support for workers facing job loss, workplace conflict, exploitation, health emergencies, or housing instability.
- Community engagement activities that reduce isolation, promote wellbeing, and strengthen social connections.

A Strong Partnership Network

A key strength of WSS is its province-wide network of partners coordinated by TNO. These include Bridges Niagara, FCJ Refugee Centre, Huron Farmworkers Ministry, Migrant Farmworkers Project, Migrants Matter Flamborough, Newcomer Legal Clinic, OHCOW (Occupational Health Clinics for Ontario Workers), and Sudbury Workers Centre. Together, they provide outreach, education, and direct support in rural and urban communities across Ontario.

Creating Lasting Impact

WSS helps workers gain knowledge, improve safety, access critical services, and build stronger connections to their communities. Employers benefit from increased awareness of workplace standards and healthier, safer workplaces. Communities benefit from a more stable workforce and stronger local economies.

By combining education, advocacy, crisis response, and community-building, TNO's Worker Support Services program helps ensure temporary foreign workers can access the dignity, safety, and support they need to thrive.

YOUTH HUB

The Thorncliffe Park Youth Hub had a strong year, with high participation across its drop-in, recreational, and support programs. More youth are connecting with mental health supports and demonstrating comfort in seeking help and reducing isolation. Recording 31,537 visits across clinical, drop-in, and recreational programs.

A highlight was the Healthy Relationships Plus Program. Youth shared that the course helped them feel more comfortable discussing topics such as consent, communication, and healthy relationships, and that they valued having a safe, judgment-free space to learn and ask questions. The Rainbow Drop-In continued to provide an inclusive space where LGBTQ2+ youth could build connections and feel supported. The Youth Advisory Council also played an important role in developing leadership skills, with youth participants gaining confidence, mentorship experience, and practical life skills.

Drop-in programming remained central to the Hub, offering a safe place for youth to spend time, connect with others, and access additional supports internal to TNO, such as employment resources. Recreational programs, including sports and girls-only activities, continue to engage youth in positive, active ways, while the no-cost summer camps created opportunities for younger participants to learn, socialize, and build new skills through a mix of educational and creative activities.

Overall, the Youth Program reached close to 2,000 young people, including many new participants. This continued growth highlights the Hub's role as a welcoming, inclusive space where youth can connect, build skills, and access the supports they need..

TUTOR ME PLEASE

The Tutor Me Please program at TNO offers free tutoring that is dedicated to supporting marginalized elementary students by providing inclusive, culturally responsive learning environments where every child feels seen, valued, and empowered. Through personalized academic support and mentorship, we aim to strengthen foundational skills, build confidence, and open pathways to long-term success. By embracing diversity and removing barriers to education, the program not only enriches individual students' lives but also contributes to healthier, more equitable communities where every child can thrive.

VIOLENCE AGAINST WOMEN PROGRAM

The Violence Against Women (VAW) program provided critical support to survivors of violence, helping them access safety, housing, counselling, and coordinated services. Four staff members served 206 clients through transitional housing support and 227 clients through counselling services, supporting more than 188 dependents.

The program submitted 81 Special Priority Policy (SPP) housing applications, resulting in 44 clients securing safe and stable housing. Emergency shelter placements were also

YOUTH HUB VISITS

25,886

VISITS RECORDED AT THE YOUTH HUB FOR SOCIAL AND RECREATIONAL, MENTAL HEALTH, COMMUNITY SERVICES AND DROP IN PROGRAMS

YOUTH EMPLOYMENT PROGRAM ONE ON ONE SESSIONS

30

HIGH SCHOOL-AGED YOUTH ATTENDED

YOUTH MENTORSHIP PROGRAM

45

SESSIONS FOR GIRL EMPOWERMENT WITH 15 HIGH SCHOOL PARTICIPANTS

10

MIDDLE SCHOOL-AGED YOUTH

MULTIMEDIA PROGRAM SESSIONS

25

SESSIONS FOR PATHWAYS TO SKILLS DEVELOPMENT AND ACADEMIC EXCELLENCE

10

SKILLED-BASED TRAINING AND ART THERAPY WORKSHOPS FOR HIGH SCHOOL YOUTH WITH 100 YOUTH PARTICIPANTS

GIRL EMPOWERMENT

15

GIRLS ATTENDED 45 SESSIONS

**TOTAL NUMBER OF
YOUTHS WHO ATTENDED
YOUTH PROGRAMS**

14,486

YOUTH WELLNESS HUB
ONTARIO (YWHO) DROP-IN
AND CLINICAL VISITS

891

UNIQUE YOUTH

338

NEW YOUTH
(YOUTH WHO HAD THEIR
FIRST-EVER VISIT TO THE
YOUTH HUB)

**RESILIENT MINDS
PROGRAM**

7,912

RESILIENT MINDS TEAM
COMPLETED CLIENT VISITS
THROUGH ONE-ON-ONE
SESSIONS, IN-PERSON
SUPPORT, AND GROUP
PROGRAMMING

978

UNIQUE CLIENTS RECEIVED
SUPPORT BY RESILIENT MINDS
MENTAL HEALTH PROGRAM

198

GROUP SESSIONS FACILITATED
FOR COMMUNITY MEMBERS
THROUGH RESILIENT MINDS
PROGRAM

arranged for many individuals fleeing violence, ensuring immediate safety and stability during times of crisis.

Staff responded to several complex, high-risk cases, including supporting three clients who had been abandoned by their abusers outside Canada. Through coordinated intervention and partnerships, these individuals safely returned to Canada and began rebuilding their lives. The program also provided specialized support to three survivors of human trafficking.

Partnerships remained a priority, particularly with Luke's Place Legal Clinic, improving access to free legal advice and helping survivors make informed decisions while navigating family and legal systems.

MENTAL HEALTH

The Resilient Minds Team completed 7,912 client visits and served 978 unique clients through one-on-one counselling, case management, and group programming, exceeding service targets and demonstrating strong community demand.

A key achievement was expanding children's mental health programming for ages 7–12. The Light and Shadow program used puppetry and storytelling to support emotional expression, while Whisk and Wellness combined baking activities with skill-building focused on emotional regulation and self-esteem.

The Men's Wellness Program helped participants strengthen emotional regulation, family relationships, and coping skills. The team also launched a Dialectical Behaviour Therapy (DBT) group in partnership with FHC and HATP, expanding access to evidence-based mental health supports.

Programs such as Zumba, yoga, art therapy, music therapy, and wellness circles maintained strong participation. Following the Thorncliffe fire, the team provided crisis counselling and coordinated support with the Red Cross, the City of Toronto, and internal teams. Client feedback gathered through Town Halls continues to guide program development and service improvements.

SWIS REGIONAL COORDINATION (ONTARIO)

SWIS Regional Coordination (Ontario) is a federally funded initiative that aligns and connects SWIS teams across Ontario to strengthen how Settlement Workers in Schools (SWIS) programs support newcomer students and families. Housed at TNO – the Regional Coordination team works alongside 40 service provider organizations to build connections, share knowledge, and foster a more consistent and responsive system of school-based settlement support. At its core, this work helps newcomer families feel welcomed, understood, and empowered as they navigate new communities.

In its first year, SWIS Regional Coordination (Ontario) achieved significant sector-wide impact. A major milestone was the first-ever provincial SWIS Ontario Knowledge Exchange, which brought together 425 SWIS workers and managers from across Ontario for two days of learning, collaboration, and networking. Through 27 breakout sessions, participants explored promising practices, strengthened cross-regional relationships, and gained practical tools to better support newcomer students and families.

In addition to resource development and an enhanced web presence, the initiative delivered in-person New Worker Training sessions supporting more than 250 SWIS staff across Ontario. The team also partnered with Regional/National Coordination to support a national SWIS meeting, strengthening collaboration and knowledge sharing across Canada. Presentations at P2P, Metropolis, and OCASI further elevated Ontario’s leadership and highlighted SWIS as a leading model of school-based settlement support.

SETTLEMENT SERVICES

TNO’s Settlement Services , including Itinerant Settlement Services (Settlement Workers in Schools – SWIS) and HUB Settlement Services, provide free, client- centered support to newcomers, helping them successfully integrate into Canadian society and achieve social and economic well-being. These programs provide critical, coordinated services to newcomer families as they establish their lives in Canada and navigate complex systems and services.

Through SWIS, 26 Settlement Workers serve 160 schools across Toronto, supporting newcomer students and their families at a key entry point into the education system. Complementing this, the HUB Settlement program is delivered by 15 staff across TNO’s office locations, where co-located, integrated services enhance accessibility and strengthen client outcomes.

Together, these programs provide a continuum of support across community and institutional settings. SWIS staff work directly within school communities, while Hub Settlement staff operate from TNO’s community-based offices, enabling seamless pathways for referrals and holistic, client-centered service delivery. The Hub model, in particular, allows newcomers to access multiple services in one location, improving coordination and reducing barriers to care.

Across both programs, clients receive individualized and group-based support in areas such as cultural orientation, language development, system navigation, advocacy, and connections to community resources. This year, targeted initiatives including student clubs, English conversation circles, and HUB-based programming further fostered inclusion, reduced isolation, and strengthened confidence among participants.

**TOTAL SETTLEMENT
CLIENTS**

17,138

**TOTAL IRCC ELIGIBLE
CLIENTS**

9,516

EarlyON CHILD AND FAMILY CENTRE PROGRAMS

317,659

VIEWS OF EarlyON POSTS
ON SOCIAL MEDIA

172

VIDEOS PUBLISHED

54

NEWSLETTERS PUBLISHED

Overall, TNO's integrated approach to settlement service delivery ensures that newcomers receive comprehensive support across multiple touchpoints throughout their settlement journey. By combining school-based and Hub-based services, TNO helps clients become informed, connected, and equipped to successfully navigate their settlement journey while building a strong sense of belonging within their communities.

EarlyON CHILD AND FAMILY CENTRE PROGRAMS

The EarlyON Child & Family Centre at TNO delivers dynamic programs that foster early learning, strengthen family connections, and support children's healthy development from 0-6 years old.

With 8,545 referrals completed during the reporting period, the program played a critical role in connecting children and families to timely, appropriate support. Located in a Neighbourhood with a high newcomer population, the program creates safe, inclusive spaces that foster connections, helps families build community, navigate services, and feel a sense of belonging.

This year our Parent and Infant group programs reached 1965 families, caregivers, and children, delivering meaningful, evidence-informed support through strong community partnerships. Across a series of group-based sessions covering a range of relevant parenting and early childhood development topics, caregivers increased their knowledge, skills, and confidence in supporting both their children's development and their own well-being.

The program continues to strengthen its community impact recording 16,793 child and parent visits during this reporting period. By bringing together high-quality early learning experiences with comprehensive family support, this standout program exemplifies the Centre's commitment to helping children thrive and ensuring caregivers feel confident, connected, and supported.

INTEGRATED EMPLOYMENT SERVICES (IES)

TNO's Integrated Employment Services (IES) support unemployed and underemployed individuals in developing the skills and knowledge needed to secure and maintain sustainable employment. Our services include a wide range of training programs, job search assistance, and job placement supports tailored to the needs of job seekers and employers.

In the past year, we served approximately 500 clients, helping them build essential employment skills and supporting many in securing sustainable employment.

Through IES, job seekers and employers accessed a variety of customized services, including:

- Customized Job Search and Job Matching
- Support in accessing Better Jobs Ontario (formerly Second Career)
- Career Discovery Opportunities
- Mentorship Programs
- Onsite Work Placements
- Referrals and Resource Information
- Employer Engagement Services
- Employer Hiring Incentives

UNITED WAY GREATER TORONTO - netWORKS PROGRAM

The netWORKS program helps young people access the professional networks essential for becoming job-ready and securing meaningful economic opportunities. In collaboration with local agencies and employers, the program provides career-focused networking and mentoring through a combination of training sessions, group activities, and structured one-on-one relationships.

Both mentors and mentees receive training and participate in various networking formats, including group sessions and individualized mentoring, fostering long-term connections and career development.

This year, 134 clients completed the program and achieved positive outcomes, including employment, further education, or skills training.

TRIEC MENTORING PARTNERSHIP (TMP)

TNO, in partnership with TRIEC's Mentoring Partnership, supports skilled immigrants by connecting them with experienced industry professionals for 18 hours of occupation-specific mentoring over a three-month period. These meaningful mentor-mentee relationships help internationally trained professionals navigate the Canadian job market and integrate into their fields with confidence.

With the guidance of a mentor working in their professional field in Canada, mentees are able to:

- Develop effective job search strategies
- Better understand Canadian workplace culture
- Gain labour market insights
- Build essential professional networks
- Understand the Canadian context and expectations of their occupation

Mentees Engaged in The Mentoring Partnership:

- Mentee Registered: 60
- Partnerships Completed: 31
- Partnerships Established: 48
- Employed Outcomes: 30

INTEGRATED EMPLOYMENT SERVICES (IES)

10,967

CLIENTS ACCESSED
EMPLOYMENT SERVICES
(IN-PERSON & REMOTELY)

1,450

CLIENTS ATTENDED
EMPLOYMENT SERVICES
WORKSHOPS

885

CLIENTS ACCESSED
SKILLS DEVELOPMENT
PROGRAM (SDP)

TRIEC MENTORING PARTNERSHIP

62

CLIENTS ACCESSED THE
MENTORING PARTNERSHIP
PROGRAM

48

SUCCESSFUL PARTNERSHIPS

30

CLIENTS EMPLOYED

BIKE HUB

55

VOLUNTEERS TRAINED BY
THE GATEWAY BIKE HUB

592

RESIDENTS TRAINED IN BASIC
SKILLS IN BICYCLE REPAIR
AND REFURBISHMENT BY
THE GATEWAY BIKE HUB

48

WORKSHOPS ON BASIC
BICYCLE REPAIR AND
MAINTENANCE PROVIDED
BY THE GATEWAY
BIKE HUB

818

BASIC BICYCLE REPAIRS
PROVIDED BY THE GATEWAY
BIKE HUB

114

DO-IT-YOURSELF (DIY) DROP-
IN WORKSHOPS SESSIONS
PROVIDED BY THE GATEWAY
BIKE HUB

213

BICYCLE REFURBISHMENT
PROVIDED BY THE GATEWAY
BIKE HUB

11

MODULES OF EARN A BIKE
PROGRAM

SKILLS DEVELOPMENT PROGRAMS

The Skills Development Program is a comprehensive initiative designed to support youth aged 15 to 30 in developing the skills needed to succeed in today's labour market. The program places a strong emphasis on assisting youth who face barriers, helping them navigate career pathways and transition into sustainable employment or further education.

The program offers a wide range of supports, including career exploration and planning, job search and readiness training, mentorship, job placements, and ongoing retention support. The program is tailored to equip participants with practical skills and relevant experience. In particular, placement opportunities are adapted to meet the needs of newcomer youth, enabling them to build the competencies required to succeed in the Canadian workforce.

In 2025–2026, more than 885 youth job seekers accessed the program. With continued support from TNO, a significant number of participants secured meaningful employment outcomes.

TRADES CONNECT PROGRAM

The Trades Connect program equips individuals with essential safety certifications and provides three primary pathways into Information Technology, Industrial Transportation, and Construction Trades. Each pathway offers hands-on training, access to an interactive online learning platform, licensing and certification opportunities, direct employment and union connections, and comprehensive wrap-around supports to ensure participant success.

Last fiscal year, the Trades Connect Team completed approximately 400 intakes, reflecting strong community demand and continued program growth.

In addition to the core pathways, several specialized streams achieved notable success:

- **Aircraft Maintenance Engineer (AME) Pathway:** AME clients were placed into apprenticeships last fiscal year. All are progressing well in their placements and working diligently toward obtaining their full licences.
- **Data Science and AI Program:** Clients enrolled in the Data Science and AI program successfully completed their training in April 2026
- **HVAC Program:** Clients enrolled in the HVAC program have all received their G3 HVAC licences and are currently working toward obtaining their G2 licences

The Trades Connect program continues to demonstrate its impact by preparing participants for high-demand careers, supporting them through certification milestones, and connecting them with meaningful employment and apprenticeship opportunities.

LANGUAGE INSTRUCTIONS TO NEWCOMERS TO CANADA (LINC) PROGRAM

TNO’s Language Instruction for Newcomers to Canada (LINC) Program continues to support the successful integration of immigrants and refugees across Toronto through free English language instruction, cultural orientation and wraparound settlement supports. Using a learner-centered and trauma-informed approach, the program serves individuals with diverse language levels, educational backgrounds and lived experiences while fostering confidence, social inclusion and practical skills for daily life and community participation.

Over the past year, learners participated in experiential and community-based learning opportunities that strengthened real-world communication skills and independence. Civic events such as Remembrance Day and Orange Shirt Day helped deepen understanding of Canadian history and shared values. Digital literacy and employability workshops supported learners in accessing services, navigating technology and preparing for employment, while expanded childcare and infant care services reduced barriers for parents and caregivers.

The continued transition into the Thorncliffe Park Community Hub strengthened collaboration and access to integrated settlement, health and employment supports. Learner outcomes included enrollment in PSW college programs, successful balancing of work and studies, and learners reaching CLB 4 and beginning the citizenship application process. Through responsive programming, collaborative partnerships and meaningful learning opportunities, the program continues to support newcomers in building confidence, strengthening community connections and creating pathways toward long-term settlement, participation and contribution within Canadian society.

INTEGRATED & PERSONAL SUPPORT SERVICES FOR SENIORS

TNO – The Neighbourhood Organization’s Senior Services deliver a deeply integrated, person-centred model designed to enhance the health, independence, and overall well-being of older adults across Thorncliffe Park, Flemingdon Park, Teesdale, Taylor Massey, St. James Town, and surrounding neighbourhoods. Rooted in a holistic philosophy, the program recognizes that aging well requires coordinated, wrap-around support that addresses social connection, mental wellness, access to information, and culturally responsive care. Many local seniors are newcomers, live alone, or face language, mobility, and systemic barriers. TNO responds with a warm, community-based approach that ensures older adults feel seen, supported, and empowered.

ENGLISH CONVERSATION GROUP

58
NUMBER OF CHILDREN
SERVED APRIL 1ST, 2025 –
MARCH 31ST, 2026

837
NUMBER OF CLIENTS
ATTENDED FROM
APRIL 1ST, 2025 –
MARCH 31ST, 2026

Individualized support is at the heart of the program. Staff build trusting relationships, offering personalized guidance, wellness check-ins, assistance with daily living, and ongoing follow-up to ensure needs are met with compassion and timeliness. This integrated model reduces service fragmentation and provides seniors with a single, familiar point of contact.

Social connection is a major pillar. Through group programs, recreational activities, and culturally tailored workshops, seniors build friendships, stay active, and participate in meaningful experiences that reduce isolation. Health and wellness promotion further strengthens well-being by supporting physical activity, mental health, digital literacy, and access to community resources.

Together, these elements create a comprehensive, culturally responsive safety net that empowers seniors to age with dignity, connection, and belonging.



GENERATIONS IN THE KITCHEN - A DELICIOUS JOURNEY THROUGH TIME

Generations in the Kitchen – A Delicious Journey Through Time was a highly successful intergenerational initiative that created meaningful and lasting impact for seniors, adults and youth in Thorncliffe Park and Flemingdon Park. Through a blend of culinary sessions, social activities, and wellness workshops, the program strengthened community connections, reduced isolation, and fostered mutual learning across generations.

A major achievement was the significant reduction in social isolation among seniors. Participants reported feeling more connected, valued, and engaged in their community. Weekly cooking sessions allowed seniors to build friendships, share cultural traditions, and gain confidence in preparing nutritious, budget-friendly meals. The supportive environment encouraged them to contribute their knowledge and take on active roles, renewing their sense of purpose and belonging.

Adults and youth also benefited greatly. They developed leadership and communication skills, and formed meaningful relationships with seniors. Many expressed a deeper appreciation for older generations and a stronger commitment to community service.

The program's holistic approach supported seniors' physical and mental well-being through health promotion workshops, light fitness activities, and access to community resources.

Overall, the project successfully strengthened intergenerational bonds and created a vibrant, inclusive space where seniors and youth could learn, share, and thrive together.

THE TNO FREE TAX CLINIC

The TNO Free Tax Clinic, delivered in partnership with the Community Volunteer Income Tax Program (CVITP), operated over a 45-day period from February through April. With the dedicated support of 11 volunteer tax preparers, the clinic provided free tax filing

SENIOR PROGRAM

13,532

HOT MEALS DELIVERED FROM
OUR SENIOR PROGRAMS

2,862

UNIQUE SENIORS RECEIVED
SUPPORT FROM OUR SENIOR
PROGRAMS

services to 755 families, ensuring they could meet their tax obligations without the burden of professional fees.

Over the course of the clinic, more than 1,339 individual tax returns were completed, generating over \$400,000 in refunds and benefits. This significant financial impact underscores the essential role the clinic plays in supporting the financial stability and overall well-being of the communities we serve.

This year also marked a period of growth and expanded outreach. Services were successfully extended to the Simcoe, Crescent Town, Virtual Services, and Oshawa offices, and five new volunteers joined the team. Notably, one volunteer traveled to Simcoe to ensure that clients in more remote areas had access to critical tax support. In addition to our volunteers, three TNO staff members also contributed their time and expertise to the clinic.

The continued success of the Tax Clinic demonstrates the value of well-coordinated, volunteer-driven initiatives and their ability to make a meaningful difference in the lives of individuals and families across our communities.

VOLUNTEER PROGRAM

Strong communities are built by people who show up, give back, and create opportunities for others to thrive. At TNO, our Volunteer Program is a key driver of the impact we create every day through meaningful engagement, training, and leadership opportunities.

This year, more than 400 volunteers contributed over 50,000 hours across TNO locations, strengthening our ability to serve the community. Many initiatives—including the tax clinic, sewing hub, community garden, and food collaborative—are fully volunteer-run, reflecting the leadership and dedication within our volunteer community.

We also provide training and support to volunteers, placement students, co-op students, and community ambassadors, helping participants build skills, gain experience, and grow as community leaders while contributing meaningfully to our work. Their diverse perspectives help us remain responsive, inclusive, and impactful.

We were proud to celebrate this collective commitment through our Holiday Celebration on January 17, 2026, and our Volunteer Appreciation Event on April 24, 2026, recognizing the outstanding contributions and lasting impact of our volunteers.

FOOD COLLABORATIVE

At a time when many families are facing difficult choices, Food Collaborative offers more than food—it creates a space of hope, dignity, and belonging. Located within the Youth Hub, it serves as a welcoming place where residents across Thorncliffe Park and surrounding neighbourhoods can access support while building meaningful connections.

HEALTH ACCESS THORNCLIFFE PARK (HATP)

19,202

TOTAL ENCOUNTERS AT HATP

2,891

1:1 UNIQUE CLIENTS SEEN BY
HATP RESOURCE NAVIGATION/
COMMUNITY WELLNESS TEAM

855

UNIQUE CLIENTS SEEN
BY HATP ALLIED HEALTH
(INCLUDES FOOTCARE,
NUTRITION, COUNSELLING,
DIABETES EDUCATION
AND, PREVENTION)

760

UNIQUE CLIENTS SEEN BY
HATP PRIMARY CARE

SEWING PROGRAM

75

NEWCOMER WOMEN TRAINED
IN SEWING

15

VOLUNTEERS
CONTRIBUTED 1972 HOURS
TO THE SEWING HUB

768

HOURS OF SEWING SKILLS
INSTRUCTIONS

FOOD COLLABORATIVE

60,500

TOTAL CLIENT VISITS TO FOOD COLLABORATIVE

8,170

INDIVIDUALS SERVED AT THE FOOD COLLABORATIVE

3,286

UNIQUE HOUSEHOLDS SERVED AT THE FOOD COLLABORATIVE

HOUSING PROGRAM

626

HOUSEHOLDS RECEIVED SUPPORT SERVICES FROM OUR HOUSING PROGRAM

299

HOUSEHOLDS RECEIVED A VARIETY OF ENERGY ASSISTANCE SUPPORT

As the cost of living continues to rise, the Food Collaborative remains a trusted and consistent resource for many households. In 2025 alone, 1,233 new families registered, many of them newcomers navigating high food costs, unfamiliar systems, and limited income supports. Through its choice-based model, families can access culturally appropriate food in a way that respects their dignity, preferences, and independence.

For one participant, a highly educated single mother new to Canada, seeking support was not easy. Walking through the doors was a moment of hesitation, but it quickly became a turning point. Through warm interactions with staff, volunteers, and neighbours, she found more than groceries—she found belonging. Over time, she rediscovered her confidence and began sharing her skills, transitioning from receiving support to volunteering and contributing to her community.

Strengthened by volunteers and partners, the Food Collaborative continues to nurture resilience, connection, and possibility—ensuring families are supported and empowered to thrive.

FIRE IN TWO THORNCLIFFE NEIGHBOURHOOD BUILDINGS, 21 OVERLEA BOULEVARD AND 11 THORNCLIFFE PARK DRIVE

On November 27, 2025, a fire in two adjacent residential buildings in Thorncliffe Park triggered one of the longest fires in Toronto's history, displacing hundreds of residents. TNO and the Thorncliffe Park Community Hub responded immediately, transforming the Hub into an emergency shelter within hours. Working alongside the City of Toronto Emergency Response team and the Canadian Red Cross, TNO staff and community ambassadors provided overnight shelter, food, blankets, washroom access, and support for approximately 115 residents before hotel relocation the next day.

In the weeks that followed, the Hub became the centre of a coordinated, multi-agency response. More than 2,000 hot meals were prepared and distributed through partnerships with Daily Bread Food Bank, St. James Town Catering Collective, Flemingdon Health Centre, volunteers, and community partners. Wellness checks, mental health support, housing navigation, PSW care for seniors, family reunification assistance, and legal information were also provided to affected residents with particular attention to seniors who made up large percentage of those effected.

A defining feature of the response was the seamless collaboration between TNO programs, partner organizations, staff, volunteers, and community ambassadors. The Thorncliffe Park Community Hub emerged as a vital resilience hub, demonstrating how trusted, community-based infrastructure can mobilize quickly and compassionately during times of crisis. TNO's leadership and coordinated response were widely recognized by both the City and Province and highlighted across multiple media outlets.

Tenant Testimonial

First, I must extend our Appreciation and Thanks to TNO for their immediate and well-coordinated assistance at the Hub during the first night of this unprecedented and prolonged Fire at 21 Overlea Boulevard and 11 Thorncliffe Park Drive. While we were in the hotel, TNO also delivered over 2000 hot meals together with some of their other services until the City of Toronto and Red Cross onsite facilitation terminated. Yet TNO continued with some offsite “Fire” services at the Hub until the Christmas holidays. While most of the residents have gone back, over 10% of the units have not yet been certified for re-occupancy. Kudos to TNO for continuing to extend their Outreach Services to the remaining residents of these two condos that are currently still displaced while awaiting the completion of this complex reconstruction. I would also like to add that TNO’s collaboration with the Healthcare organizations in matching residents with primary care is indeed a very valuable initiative.

COMMUNITY DEVELOPMENT

In 2025/2026, The Neighbourhood Organization continued strengthening neighbourhoods through community-led development grounded in equity, connection, and shared responsibility. Across Thorncliffe Park, Flemingdon Park, Taylor Massey, St. James Town, and surrounding communities, residents engaged in fairs, school events, wellness programs, civic forums, and neighbourhood meetings that fostered participation, leadership, and local decision-making. Resident councils, peer ambassadors, and grassroots leaders played an important role in shaping community priorities.

Integrated health and wellbeing remained a key focus. In partnership with FHC, MGH, and ETHP partners, our Holistic Intake Navigation Counsellors supported residents in navigating primary care, mental health, and social support across hospitals, access clinics and neighbourhood access points.

TNO also strengthened long-term community capacity by supporting grassroots and youth-led groups through trusteeship, strengthen governance and deliver neighbourhood-based initiatives. Sustainability initiatives such as the Bike Hub, Sewing Hub, Share & Reuse Hub, Community Gardens, and Eco Forums promoted climate action, skill-building, reuse, and resident leadership.

The Thorncliffe Park Community Hub continued serving as a welcoming space for programs, partnerships, celebrations, and community connection. Looking ahead, Community Development will continue to strengthen resident leadership, deepen community–health partnerships, advance climate resilience, and advocate for neighbourhoods facing housing, affordability, and systemic pressures.

SHARE AND REUSE HUB

- 493

ITEMS LOANED AT THE LEANDING LIBRARY AT THE CORNER@240
- 319

RESIDENT TRAINED IN REPAIR SKILLS INSTRUCTIONS AT THE CORNER@240
- 55

VOLUNTEERS TRAINED AT THE CORNER@240

REPAIRED AND/ REFURBISHED AT THE CORNER@240

- 484

OTHER ITEMS
- 243

BIKES
- 231

TEXTILES
- 8,300

KGS OF OTHER ITEMS
- 466

KGS OF TEXTILES

Financials

TNO—THE NEIGHBOURHOOD ORGANIZATION

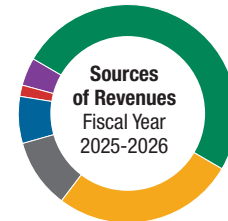
STATEMENT OF REVENUE AND EXPENDITURES (Year Ended March 31, 2026)
(A registered charitable organization)

Revenue	2026	2025
Federal Government Funding	\$ 14,995,257	\$ 12,873,375
Provincial Government Funding	\$ 8,052,576	\$ 7,991,199
City of Toronto	\$ 3,079,328	\$ 2,397,220
Donations, Sundry and Interest Income	\$ 2,132,999	\$ 1,878,126
Foundations	\$ 481,662	\$ 179,964
United Way	\$ 1,197,054	\$ 907,185
	\$ 29,938,876	\$ 26,227,069

Expenditures	2026	2025
Salaries and employee benefits	\$ 18,094,728	\$ 16,717,790
Program expenses	\$ 6,039,072	\$ 5,137,628
Rent and occupancy costs	\$ 2,562,732	\$ 1,690,619
Amortization	\$ 1,629,405	\$ 916,571
Office and general	\$ 598,128	\$ 611,069
Repairs and maintenance	\$ 106,832	\$ 303,344
Telephone	\$ 118,579	\$ 98,558
Professional fees	\$ 67,433	\$ 48,349
Insurance	\$ 34,272	\$ 31,653
	\$ 29,251,181	\$ 25,555,581
Excess of revenue over expenditures for the year	\$ 687,695	\$ 671,488

TNO's financial statements were audited by BDO's Chartered Accountants, and are available in full to any member upon request

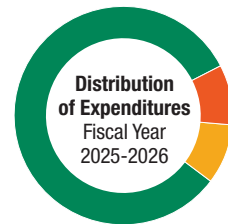
Foundations
4.0%
United Way
1.61%
Donations,
Sundry Income
and Interest
7.12%
City of Toronto
10.29%



Federal
Government
Funding
50.09%

Provincial
Government
Funding
26.90%

Direct Service
Delivery Cost
82%



Rent and
Occupancy
cost
9.00%

Office and
General
administration
cost
9.00%

Board of Directors, Donors and Funders

THANK YOU TO OUR BOARD OF DIRECTORS

Nazir Valani (Chair)
Heather Myrvold (Vice Chair)
Atif Waleed (Treasurer)
Shirley Roberts (Secretary)

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Nadeem Abji
Serena Datta
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Adel Mir
Gerri Gershon
Andrew Peters
Nicole Guthrie

THANK YOU TO OUR DONORS Thank You to all donors who donated \$1,000 and up!

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Humaniti Foundation

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Upper Canada College
Canada Family Foundation
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Right to Food
Canadian Centre for Victims
of Torture
Flemingdon Health Centre
Laidlaw Foundation.
OCASI
Kee Safety Inc.
The Midwives Clinic of East York
WoodGreen Community Services
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Dermot and Breda O'Carroll
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Managers of Ontario
Andrew Peters
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Noor Muhammed Bandedi
Chiel Hendriks
David Saunders
Patricia Fife
Toronto CREW
Elementary Teachers of Toronto
Lisa Carty
Alia Ahmed
Gabe and Matthew Hutchison

Thank you to all other donors
who donated in 2025-2026.

THANK YOU TO OUR FUNDERS

Immigration, Refugees and
Citizenship Canada (IRCC)
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(ESDC)
Service Canada
Canada Revenue Agency
Ministry of Labour, Immigration
Training and Skills Development
(MLITSD)

Ministry of Children, Community
and Social Services (MCCSS)
Ministry of Health and Long-
Term Care
Ontario Ministry of Agriculture,
Food and Agribusiness
Youth Wellness Hubs Ontario
(YWHO)
WCG International Consultants Ltd.

United Way of Greater Toronto
City of Toronto
LesLois Shaw Foundation
The Daily Bread Food Bank
Shoppers Foundation for
Women's Health
Northpine Foundation
Community Foundation of Canada

Thank you to our all Neighbourhood, Community and Service Partners for their continuous support.

Offices

DONATIONS

If you would like to make a donation to TNO please visit our website at: www.tno-toronto.org or you can write a cheque payable to: TNO – The Neighbourhood Organization
45 Overlea Blvd, Unit 200,
Toronto ON, M4H 1C3

TNO@THORNCLIFFE PARK COMMUNITY HUB

45 Overlea Blvd., Unit 200
East York Town Centre
Toronto, On M4H 1C3
Contact us at 416.421.3054
or e-mail us at Info@tno-toronto.org

We are your first stop for TNO services.
Please visit us here with any questions.

We are open from Monday to Friday from
8am-8pm and Saturday, 10am-5pm

TNO@FLEMINGDON

10 Gateway Blvd, Suite 104.
Contact us at 416.424.2900

At this location we have Settlement Services,
drop-in computer access, middle years,
housing services and youth programs.
We are open from Monday To Friday from
9:00am to 5:00pm.

YOUTH HUB

45 Overlea Blvd, Unit 1a.
Contact us at 416.421.8397

The Youth Hub is a bright, welcoming, and
safe space for youth to access free programs
related to employment, training, wellness,
recreation, settlement, food, housing,
leadership, and more.

We are open Monday To Friday from 9:00am
to 7:00pm and Saturday 9am-5pm

TNO@CRESCENT TOWN

(Satellite Office) Crescent Town Club,
Unit 2a, The Market Place.
Contact us at 416.690.6385

At this location we have settlement services.

ST. JAMES TOWN COMMUNITY CORNER (THE CORNER)

200 Wellesley St. East.
Contact us at 416.964.6657

The corner is a multi-service hub developed
by the residents and service providers of
St. James Town

The Corner offers a variety of programs and
connections to services through health access
St. James Town.

We are open Monday-Saturday from 9:00am to
8:00pm. You can visit us at www.stjamestown.org

HEALTH ACCESS THORNCLIFFE PARK (HATP)

Locations and Services Offered:
HATP Primary Health Care and Allied Services
(Full Team): TNO – Thorncliffe Park Community Hub
45 Overlea Blvd., Unit 200
East York Town Centre
Toronto, On M4H 1C3
Contact us at 416.421.6369

We are open Monday, Wednesday and
Friday, 9am-5pm, Tuesday and
Thursday, 9am-8pm, and Saturday, 9am-2pm,
(2nd and 4th weekend of the month)

SIMCOE OFFICE

150 West Street – Unit #101
Simcoe, ON N3Y 5C1
Contact us at 647-296-0161
We are open Monday to Friday,
10am to 6pm

OSHAWA OFFICE

1320 Airport Blvd, Unit 2500,
Oshawa ON L1J 0C6
Contact us at 416-421-1832
We are open Monday to Friday,
10am to 6pm