



ANNUAL REPORT 2020/2021

Transitions-Adaptability-Impact



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Message From The Board

What a year of achievement it has been for DBNC adjusting to digital servicing, evolving to service the needs of our community. It is the sheer talent, tenacity and heart of our staff and volunteers to support those in need that has enabled us to continue offering needed services.

We continue to be humbled and honoured by the creative ways some of our programs have used to ensure service availability and by how willing our community members are to change along with us. **These past several months have been a true test of human survival, adaptability, and growth. We have without a doubt embraced the challenges, persevered, and turned them into positive outcomes.**

As we move into the rest of 2021, we've successfully transitioned from Lynn to Priyanka to lead the next few chapters of DBNC's growth.

Together, we will continue to strengthen our talent pool, community linkage, assess upcoming needs and expand our funding strategy to promote community participation.



Priya Shan

Chairperson of the Board

WE'RE ON A MISSION

Dixie Bloor Neighbourhood Centre's mission is to foster an atmosphere that will **encourage our community** as a whole to participate in and **develop a positive, healthy, and caring neighbourhood.**



OUR WORK

Staff, volunteers, community partners, and neighbours work together to identify and discuss issues and concerns, develop and provide services and programs to meet the needs of the community, and promote community participation.



- Newcomers
- Employment
- Professional development
- Family & Seniors Programs



- Youth & Early ON
- Language Development
- Community Support & Outreach

OUR IMPACT

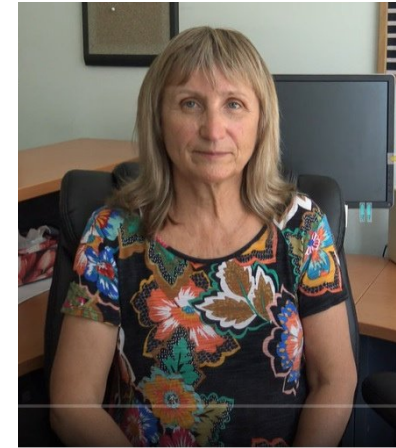
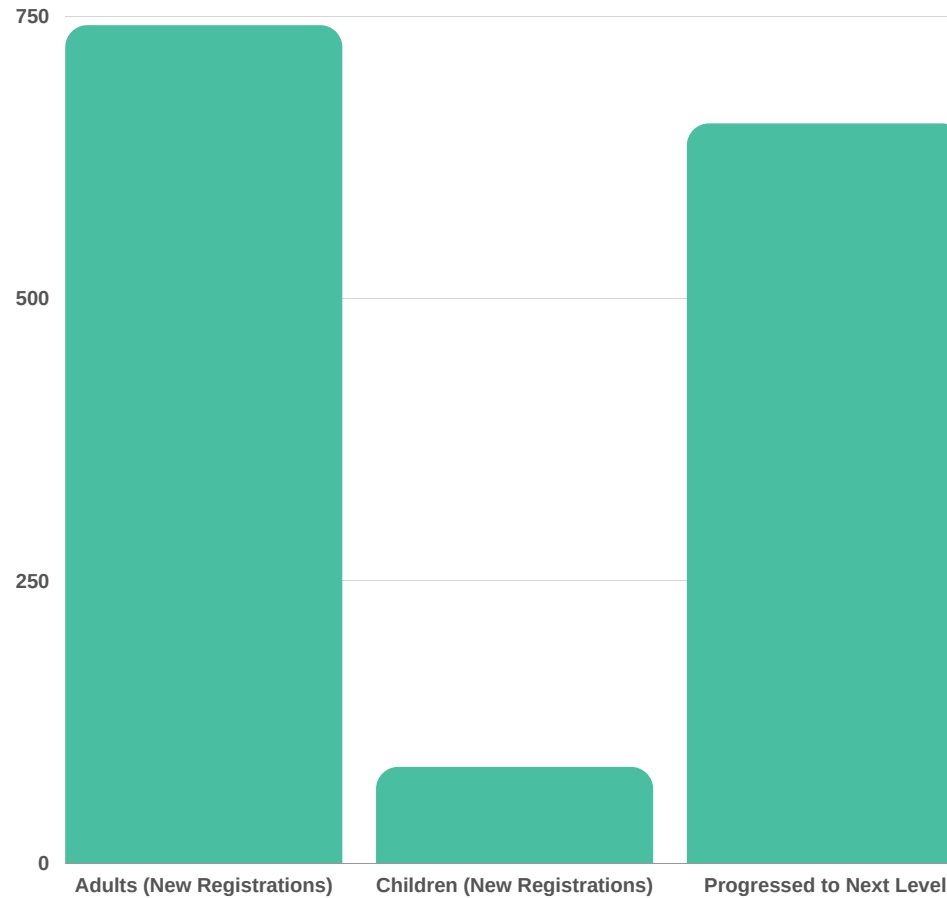
16,000+ hours
online LINC English classes

110+ Chromebooks
118 students benefitted from the Chromebooks loaning program

45+ seniors improved their computer skills

700+ adult newcomers learned English in our virtual classes and mastered computer skills

Achievements Over The Year LINC & LANGUAGE DEVELOPMENT



Saturday Zoom Class for English Language



Google Classroom

OUR IMPACT

All job search workshops, mentoring, and information sessions are being held virtually.

400+

clients assisted

11,000+

clients utilized **free facilities** at the **Employment Resource Centre**

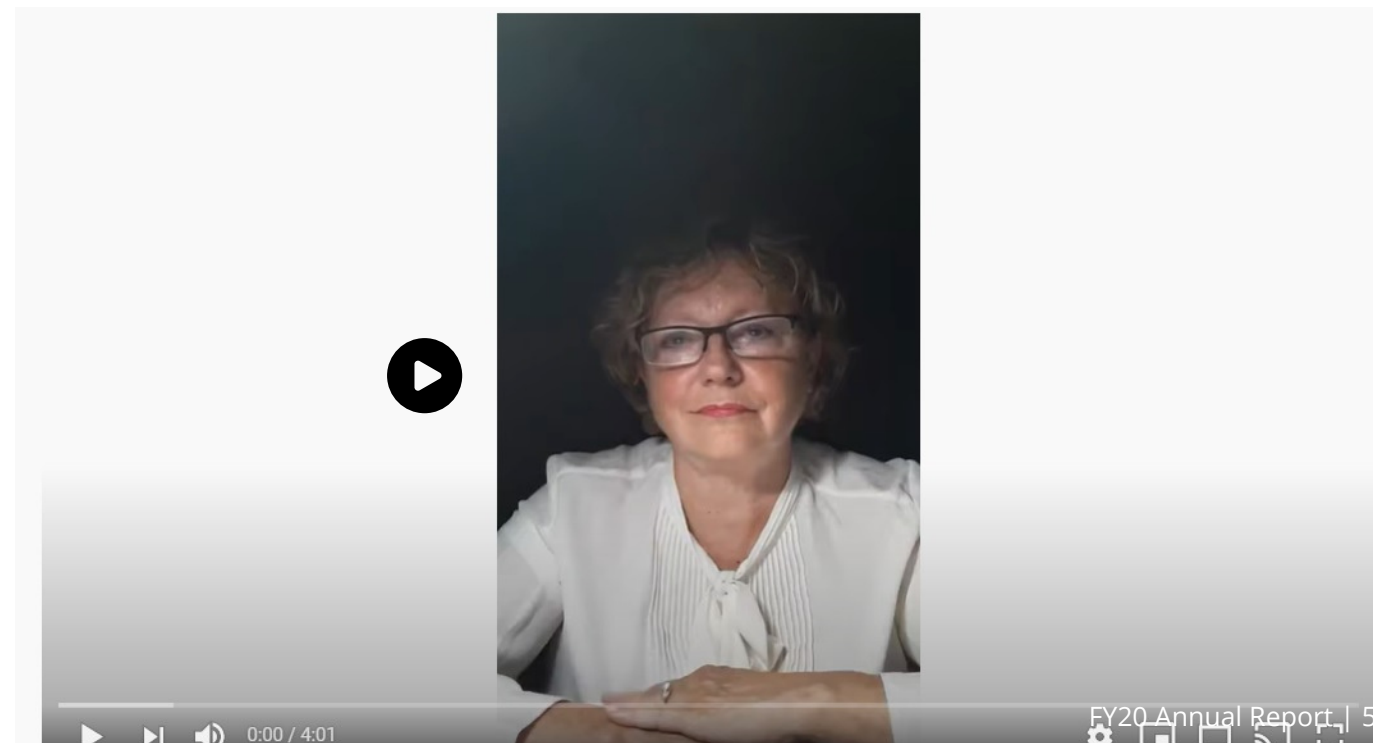
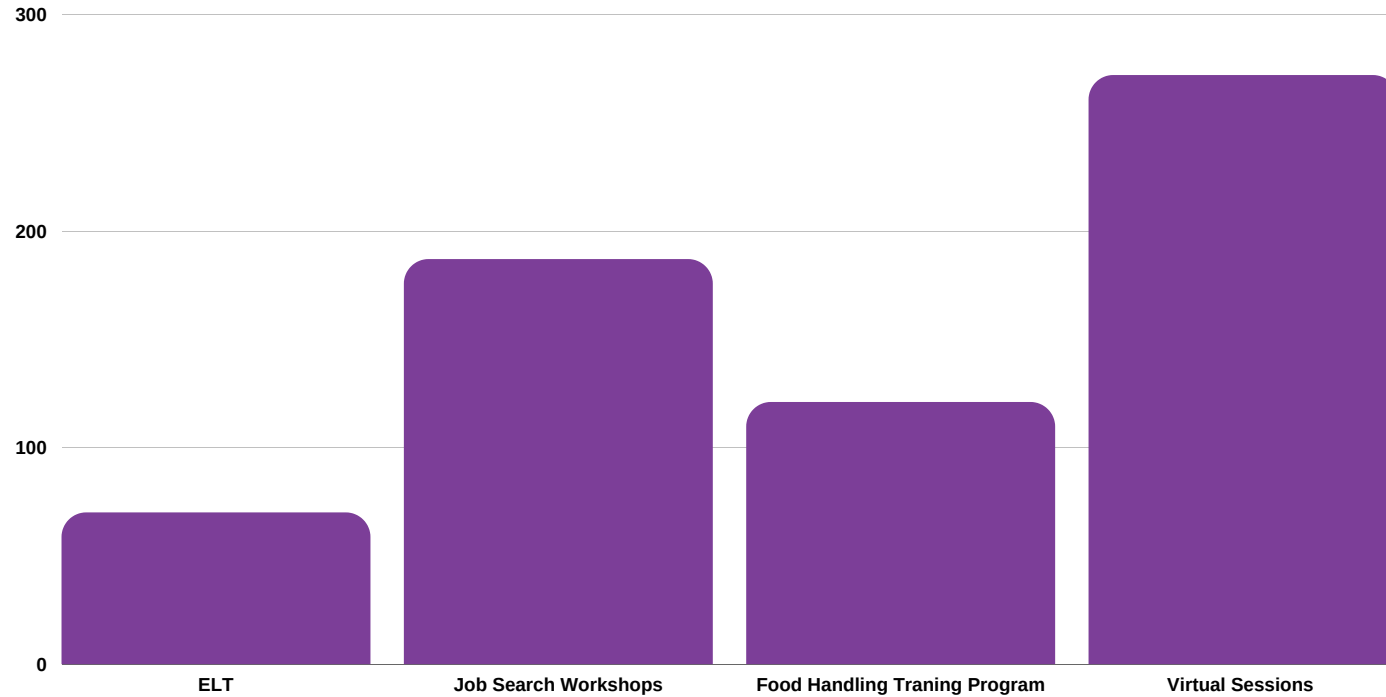
200+

newcomers supported virtually through **Newcomers Support Program**

55

successful mentoring matches

Achievements Over The Year EMPLOYMENT SERVICES



OUR IMPACT

Just 4 Youth

Partnered with SEVA Food Bank, City of Mississauga Parks & Forestry Department and Erin Mills Youth Centre to support youth programs.

100+ Registrations

successful Youth Plugged-In Summit.

NYCE

virtual sessions attracted 800+ newcomer and volunteer youth.

8,000+

interactions with youth through social media.

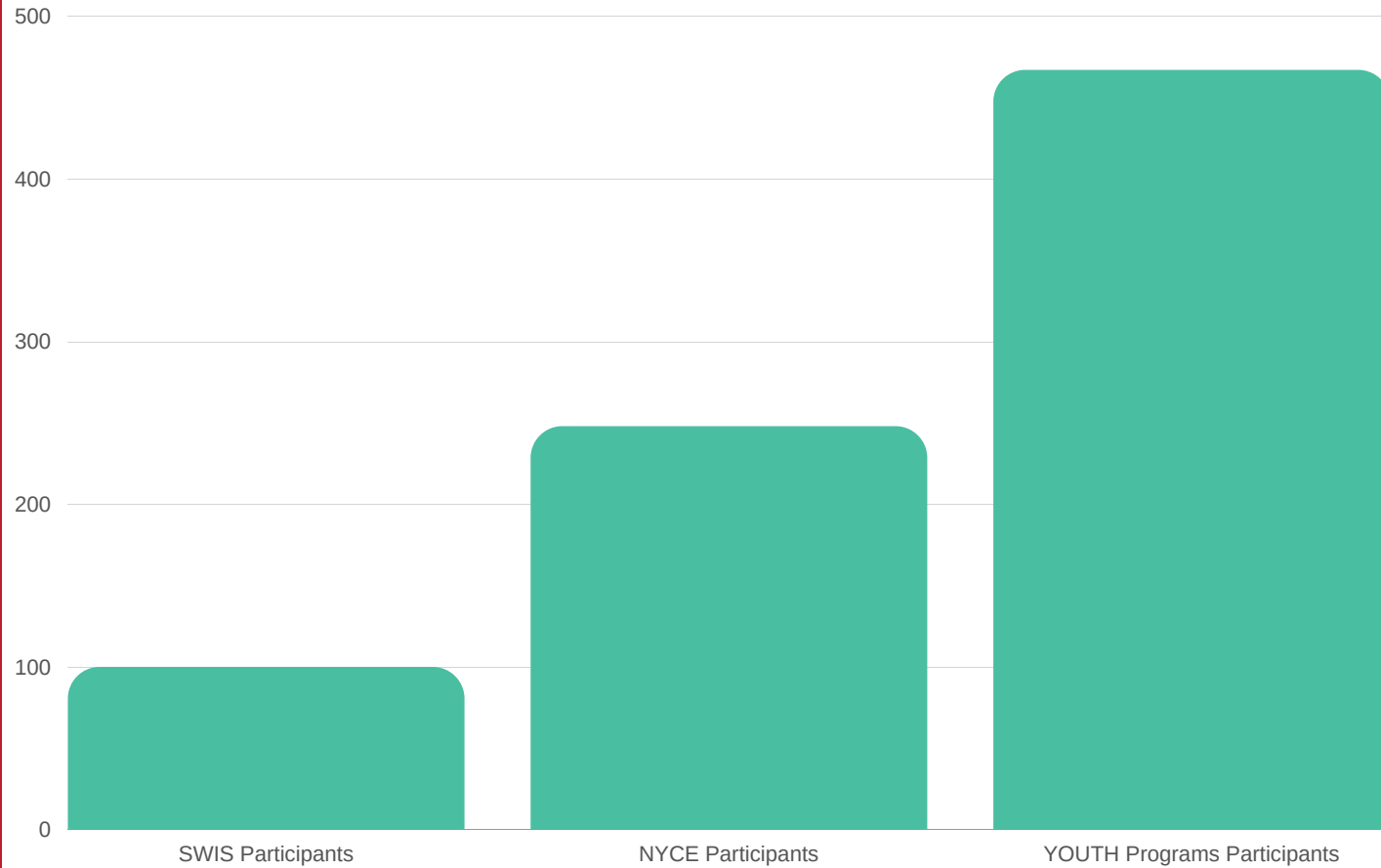
50%



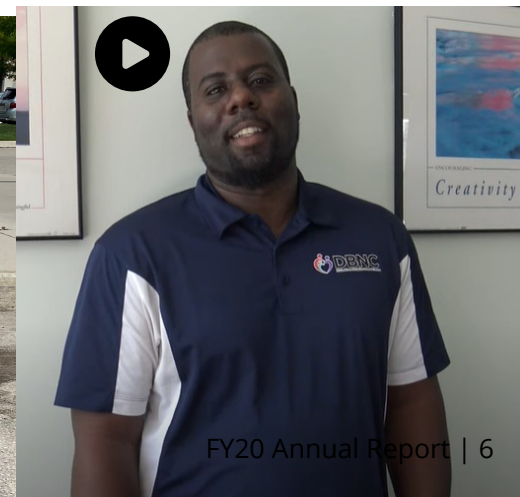
effective Conflict Mediation

Achievements Over The Year

Welcoming Communities



NYCE program participants receiving back to school items



OUR IMPACT

17,000+

clients served through virtual channels

100+

information sessions facilitated

1,000+

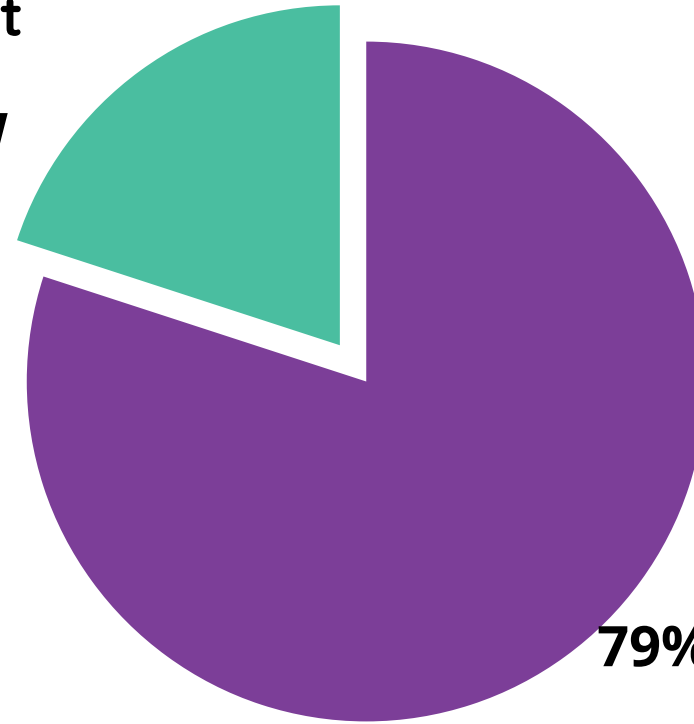
clients attended virtual sessions

10,000+

clients contacted

Achievements Over The Year Settlement

21% NEW CLIENTS



79% RETURNING CLIENTS



OUR IMPACT

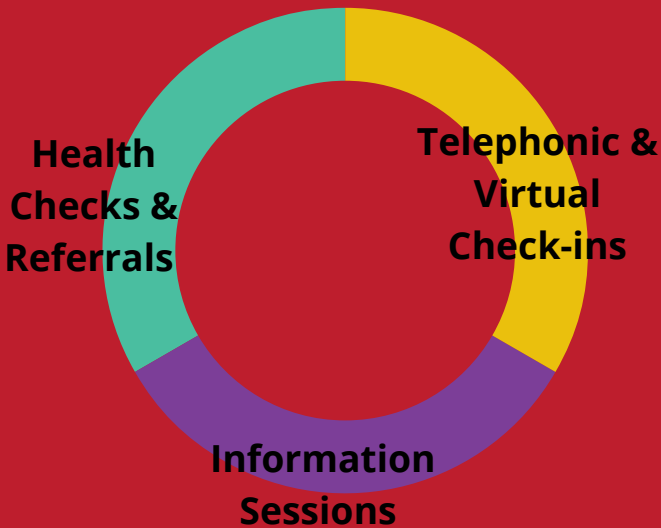
This year certainly proved challenging in terms of service provision due to the pandemic. However, program goals were achieved through virtual and telephone services.

2,000+

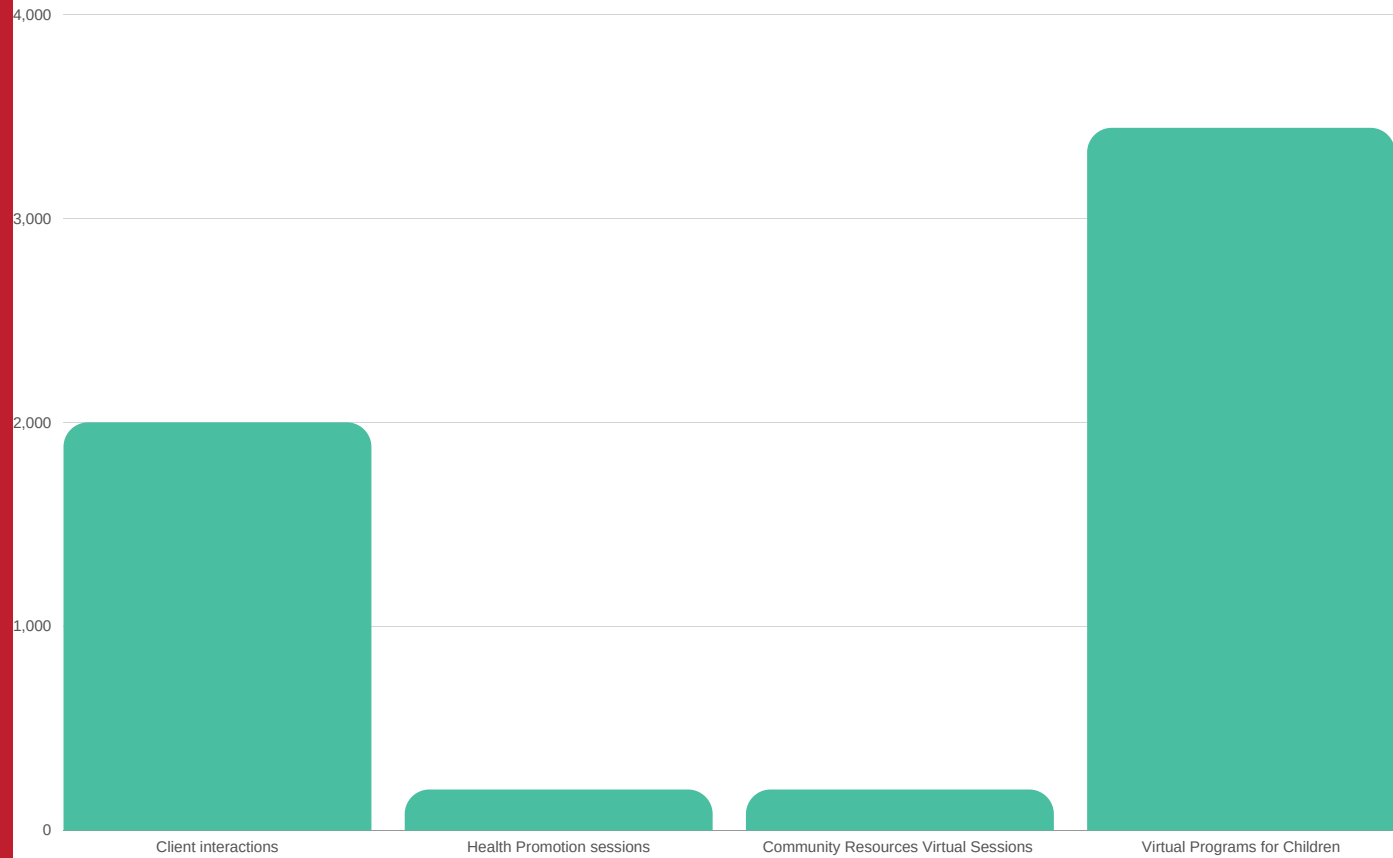
client interactions

180+

individuals served



Achievements Over The Year Family Services



OUR SERVICES

LANGUAGES COVERED

- Albanian
- Arabic
- Gujarati
- Hindi
- Urdu
- Mandarin
- Patios
- Punjabi
- Romanian
- Russian
- Yugoslavian

SERVICES OFFERED

- Facilitating vaccine and testing services
- Awareness campaigns
- Pop-up clinics
- Isolation accommodation
- Support with essentials
- Interpretation services
- Employment services
- Financial aids
- Mental health & wellness resources

Special Project: COVID-19

The Covid-19 project provides wrap-around supports, hotline, and online services to the community to fight against the virus.



ENGAGED COMMUNITY AMBASSADORS



DEDICATED CASE MANAGERS



COVID-19 HOTLINE & ONLINE RESOURCES



COMMITTED TEAM





EarlyON Testimonial

"Thank you to the Early Years Centre. We miss the creative, fun based learning in person. It is so nice to have a special place just for small people and their families. A big thank you to the Children's Book Bank, we remember fondly our Early Years trip to visit you for storytime and lovely books. Great partnership that brought a happy moment during trying times."

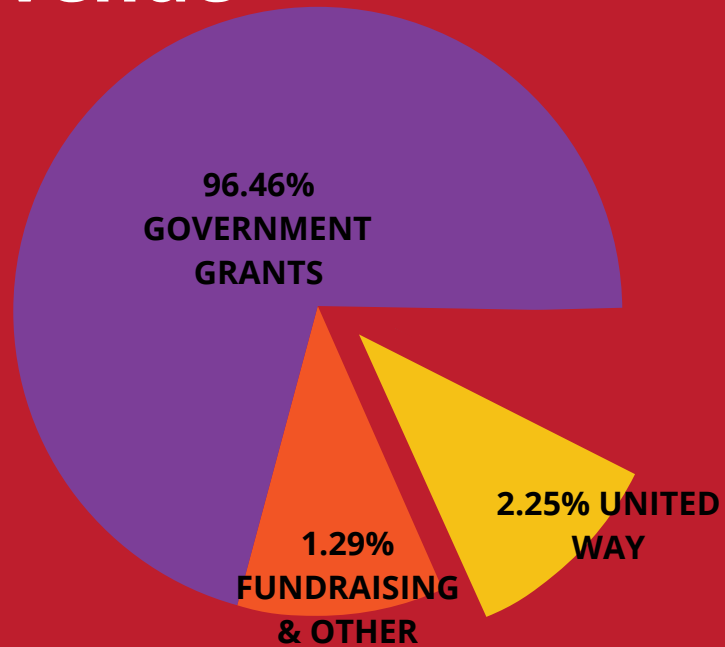
- A family attending EarlyON programs.



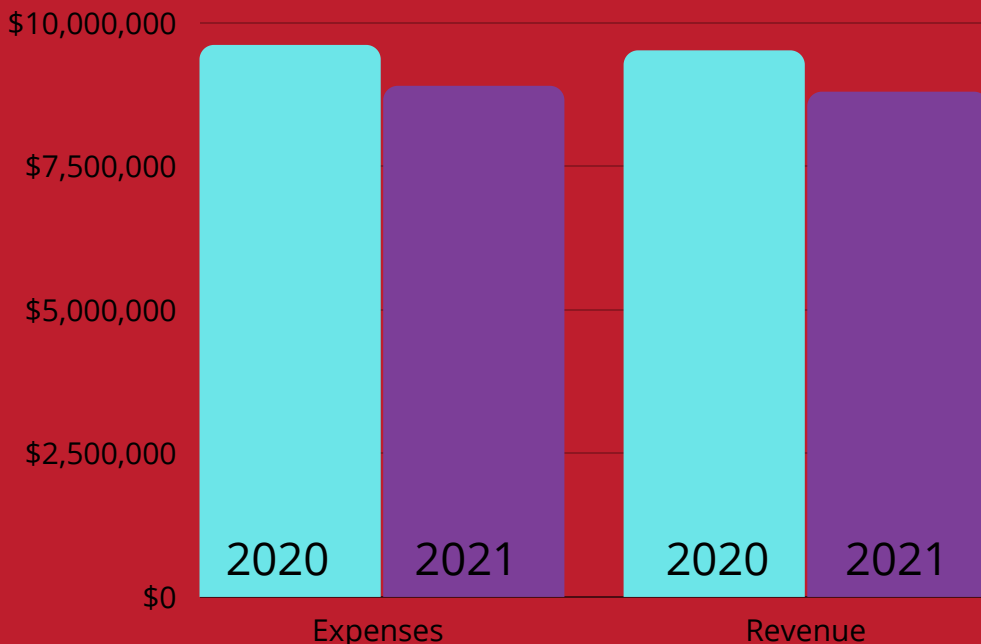
Seniors Program Testimonial

Bob and Uma are always excited to dance and sing. They also enjoy participating in program events, which they say brings them immense happiness and the motivation to live life to the fullest.

Revenue



Revenue vs. Expenses 2020-2021



FY2020-2021 CONSOLIDATED FINANCIALS

THE DIXIE BLOOR NEIGHBOURHOOD DROP-IN CENTRE Statement of Financial Position

March 31, 2021, with comparative information for 2020

	2021	2020
Assets		
Current assets:	\$ 2,330,470	\$ 1,372,003
Long term Investments	\$ 600,000	\$ 1,090,000
Capital assets	\$ 231,370	\$ 119,722
	\$ 3,161,840	\$ 2,581,725
Liabilities and Net Assets		
Current liabilities:	\$ 936,402	\$ 369,513
Deferred capital contributions	\$ 229,157	\$ 113,837
Net assets	\$ 1,996,281	\$ 2,098,375
	\$ 3,161,840	\$ 2,581,725

THE DIXIE BLOOR NEIGHBOURHOOD DROP-IN CENTRE Statement of Operations

Year ended March 31, 2021, with comparative information for 2020

	2021	2020
Revenue		
Government Grants	\$8,475,817	\$9,293,323
United Way	197,333	90,250
Fundraising	15,108	4,531
Other	24,217	57,385
Recognition of deferred capital contributions	74,078	59,544
	8,786,553	9,505,033
Expenses:		
Salaries and benefits	\$7,301,548	\$7,643,858
Rent	847,048	882,205
Program	531,408	899,756
Operations	130,893	110,640
Amortization of capital assets	77,750	63,216
	8,888,647	9,599,674
Excess (deficiency) of revenue over expenses	\$ (102,094)	\$ (94,642)

A Tribute To Our Staff

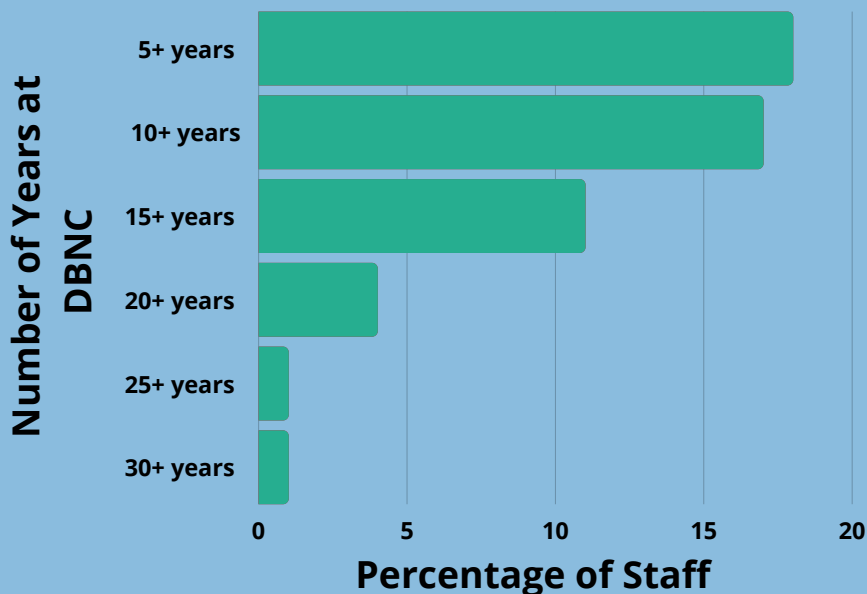
The HR department would like to express our heartfelt thanks to all DBNC employees who worked tirelessly from home throughout the COVID Pandemic and continued to offer our services virtually to the community. Working from home has had its own challenges with online connections, equipment, technology, and various interruptions that demand our attention.

Now that we are experts at delivering services to clients online, we will be transitioning to a Hybrid working model for staff in September 2021. This is an exciting way to embrace the future, keep pace with technology, offer flexibility at work and maintain physical interactions and connections with our clients that support positive outcomes.

Suzanne Malone
HR Manager



Years of Service at DBNC



At DBNC, we are proud of our dedicated staff. Many on our team have been working with us for over 5 years and continue to serve their clients better each day.

Celebrating 30+ Years of Service

With over 30 years of dedicated and inspiring service to DBNC, and the community that we so proudly serve, **Wendy Mullinder** and **Nga Bleach** have been an invaluable asset to us! We want to congratulate Wendy and Nga for their unmatched contribution for over three decades.



WENDY MULLINDER

Seniors' Coordinator/Supervisor Health Promotion Programs
Joined DBNC in 1991

“What was (and continues to be) the most gratifying to me during my time with DBNC is supporting people in connecting to the community, in whatever way is positive for them.”



NGA BLEACH

Vietnamese Settlement Counsellor
Joined DBNC in 1990

“Despite the countless overwhelming days at DBNC, we're proud that our clients always got the assistance they deserved. The best part of working at DBNC is how much we all support each other and aim to do our jobs well!”

Message from the ED - Reflections

Reflections on a year passed with a hopeful future has always been a practice that I have engaged in over the changing of a calendar year. This year, however, it is the reflections on the endurance and commitment of individuals at DBNC that have allowed me to cherish their tenure and tenacity with which they continue to serve the community. Whilst the pandemic has absorbed much of our worlds, the community has still been the focus and all efforts have been made to ensure that all our services were made available within the context of a virtual environment. Uncertainties and Unknowns, became the norm in an ever-changing environment, yet, each individual who engaged with DBNC found a space to be present and acknowledged.

Looking towards another year with hopefulness and knowing that the backbone of the organization is strong, determined, and remains committed to service to the community is more than anyone can envision. As we grow together in our fortitude and knowledge that together we are stronger, we begin our journey into another year.

Priyanka Sheth
Executive Director



LOOKING AHEAD TO THE FUTURE



We are embarking on a new strategic plan process that will guide our next 5 years. Our lens on **Diversity, Equity, and Inclusion** has found renewed strength and we stand committed to ensuring that we bring into **focus our support in Allyship and in Solidarity, forging partnerships and relationships** that will endure.

Our work with the **High Priorities Community Services**, has taken on an even more significant role to ensure that the **most vulnerable are kept safe and communities get access, information and support.**

We are in the midst of developing **a strong fund-development strategy** that will enable us to ensure that we continue to **provide services to those who fall outside of the margins.**

And, we are also ensuring that we grow and support the next generation of DBNC.

WITH A VIEW OF THE PAST

[Blueprint for building community](#) - Podcast with [Lynn Petrushchak](#)



MICHAEL LIPINSKI MEMORIAL FUND

In March 2021, Michael Lipinski passed away at home. Michael was the Manager of the Welcoming Communities program for over a decade and his connection with the youth he served was one of the most special things about him.

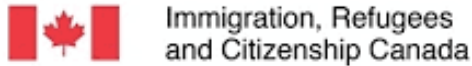
In honor of Michael, DBNC is formally launching the **Michael Lipinski Memorial Fund**.
The fund will be in support of two key areas: homeless youth and a scholarship for youth.

More information about the memorial fund can be found [here](https://dixieblor.ca/memorial-fund/): <https://dixieblor.ca/memorial-fund/>

OUR SUPPORTERS



FUNDERS



Ministry of Heritage, Sport, Tourism and Culture Industries (Ontario)

Ministry of Labour, Training and Skills Development (MLTSD)

PARTNERS

Seva Food Bank

City of Mississauga Parks & Forestry

Malton Neighbourhood Services

Brampton Multicultural Centre

Newcomer Centre of Peel

Polycultural Immigrant and

Newcomer Services

Peel District School Board

Dufferin Peel Catholic District School Board

The Students Commission of Canada (The Centre of Excellence for Youth Engagement)

Mississauga's Healthy City

Stewardship Centre

CRA

Embrace

Mississauga Community Legal Services

Achēv

Ministry of Labour, Training and Skills Development

WCG Services

Ministry of Children, Community and Social Services

Toronto Region Immigrant Employment Council (TRIEC)

OUR SUPPORTERS



VOLUNTEERS

Jasbir K Chandok
Kintha Uthaya
Kunwar Abbas
Ahmed
Sandra Hallak'
Suresh Kumar
Zaher Masood
Nisha Thianesh
Mandeep Kaur
Neha Furqan
Ayesha Umber
Isha Mehta
Gerry Wig
Gurleen Randhawa
Sahar Al Shibani
Pragya Singh
Bin Dang
Chetan Khurana
Deanna Qi
Hannah Nikita Topaz

David Rosen
Sheri Holubec Machado

Peer Leaders from
Applewood Heights, John
Cabot Catholic,
Glenforest, Philip Pocock,
St. Martin, and St. Paul

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Teresa Landry
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Priya Shan
Kelly McDonald
Nkky Egwuenu

OUR GRATITUDE

MPP Kaleed Rasheed
MP Peter Fonseca
Councillor Chris Fonseca
Mayor Bonnie Crombie

DONORS

A SPECIAL THANK YOU to
our “Christmas
Sponsorship Program”
donors



HOW YOU CAN HELP

We continue to need your ongoing support to make DBNC's vision for 2021 a reality.

Your contribution ensures we can change and improve the lives of the people in our community.

Donate

One-time or recurring donations can be made here:
<https://dixiebloor.ca/donate/>

Volunteer

Volunteer one-on-one through our programs:
<https://dixiebloor.ca/donate/>

Sponsor

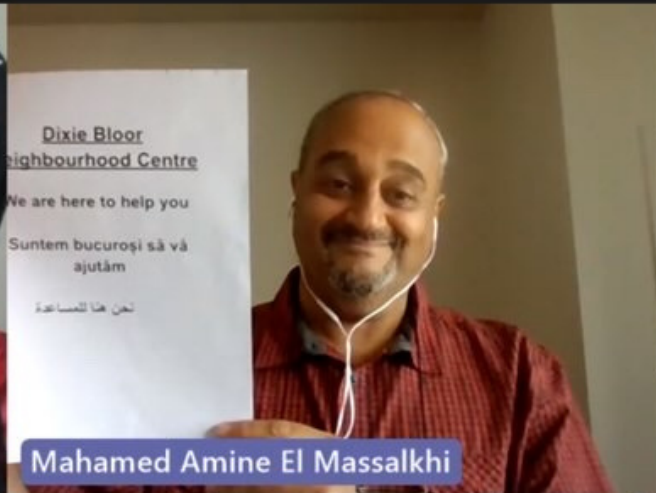
Corporations are invited to partner with us:
<https://dixiebloor.ca/get-involved/partners/>



est)



Amira Selim



Mahamed Amine El Massalkhi



Michelle Makuch



Timeka Reid



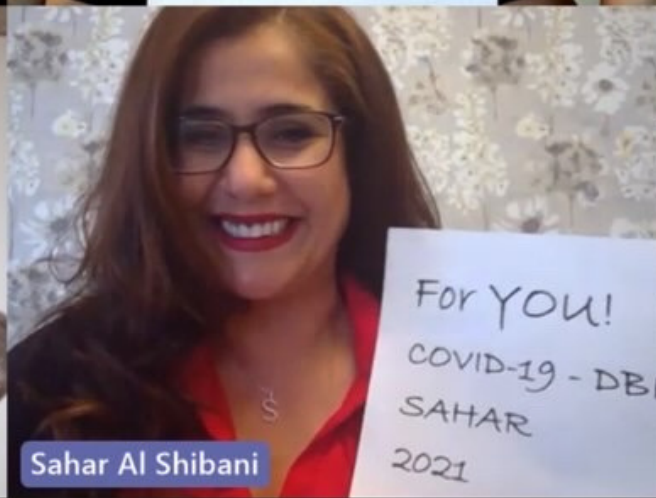
Omar Al-Ani



Alaa Sharaf



Lynn Petrushchak



Sahar Al Shibani



Lexiao Zheng



Aida Erebara

THANK YOU!

Head Office

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info@dixiebloor.ca

See all program location information

FOR DETAILED FINANCIAL STATEMENTS, PLEASE CLICK [HERE](#)

DISCLAIMER: MOST OF THE PICTURES USED IN THIS REPORT ARE FROM PRE-COVID YEARS

DBNC would like to extend our deepest gratitude and appreciation to Saira Khan and Isha Thaker for all their help in creating this year's Annual Report.

