Waterfront Neighbourhood Centre

Annual Report 2017

RECEPTION
EXIT
CORBY
Welcome to the Waterfront Neighbourhood Centre
MEETING ROOMS
WASHROOMS
Be A Bud Campaign

WELCOME

Dear Community Members,

On the east side of Waterfront Neighbourhood Centre, next to the water, you will find our garden. Our beautiful, ever growing garden, full of delicious tomatoes, cucumbers, carrots, beans, potatoes, pumpkins, and so much more. As the garden continues to grow, we are able to provide food to our many programs and community members. This year we beat our record and produced 275 lbs of organic produce!

But it's not just our garden that continues to grow. In June 2017, Social Planning Toronto published a report detailing demographic changes in Toronto's neighbourhoods. This report highlighted the Waterfront community as one of the fastest growing communities in Toronto with a population increase of 153.9% in the past ten years! Additionally, the report identifies our community as having the highest population increase among youth (218.1%), adults (157.2%), and seniors (103.3%).

In response to Social Planning Toronto's report, WNC was featured in a Toronto Star article, highlighting WNC's dramatic increase in program participants! To meet the growing and changing populations, WNC continues to develop and expanded program offerings, increasing by 11.21% in 2015, 9.69% in 2016, and 5.65% in 2017. This year, one of the programs we were able to expand was our Neighbour-2-Neighbour program, which is celebrating its tenth anniversary and now called N2N 2.0! With funding from the Ontario Trillium Foundation and in partnership with The Neighbourhood Group, West Neighbourhood House, and Parkdale Activity Recreation Centre, Neighbour-to-Neighbour is a friendly visiting program for isolated seniors living in the community. These are some of the individuals who benefit from our garden!

Additionally, to ensure we are meeting the needs of our evolving community, we are looking forward to publishing our Facility Needs Assessment in October of 2018. This document will outline suggested changes and developments of WNC facility for the near and far future.

As we continue to move forward we would like to recognize the dedication and hard work of our staff, especially those who have been with us for many years including Suada Warsame, who celebrated 25 years with us, as well as Liz Oliveira (23 years), Gaby Motta (23 years), Oriel Boothe (20 years), Natasha Francis (15 years), Karen Derango (15 years), and Judith Schutz (15 years). We are lucky to have such wonderful and dedicated staff.

We are looking forward to continuing to grow in population, programs, and of course, our garden.

Linda Ballantyne
Chair, Board of Management

Leona Rodall
Executive Director

Left to right: Carole, Brenda, Linda, Virginia, Cliff, Barbara, Saida and Amani

2017 Board of Management

Executive:

- Linda Ballantyne - Chair
- Saida Said - Vice-Chair
- Carole Therriault - Treasurer
- Cliff Ojala – Secretary

Board Members:

- Virginia Martin
- Brenda McCabe
- Barbara McKenney
- Amani Yagob
- City Councillor, Ward 20

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"One of best Community Centre with arts, waterfront view and lots of baby activities. You can experience mini baby boom here."

Dewan
Google Review

ABOUT WNC

Waterfront Neighbourhood Centre (formally Harbourfront Community Centre) was established in 1991. WNC is a member of the City of Toronto's Association of Community Centres (AOCC). The AOCC board model is a hybrid between a City agency and an independent not-for-profit community-based organization. This model is unique and distinct from other agencies, boards and commissions. The City determined that it was the best service delivery model for Ward 20's waterfront community in order to meet existing and adapt to future community needs. Core administration costs related to operating WNC are funded by the City and 100% of programs are funded through grants, donations, programs and rental fees.

Located in the heart of the thriving Bathurst Quay Neighbourhood, our 107,298 sq. ft. 3-storey multi-use City-owned facility is home to:

- Waterfront Neighbourhood Centre – 1st floor (44,950 sq. ft.)
- St. Stephen's Child Care Centre – 1st floor
- Waterfront Public School (K-8) and The City School (alternative high school) – 2nd & 3rd floors

WNC primarily provides services to the Waterfront West community, but is open to all City residents, greeting over 1,177 daily visitors in 2017. It offers a safe and supportive environment for a diverse, multicultural neighbourhood. In addition to offering 537 annual programs with 86,294 hours of service, resourced by 79 staff and 958 volunteers, WNC provides community development initiatives to build community self-capacity and services that are far reaching - targeting all sectors of the community.

WNC connects with residents of all ages, offering a wide range of programs and services that supports the quality of life, health and well-being of our neighbours as well as provide social and recreational needs of our evergrowing waterfront.

Mission Statement

Waterfront Neighbourhood Centre (WNC) strives to engage all community members in an atmosphere of belonging, diversity and accessibility through our programs, services and facilities. As a cornerstone of the community, WNC also advocates for the needs of this ever changing neighbourhood.

Vision

WNC meets the needs of a diverse and changing multi-cultural community, responding to the particular needs of community members who are at risk, vulnerable, marginalized or isolated.

Values

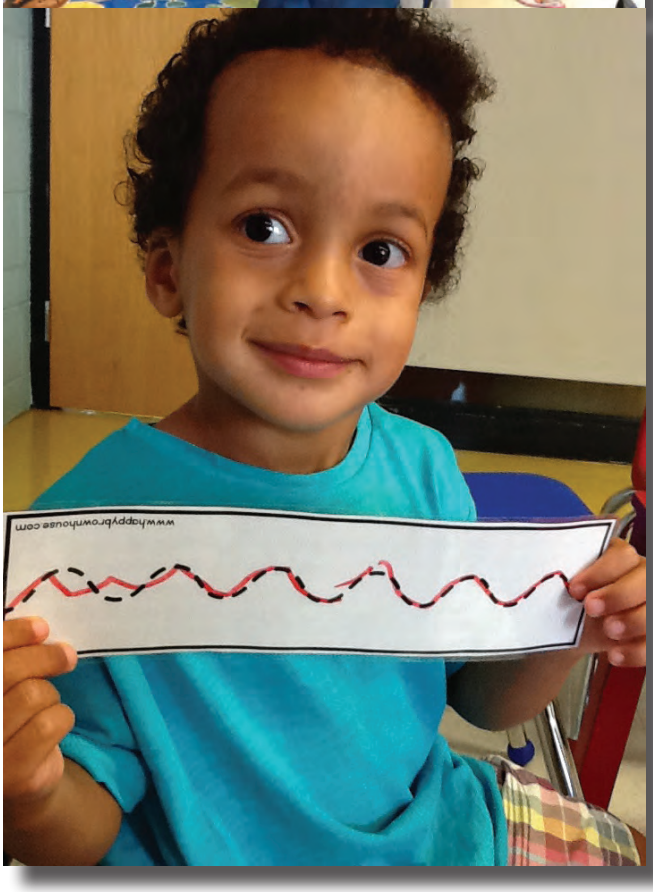
- WNC believes in the provision of programs and services in a welcoming, accessible, sensitive and supportive place.
- WNC is committed to improving the quality of life for the residents of the neighbourhood.
- WNC recognizes the value of providing volunteer opportunities for local residents to become engaged in the community centre and recognizes voluntary contributions.
- WNC is supportive of staff, ensuring they are rewarded appropriately for their work.
- WNC acts in a fiscally responsible manner.

CHILDREN & FAMILY PROGRAM HIGHLIGHTS

We understand that families want quality programs that stimulate, engage and support their children as they lead active lives. We agree unequivocally! WNC children and family programs are designed to support healthy development and our programs are growing right along side the growing number of families raising children in our neighbourhood!

Children's Programs

Over the past year, WNC has increased capacity in the PEEP (Pre-Kindergarten Experiences Enrichment Program) for ages 3 - 6 years and PEEP for Tots (ages 2 years) programs by providing 15 additional spaces, reaching up to 20 - 24 children per program in 2017, to meet the every growing demand. The programs' curriculum is focused on school readiness skills and on a foundation of early child developmental stages, including enhancing fine and gross motor skills, social emotional well-being, language, speech development and cognitive skills in an inclusive, friendly and stimulating environment.



- PEEP reached 13-15 children per session with 8 sessions held. Children actively participated in a range of activities which helped to successfully prepare them for the transition into Full Day Kindergarten.

- PEEP for Tots engaged 20 toddlers as they explored, met new friends and began to develop age-appropriate skills in 4, 6 and 8 week sessions.

- Learn and Play program (ages 3 – 5 years) focused on summer fun and learning through a variety of activities like: games, literacy (Jolly Phonics), numeracy, physical activities, creative arts and adventures! 10-12 children attended the weekly sessions reaching a total of 80 young participants.

"This is a fantastic community centre with lots of activities for children of all ages."

Mend
Google Review

Family Activities

Evening activities that are designed to include the entire family are not easy to find but our Family Drop-In program on Wednesday evenings did just that. This program offered group activities that encouraged neighbours to get to know each other and fostered caregiver-child bonding. 10-12 families participated per session including grandparents, caregivers, young children and their siblings. Activities included: Gardening, Water Play, Arts & Crafts, Family Gym, Cooking, Story/Circle Time, and More!

In 2017, Together We Fit (TWF) entered its 2nd and final year of programming which successfully promoted healthy living through physical literacy. This program increased opportunities for 29 mothers (18 – 45 years) and 48 children (0 - 12 years) to participate in a wide range of free sports, fitness, recreation and health/wellness components which included: Latin Style Body Pump, Canoeing/Kayaking, Baseball, Trekking, Swim Instruction, Self-Defense, Zumba, Mindfulness, Jogging, Fusion Dance Pilates, Vision Board, Meditation, Yoga, Mother and Child Fitness Training.

The TWF Children's Active Play sessions provided challenging activities that supported the 48 children as they gained more confidence in sports and recreation-based physical activities.

TWF was made possible with the financial support of the Ontario Ministry of Tourism, Culture and Sports – Ontario Sport and Recreation Communities Fund.

ROOM 13 Arts Studios – Children & Youth

Thanks to the continued financial support of our community partner - PortsToronto, 75 children and 60 youth had the opportunity to participate free of charge in ROOM 13 Multi-media Arts and Music Production Studios.

Under the mentorship of visual artists, ROOM 13 children explored their creativity with a variety of art materials and techniques while being inspired by the work of art masters, major art styles, and a visit to the AGO to view world class artwork face-to-face. Children provided input in the studio curriculum, assisted with lessons development, lead art sessions and mentored peers.

In the ROOM 13 Multimedia Studio Program, youth learned DJ, MC and recording engineering skills. Youth had the unique opportunity to have free access to state-of-the-art equipment and experienced musicians/instructors for support as they recorded their own music, practised photography skills and created videos.

Youth in the program participated in 2 listening parties and sample challenges where youth showcased their musical talents. DJ Mark Olad facilitated 2 Dj'ing skills workshops, and youth exhibited their visual art work for their peers and community.

PROGRAM PARTNERS

WNC is fortunate to have a number of generous partners who made a positive impact on our community families in 2017.

Local children and families attended free sports, recreation and cultural events thanks to our partnership with Kids Up Front Toronto and its donors who generously gave 512 tickets valued at $17,295 – tickets that would be hard to come by otherwise. One of the year's highlights took place on May 13th when 45 community children and their families received a VIP invite to watch a Toronto Blue Jays game in the Jays Care Community Clubhouse as guests of the Jays Care Foundation and Kids Up Front Foundation!

Thanks to the continued support of Tim Horton Children's Foundation, 6 local children enjoyed a free overnight camp experience. All camp fees are generously covered by the Foundation, valued at $6,000 ($1,000 per child)!

WNC's After School program, with 25 children, participated in their 4th annual We Care holiday event held at University Settlement Community Centre. Hosted in partnership with Herman Miller and local community organizations, We Care gives children the opportunity to create holiday gifts at various craft stations, including decorating ornaments, tote bags, picture frames, bookmarks, and stockings. In addition to making gifts, the children enjoyed refreshments and other activities such as face painting and balloon animals!

We welcomed back Level5 Strategy Group employees who hosted another fun Water Play Day and BBQ for 50 Summer Day Camp children ages (6 - 12 years) valued at $900!

For the past 4 years we have partnered with Toronto Bathurst Lions Club who generously hosted a Holiday Dinner Celebration for 140 children and parents on December 8th. Everyone had fun participating in arts and crafts, story time, photos and gifts with Santa, holiday treats and pizza!

Sobeys invited 70 WNC families to participate in its 2017 Magical Wishes holiday party held on December 9th. Families received the red carpet treatment enjoying a fun afternoon with games, treats, gifts and a movie!

Sony Pictures Canada offered a number of movie promotion events for our children's programs including arts & craft activities and movie tickets. We provided the popcorn!

We are pleased to welcome a new partnership with The Goodman Pub and Kitchen which donated a Thanksgiving dinner for a local family of 6. Future events include plans for a St. Paddy's Day fundraiser and more!

YOUTH PROGRAM HIGHLIGHTS

We have amazing youth living in our neighbourhood – smart, creative, funny and the future leaders of our community! We have expanded and added new exciting programs which engage our youth:

- Youth Advisory Committee planned and executed a Family Fun Day for 70 children and their families who attended the fun-filled day on a very cold Family Day weekend.
- Youth participated in a variety of activities to celebrate Black History Month including: a Black History fact finding Scavenger Hunt, created Caribbean dishes for a community dinner and presented poetry highlighting black poets. We also welcomed one of our Youth Program alumni, Jaden Downey, who was the Guest Speaker for our Black History event.
- 30 youth participated in our Summer Youth Leadership program. Youth took part in recreational sports, arts, community gardening and fun trips that included Canada's Wonderland.
- In the fall, WNC increased programming for our Tweeners who are youth in grades 6 - 9. These programs included Tween Cooking, Tween Sports, Tween RM 13 Art Studio and Tween PA Day trips.
- We also expanded our free lunch time programming for students at The Waterfront School and the City Alternative High School. During this time students received homework help, participated in the ROOM 13 Multimedia Studio or chilled out with their friends in our safe, youth-friendly space.
- Through partnership with Aramark Canada, 2 employee volunteers participated in a Mentorship Day in the Tween Program.
- Working in partnership with Toronto Community Housing, WNC assisted 2 youth in applying for the Investing in Our Diversity Scholarship program.

Our youth program is offered free of charge thanks to the financial support of the City of Toronto – Community Service Partnerships fund. ROOM 13 Multimedia Studio Program is funded thanks to PortsToronto.

SENIORS PROGRAM HIGHLIGHTS

WNC is in the heart of an active adult lifestyle community! We offer a wide range of programs specifically designed for older adults who want to stay active and engaged. WNC is proud to be recognized as an official Senior Active Living Centre by the Province of Ontario – Ministry for Seniors and Accessibility.

Horticulture Therapy Program

The Horticultural Therapy program - "Connecting with the Healing Elements of Earth" (HTC), promoted exercise, stimulated the senses and encouraged an increased awareness of the environment by connecting local seniors to nature. 50 seniors participated in a variety of activities that centered around horticulture, including community gardening, cooking, crafts, flower arranging and outings. Seniors learned from each other and shared memories, gardening tips, cooking recipes, gardening practices from their homelands, turning their own balconies and kitchen windows into organic vegetable and herb gardens.

HTC organized special outings whereby up to 40 seniors from the Neighbour-2-Neighbour program had the opportunity to enjoy trips to Niagara Falls, Royal Botanical Garden, McMichael Gallery, the Orchid Show, Dundurn Castle, Edward and Allan Gardens. The seniors enjoyed their outings immensely as for some, visiting new places has become hard and many new friends were made!

This project was funded thanks to the financial support of the Government of Canada, New Horizons for Seniors Program.

Seniors Information & Active Living Fair – 3rd annual

Hosted by WNC, in partnership with OACAO (Older Adults Centres Association of Ontario) and sponsored by the Ontario Ministry for Seniors and Accessibility (formerly Ministry of Seniors Affairs), this popular free event welcomed 100+ active seniors who accessed seniors' resources, information booths, and workshops on topics such as Fire Safety, Posture Demonstration, and Sleep Hygiene. Aramark Canada provided Healthy Food Demonstrations and a complimentary delicious box lunch that was enjoyed by all.

N2N2.0 - Friendly Visiting Program

Neighbour-2-Neighbour 2.0, funded by the Ontario Trillium Foundation formed in June 2017 as an interagency collaborative. WNC partnered with The Neighbourhood Group, West Neighbourhood House and Parkdale Activities and Recreation Centre to offer an enhanced friendly visiting program with built-in appointment accompaniment. The collaborative has been working hard to keep seniors connected!

The N2N 2.0 partners have collectively reached over 1,100 seniors (almost half of the 3 year target). WNC's N2N 2.0 program completed over 639 hours of service in 2017 and was delivered and supported by staff, students and volunteers.

The N2N 2.0 team participated in 22 outreach efforts including presentations to the agencies such as Toronto Central LHIN and Toronto Public Health. The team has generated increased awareness of social isolation and is laying the groundwork for a sustainable program beyond the current grant term.

Seniors Monthly Potluck & Birthdays

During the last Friday of every month the Seniors Program holds a lunch potluck and birthday celebration. This monthly program is special for everyone who attends. We celebrate our friendships, share favorite dishes, learn new recipes and enjoy spending time together, which is the nicest part.

ADULT/SENIOR FITNESS HIGHLIGHTS

The TIME™ Program is a modified exercise program suitable for adults with mobility challenges who can walk at least 10 meters and may use a cane or walker. Exercises are designed to increase strength, balance, mobility and overall health. The program is offered in partnership with Toronto Rehabilitation Institute.

Due to the demand for this specialized program, WNC added an additional class in 2017 which gave 20 more people the opportunity to participate. With the leadership of George Hojbota and the assistance of dedicated volunteers, the TIME™ program has become an integral part of our participants' lives. Not only do they come for the modified exercise, but the social aspect is also a very important factor. The peer support and motivation that the participants give to each other is an integral part of the program's success.

This year marked the 10th anniversary of the TIME™ program. On November 29th, TIME™ participants from WNC and all over the GTA came together to celebrate this momentous occasion. WNC is very proud and honoured to be a part of this program that has had a positive impact on the lives of so many people.

COMMUNITY BUILDING AND OUTREACH HIGHLIGHTS

International Women's Day

This year's International Women's Day theme was #PressForProgress, a movement dedicated to creating gender parity for women in connection with movements such as #MeToo and TIMESUPNOW.

On March 9th 90+ community members attended this annual intergenerational celebration of women. During our special event, local seniors shared their original poems and displayed their handmade puppet collection. Young adults performed spoken word and a monologue about feminism. Guest Speaker, Leisa Washington - the 1st Canadian female WNBA and NBA agent spoke about the challenges of being a woman in sports.

Students discussed the meaning behind the REDress project and its importance in understanding indigenous culture. An invited guest from the Native Canadian Centre of Toronto closed the event with a performance that included singing, drumming and storytelling.

WNC MEMBERSHIP HIGHLIGHTS

WNC Membership continued to be consistent in 2016 with 3,223 Members. Membership supports our waterfront community! In addition to providing access to a wide range of programs, membership fees contribute to program costs and support social service needs in our waterfront community. Membership allows community members to participate by telling us what programs and services are important to them and assist in making decisions about how this special community space is used.

Members also receive some other special benefits such as:

- Voting for and/or serving on the Board of Management and Board Committees;
- Joining and participating in all WNC activities, in many cases free of charge;
- Avoid paying the 10% surcharge on all fee based programs charged to non-members;
- Having access to community meeting space along our spectacular waterfront!

HEALTH & WELLBEING HIGHLIGHTS

Health Promotion Workshops and Networks

Throughout the year, WNC hosted 59 hours of health related workshops and information sessions that promoted health and wellbeing awareness to 371 senior community members. 2017 topics included: Heart Health, Medic Alert services, Baycrest Cognitive/Memory Health, Heart to Homes Meals, Arthritis Society, Diabetes Awareness, Alzheimer's Society, Chronic Pain Self-Management, Anti-Bullying Pink Shirt Day, Elder Abuse, and Mental Health.

WNC works with a number of agency partners to provide support links to hospitals, community health centres, Toronto Public Health and social agencies working on patient care planning, primary and community care for complex patients and other neighbours in need. Partners include: Health Link and Midwest Toronto Central LHIN (Local Healthcare Integration Networks) and Seniors Advisory Council. Collaborations on services are delivered jointly with Parkdale Community Activity Centre - Community Access Program, West Neighbourhood House, and The Neighbourhood Group.

Food Accessibility

Everyone deserves access to affordable, healthy food and WNC's Community Development Team works hard to support a number of local food security initiatives run by volunteers in the community including: the Good Food Box Program (150 Dan Leckie Way), the Waterfront Good Food Market (25 Bishop Tutu), FoodShare Toronto and WNC`s own free-of-charge Community Kitchen programs and Community Connect Food Gardens.

Community Connect Food Gardens

Our gardens grew better than ever thanks to the hard work of our community/corporate volunteers and the continued financial support of Billy Bishop Airport and 1% Seeds of Change grant presented by Evergreen.

We reached a record high! Our organic garden produced 275 lbs of organic produce with 75 plant varieties of vegetables and herbs in our 16 raised garden beds, planters and pots. Produce was shared with community members and used for healthy snacks and meals in WNC programs. Free educational workshops were offered teaching organic gardening methods and how to make the most with vertical gardening in an urban environment. People of all ages helped with our garden and we celebrated our supporters and the bountiful harvest at WNC's Annual General Meeting in October.

Community Kitchen Program

Community Kitchen is a free food access program that operates bi-weekly. Open to local adults and seniors, the program focused on easy to make dishes that were affordable and healthy. The program attracted 10-20 participants per session. Meals were developed with suggestions and input from the participants. People were introduced to a wide range of vegetable and herbs, different recipes and cooking techniques. Having participants help grow their veggies and herbs in our community garden was a plus and a great help for cutting costs. With the participants' suggestions, Community Kitchen went vegetarian for the spring session! Participants tried recipes at home and some incorporated vegetarian choices in their daily lives. Senior participants brought recipes to their monthly community potluck. Community Kitchen recipe favourites included apple crumble and anything with chilli peppers!

Community Kitchen is offered free of charge thanks to the financial support of the City of Toronto – Community Service Partnerships fund.

WNC COMMUNNITIY & CORPORATE VOLUNTEER HIGHLIGHTS

WNC program and services thrive thanks to the assistance of many dedicated and talented community volunteers. Many of our community program and events depend on the thousands of priceless hours that volunteers dedicate to deliver programs like our innovative TIME program, Children/Preschool programs. Seniors, Neighbour-2-Neighbour friendly visiting program, Homework, Administrative support and much more! Our Board of Management and Committee volunteers have donated their time and shared their skillsets to make WNC a welcoming place for all!

958 Community & Corporate Volunteers
24,068 Volunteer Service Hours
635,395 in-kind value of Volunteer Donated Services*

**Based on TD Economic study of 2012 – "An Economist Case for Volunteering" which indicated that the average hourly rate for volunteer work is $26.40/hr (adjusted to cost of living).*

2017 Ontario Volunteer Service Awards

On June 7, 2017 the Honourable Laura Albanese, Minister of Citizenship and Immigration presented the 2017 Ontario Volunteer Service Awards to 6 of WNC's long-standing volunteers who have generously donated their time and shared their talents with us for 25 years!

Congratulations to:

- Ellen Allen
- Linda Ballantyne
- Virginia Martin
- Jacqueline McLaughlin
- Marilyn Roy
- David Smiley

Corporate volunteers make things happen! WNC is fortunate to work with amazing corporate partners who roll up their sleeves and pitch in to help us with tasks and projects that make WNC more inviting, more accessible and their efforts contribute positively to our program spaces and support our community as a whole. Thank you to Aramark Canada, Corby Spirit and Wine, TELUS, LEVEL5 Strategy Group, Nieuport Aviation, Porter Airlines, SalesForce, Sobeys, and Starbucks.

FACILITIES OPERATION HIGHLIGHTS

The Facilities Operations department once again saw tremendous growth in several key areas. The department recorded the largest number of rental hours (4,573) in 2017. This in turn led to another record year of revenue generation of $143,880 which was a 2.69% increase over budget.

We saw completion of the Upgraded Security and Card Access Systems and the building now boasts the latest technology. We are entering a new and exciting phase with the City of Toronto conducting an extensive Building Energy Audit and WNC had the opportunity to mentor University of Toronto engineering students in the process. The City has a 0% carbon emission target for all its buildings for 2020. The key components of this includes a lighting retrofit, roof top solar panel installation, upgraded building automation system and geothermal heating from Lake Ontario. The first phase of this work (lighting retrofit and solar panel installation) is slated to start in summer 2018. The City will use WNC as a showcase building for this Program.

Thanks to our many Volunteers and Community Members who dedicate their time to help with many of the tasks we would not have been able to complete without their assistance. We would like to welcome back Israel from paternity leave. Special thanks to our Facility Operations team - Devonta, Anthony, Shateya and Facility Manager Oriel Boothe, whose dedication keeps the WNC building sparkling!

For a brief time during Summer 2017, people passing by WNC were amazed to see a giant pair of Nike Jordan Fly shoe footprints on our basketball court and a player leaping across our building! We were proud to be the site of choice for a new Nike commercial and greatly appreciated the generous donation made in support of WNC programs.

COMMUNITY FUNDRAISING

Party on the Waterfront – June 24, 2017

WNC capped off its 25th anniversary celebrations with a community fundraiser "Party on the Waterfront"! 250 guests enjoyed an evening of live entertainment, delicious food, drinks, silent auction, photos with our custom-made boat and a 25 year retrospective. The band kept people dancing to the very end and a fun time was had by all! Event proceeds supported WNC free community programs.

Be a Bud for Summer Camp

Every child deserves a fun summer day camp experience! Each year with the support of generous donations from community members, corporate donors and special events, we raise funds to support camp fee subsidies for local families. In 2017, the Be a Bud campaign raised $5,195.85. Thanks to everyone for their support!

Holiday Grocery Card Drive

Food security continues to be a risk for some neighbours and each year WNC provides grocery cards to families and individuals in need. This community support service is 100% funded thanks to donations by generous community members and local businesses who went above and beyond this year, helping us raise $8,800. Thank you to our neighbours helping neighbours!

Beary Merry Holiday Photos

What do you do when a giant stuffed bear arrives at WNC? We create a holiday fundraiser! Local families and friends paid to have professional photos taken with our bear (and props) in time for the holidays! Special thanks to our talented volunteer photographer – Rick Vyrostko (www.rickvyrostkophotography.com) who generously donated his expertise. The Beary Merry photos raised $300 in support of Family programs.

Celebrating the Holidays

In 2017, WNC provided donated gifts and grocery cards to 62 families, including 148 Children and 38 Adults/Seniors. Many thanks to generous giving from SpinMaster and Porter Airlines who donated the wonderful toys and gifts.

Each year we host holiday events and meals for our neighbours with the help of our corporate partners. Special thanks to: SalesForce (WNC Seniors holiday luncheon), LEVEL5 Strategy Group (N2N 2.0 dinner), Porter Airlines (Community Dinner), Sobeys (Magical Moments - Family movie event), Toronto Bathurst Lions Club (Holiday Dinner).

WNC STAFF RECOGNITION

In 2017 we recognized the following staff for their years of service. We are fortunate to have such wonderful and dedicated staff!

25 Years

Suada Warsame
Manager, Office, Information & Volunteer Services

20 + Years

Liz Oliveira – 23 years
Executive Assistant

Gaby Motta – 23 years
Manager, Community Development

Oriel Boothe – 20 years
Manager, Facility Operations

15 Years

Natasha Francis
Supervisor, Youth and Adult Programs

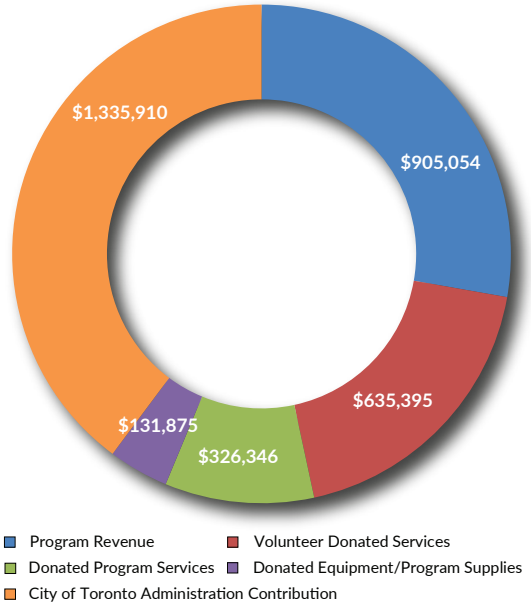
Karen Derango
Fitness Instructor

Judith Schutz
Fitness Instructor

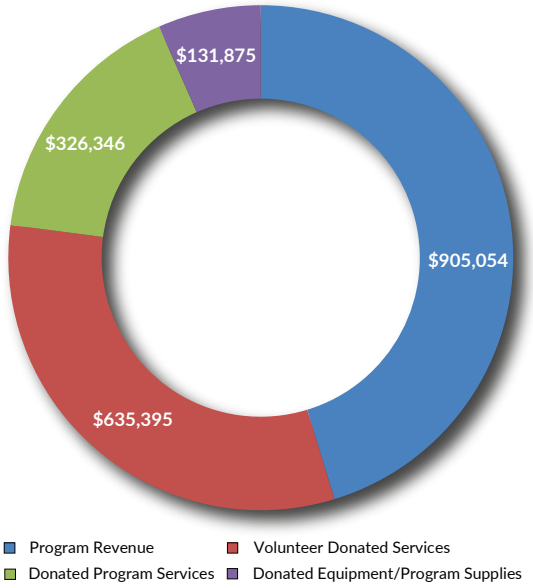
FINANCIAL SUMMARY

	2017 *Actual*	2016 *Actual*
Administration Operating Expenditure		
Salaries and Wages	900,482	890,048
Employee Benefits	267,400	261,303
Materials and Supplies	68,925	84,242
Purchase of Services	99,103	113,288
Amortization of Capital Assets	848	1,180
Amortization of deferred Capital Cont.	(848)	(1,180)
	1,335,910	1,348,881
City of Toronto Funds		
Core Administration	1,335,910	1,348,881
Funding payable by City of Toronto	-	62

Total WNC Funds with City Contribution $3,334,580



WNC Program Funds Raised All Sources $1,998,670



FINANCIAL SUMMARY

Program Revenue	2017 *Actual*	2016 *Actual*
Grants		
Government of Canada	$123,503	$124,166
Provincial	105,684	75,101
City of Toronto	77,651	85,811
Other Foundations	71,871	151,058
	378,709	436,136
Donations/Fundraising/Other	106,278	98,271
Program and Membership Fees	264,292	252,582
Rental Fees	143,880	140,106
Interest	11,895	10,108
	526,345	501,067
Total Program Revenue	905,054	937,203
Program Operating Expenditure		
Salaries and Wages	489,131	486,287
Employee Benefits	52,182	15,750
Materials and Supplies	142,930	166,997
Purchase of Services	90,403	194,783
Asset Amortization	5,158	5,211
	779,804	869,028
Excess of (expenditures over revenue) Revenue over expenditures - Program	125,250	68,175

THANK YOU AGAIN FOR WELCOMING ME BACK AND FOR YOUR FRIENDSHIP DURING THIS VERY STRESSFUL FIRST YEAR... YOU ALL MAKE THE CENTRE SUCH A WARM AND HAPPY PLACE TO VISIT.
– VALERIE, SENIORS PROGRAM

Amazing place that helps the local community.
- Mark

Can't imagine our lives without it! Enough said.
- Nara

Nice ball court.
- S

The staff here are great and are very outgoing. Someone u can talk to.
- Moziah

THANK YOU SO MUCH FOR LOOKING AFTER THE NEEDS OF OUR MANAGEMENT STAFF YESTERDAY. YOUR CUSTOMER SERVICE IS AWESOME!
– TINA, CITY OF TORONTO ACCOUNTING SERVICES

Friendly place that "reflects" the culture of the community.
- Abani

Great for kids.
- Tasmeem

HAPPY 25TH ANNIVERSARY AND MANY MORE HAPPIER ONES TO CELEBRATE!
– PATTI, KEITH & DONALD

Friendly and helpful staff and volunteers who treat you like family.
- Kimberly

Great place for families, sometimes busy though.
- Kaori

Neat and friendly service.
- Juliet

Nice atmosphere, solid facility.
- David

Love the infant drop in program! Highly recommend.
- Kevin

THANK YOU SO MUCH FOR ALL YOUR HARD WORK IN HELPING US PUT TOGETHER ANOTHER FANTASTIC RESPONSIB`ALL DAY! ESPECIALLY ON SUCH SHORT NOTICE. WE REALLY APPRECIATE ALL YOUR EFFORTS AND IT`S SUCH A PLEASURE TO WORK WITH YOU AND YOUR TEAM.`
– KRISTEN, CORBY SPIRIT & WINE

The staff are always trying to find better ways to make it nicer and more welcoming ...asset to our community.
- Ceridwen

Nice place with good activities.
- Shoval

Great Facility
- Ian

Cool.
- Ray

CONGRATULATIONS ON A GREAT CELEBRATION LAST NIGHT! WHAT A FUN PARTY – IT'S CLEAR YOU HAVE BUILT A WONDERFUL SUPPORTIVE COMMUNITY.
– JO-ANNE, TORONTO REHAB UHN

"Thank you to everyone who works so hard to make this place the very special environment it is."

Susan
TIME Participant

Waterfront Neighbourhood Centre

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