

Dixon Hall



*Dreams. Possibilities. Growth.
Since 1929*

*Beyond the
Numbers*



ANNUAL
2012

REPORT

BEYOND
THE

NUMBERS

Message from the Executive Director and Board Chair

It is with great pleasure that we welcome you to view our 2012 Annual Report, a reflection of the highlights of our activities and the reach of our work in Dixon Hall's eighty third year of operation.

We are proud of what is contained in these pages and as you read them we hope you will share in our pleasure as you come to know the stories of our community.

Throughout the report you will notice numbers that tell one part of our story: how many people our services touched and how. We also want to share with you the stories beyond the numbers.

We anticipate that you will see themes in the stories: themes of strength and perseverance, of focus and commitment, of support and believing, of dreams and possibilities. These themes reflect the attributes of our community members who seek our help. And beyond the numbers you will also learn how Dixon Hall volunteers and employees provided support and assistance to our community members.

In keeping with our beginning as a settlement house, we are able to effectively assist our clients through a continuum of care service model.

Our services support community members at all ages and stages of life: whether a three year old enrolled in our Music School, or a youth getting his first paycheque as a camp counsellor in our summer camp, or a new mom learning parenting in the GUHD (Growing Up Healthy Downtown) program, or a new Canadian filing his first income tax return at our tax clinic, or an older worker researching a second career at the Dixon Hall Employment Services Centre or a newly retired senior wanting to keep fit through our exercise class in the Great Hall, or an older senior receiving home help services in her home.

Thank you for joining us in this celebration of achievements and success!

*Kate Stark,
Executive Director*

*Vivien Dzau,
Board Chair*

Housing, Homelessness Services



In 2012 Dixon Hall faced increased demands for food and shelter.

120,445 meals were served to homeless men, women and couples at Dixon Hall's emergency shelters in 2012.

25,360 bed nights were provided at **Heyworth House**, a 70-bed coed shelter, with 9 emergency beds, in the Main and Danforth neighbourhood.

9,070 bed nights were occupied at the **School House Shelter**, a 40-bed shelter for men in downtown east Toronto with a focus on harm reduction.

12,881 bed nights were offered through the **Out of the Cold** program for which Dixon Hall provides support to 17 faith-based organizations that open their doors to the homeless community during the coldest months of the year.

The Dixon Hall **Housing Team** is comprised of skilled workers with expertise to support individual clients in life skills development, harm reduction, community engagement, employment and immigration. The Team offers help to clients with histories of homelessness, mental health challenges and addictions to become successful in housing.

Beyond the Numbers

Last year, one of our success stories involved a young man in his late twenties who first came to Dixon Hall as a participant in the Friday morning Breakfast Program. After a short time, he came forward and asked to volunteer with the program, helping set up the hall and clean up after the meals. Some weeks later, he expressed a desire to cook and help prepare meals, and was enrolled in the Safe Food Handler's certification program.

This same young man then worked with one of our Housing Team workers who outlined various housing options and helped him with housing applications . . .

Employment Services



2,006 visits were made by clients in 2012 to the Dixon Hall **Employment Services Centre** at 489 Queen Street East. We are building on our strong track record in the community to deliver meaningful and sustainable employment services to individuals throughout the City.

\$12,000 in small business loans was awarded to budding entrepreneurs in our community through the **Regent Park Microfinance Program**. We launched this initiative last year in collaboration with ACCESS Community Capital Fund. With assistance from Dixon Hall Employment Services, this vital program helps those wishing to start their own businesses obtain financial support that they would not otherwise be able to access through traditional banking channels.

...The success story continued for the young Breakfast Program client. He went on to engage with our Employment and Life-skills Counselor to get help finding training that would earn him a decent living. He was accepted into the Toronto District School Board's OW-Distribution and Warehouse Assistant program that provides in-class theory, training and work placement experience. He successfully completed the course and found full-time employment.

75 adults participated in literacy and basic skills instruction and computer literacy training at the **Regent Park Learning Centre**, an invaluable educational resource in the heart of downtown east Toronto.

2,750 days of instruction were delivered to 100 trainees at the Dixon Hall **Mill Centre**, a fully equipped carpentry shop that offers hands-on training in the construction trades to those facing barriers to employment.



Neighbourhood Programs



5,000 children and youth

from Regent Park, Moss Park and St. Lawrence community have benefitted from subsidized music

lessons since the **Dixon Hall Music School**

opened its doors in 1978. Thanks to generous funding from the Slight Family, The Minstrel Foundation, Halsall Associates, and through the dedicated work of their teachers, 16 students will be taking Royal Conservatory of Music exams in 2013.

Beyond the Numbers

Celebrating its 35th year of operation, the Music School has enjoyed many success stories; but in this past year we recorded our first hip hop track in the new digital studio written by a group of young women from our community; we enrolled our first upright bass student; two of our recent graduates have been accepted to OCAD to pursue an arts education; and alumnus Matthew Brown is performing in Tommy at the Stratford Festival.

1,000 residents from our community came out to participate in the **Show Love Regent Park** initiative which won the 2012 **Mayor's Community Safety Award**. Show Love was created to help the community heal after the Eaton Centre shooting in June of 2012.

310 youth and **90** families worked with the **Children and Youth Department** which provides supports and organizes numerous programs including Monday Night Basketball League, after-school activities, camps and drug prevention programs. In 2012, with support from Loblaw Hockey League, Wonder+ Cares and Canadian Tire Jumpstart Charities, we were able to launch the Dixon Hall Hockey League, enrolling 28 kids and supplying them with new skates and equipment.





90 children attended the Dixon Hall **Summer Day Camp** which gives kids the chance to make new friends and engage in productive activities including sports, arts and crafts, camping trips and nutritional eating.

Beyond the Numbers

One statistic about which the Children and Youth Department is very proud is the number of youth from the program who are graduating high school; 48 from last year!

Of this number, 12 will be going on to college and university, including the University of Guelph and Wilfred Laurier University. One of our past participants recently completed Teachers College and another went on to study law in the United Kingdom.

200 at-risk youth were engaged in the **MY Regent Park** project over its three year term. The project, which ended in early 2013, provided individual mentoring and collected data on gang-involved youth, youth at risk of gang involvement, families of these youth, and the Regent Park community. The successes and learnings of this project will be incorporated into future youth crime and violence prevention initiatives.

509 returns at **33 Income Tax Clinics** were completed by 47 volunteers from the CRA Community Volunteer Income Tax Program, BDO Dunwoody LLP Chartered Accountants and Advisors, Price Water House Coopers LLP, and the Institute of Chartered Accountants of Ontario.

131 immigrants and newcomers were served by Dixon Hall's **Settlement Services** which offers outreach, one-to-one consultations, settlement plan development, child care, language training, conversation circles, translation services and ongoing support accessing needed programs and services.



Seniors Program



13,000 resident days

of service were provided to over 100 seniors benefitting from the **Supportive Housing Program**. This vital program allows seniors to live independently and with dignity in their own home, and offers an innovative alternative to institutionalizing the elderly. The supports offered include personal care, essential house-keeping, care co-ordination and emergency response.

2,800 hours of service were provided to seniors — many of whom are frail and shut in — as part of the **Home Support Program** which offers friendly visiting, telephone reassurance, escorts to medical and essential appointments and shopping. Seniors are also encouraged to participate and volunteer in programs and take initiative to enhance their quality of life.



Beyond the Numbers

One client who at age 98 is deaf but able to live on her own with support from our Seniors Program staff and volunteers considers Dixon Hall her second home. She places her trust in Dixon Hall to help her live independently.

Another of our clients who has no family in town and who has become increasingly homebound enjoys her regular friendly visits from Dixon Hall volunteers. Over the years, she says she has acquired many “daughters” through this service and has maintained long-standing relationships with these “volunteer family members.”

Dixon Hall in the Community



Map is not to scale



Service locations:

- 1. Head Office**
58 Sumach Street
- 2. Employment Centre
and
Regent Park Learning
Centre**
489 Queen Street East, 3rd Floor
- 3. Dixon Neighbourhood
Homes**
30 St. Lawrence Street
- 4. Harm Reduction**
14 Blevins Place
- 5. Youth Centre**
44 Blevins Place
- 6. Seniors Supportive
Housing**
85 The Esplanade
- 7. School House Shelter**
349 George Street
- 8. MY Regent Park**
312 Broadview Avenue
- 9. The Mill Centre**
449 Carlaw Avenue
- 10. Heyworth House
and
Out of the Cold**
2714 Danforth Avenue

2012 Donors

Benefactors Circle \$1,000 and above

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		The McLean Foundation
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Thank You for Making a Difference



The Norman and Margaret
Jewison Foundation
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2012 Funders

Many thanks to the following funders who helped Dixon Hall provide vital programs and services for the community.

Government of Canada

Citizenship & Immigration Canada ✿ Health Canada
Industry Canada ✿ Public Health Agency of Canada
Public Safety Canada's National Crime Prevention Centre
Service Canada

Province of Ontario

Employment Ontario ✿ Legal Aid Ontario
Ministry of Health and Long-term Care
Ministry of Training, Colleges and Universities
Toronto Central Local Health Integration Network

City of Toronto

Children's Services ✿ City Planning Division
Community Services Partnership ✿ Employment & Social Services
Shelter, Support & Housing Administration
Social Development, Finance & Administration ✿ Toronto Arts Council

United Way Toronto

Ways to Give

- In the mail
- Online
- Attend a special event
- Host a third party event
- Dinners for Dixon
- Monthly donation
- Annual giving
- Send a card
- Make a bequest
- In memory of a loved one

For information on how you can support Dixon Hall please contact us at Fundraising@dixonhall.org or call us at 416-956-4949 ext 210.

2012 Statement of Operations

Year ended December 31, 2012

	2012	2011
Revenue		
Grant revenue - City of Toronto	4,134,511	4,063,165
Grant revenue - Province of Ontario	1,724,185	1,636,844
Grant revenue - Federal Government	1,200,080	1,125,249
Donations and fundraising - Operating fund	774,785	813,150
United Way of Greater Toronto	632,843	589,889
User fees	244,268	389,520
Amortization of deferred contributions	172,383	181,307
Interest - Operating fund	1,572	869
Interest - Restricted fund	369	730
	<hr/> 8,884,996	<hr/> 8,800,723
Expenses		
Neighbourhood programs	2,306,455	1,883,596
Housing and homelessness programs	3,962,780	4,016,888
Seniors programs	950,390	973,669
Employment programs	1,044,017	1,164,062
Infrastructure and support services	617,304	757,384
	<hr/> 8,880,946	<hr/> 8,795,599
Excess of revenue over expenses	<hr/> 4,050	<hr/> 5,124

2012/2013 Board of Directors

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Honorary Board Member

Order of Dixon

In 2009, as part of Dixon Hall's 80th anniversary celebration, we introduced the Order of Dixon to recognize people whose tremendous gifts of time, money or expertise have made a significant difference to the work of Dixon Hall.

The Order of Dixon is our highest honour and we acknowledge the special contributions of a few individuals annually.

2012 Recipients

Gordon Henderson
Dr. Robert Heyding

2011 Recipients

Pat Bearclaw
Peter Halsall

2010 Recipients

Pat MacKay
Barbara Volk

2009 Recipients

Neil Clarke
Barbara Dixon
Patrick Gossage
Bill & Cathy Graham
Steve Hudson
Tony Minard
Robert Patillo
Ada Slaight

Dixon Hall



*Dreams. Possibilities. Growth.
Since 1929*

Mission

Vision

Values

Mission: We are community partners in creating opportunities for people of all ages to dream, to achieve and to live full and rewarding lives

Vision: Good jobs, good health, safe shelter, vibrant cultures, strong community

Values: At Dixon Hall, we value people. Because we value people, we value: Respect, Caring and Compassion, Integrity, Accountability, Equity and Accessibility, Second Chances, Dreams and Possibilities

For more information on Dixon Hall's programs and services visit our website at www.dixonhall.org

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58 Sumach Street
Toronto, ON M5A 3J7

T | 416.863.0499

F | 416.863.9981

E | info@dixonhall.org

W | www.dixonhall.org

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