

North York East Local Immigration Partnership Strategic Plan

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Acknowledgements

The successful completion of the planning phase of this project has been a collaborative effort and the result of the hard work of many individuals and local community organizations in the North York East area.

Over 400 newcomers and 100 service providers participated in the process through focus groups, key informant interviews community consultations and advisory panels. Their input has been the backbone of our project and we are extremely grateful to them for sharing their time, energy, experiences and ideas for change.

We would also like to thank all members of the North York East LIP Council for their input and feedback in the planning process and to the Fairview Interagency Network for their support and outreach.

Many thanks to our LIP animators, Shirin Ardalani-Khosravi, Linda Cheng, Safia Kanwal, Elmira Mammadova and Belinda Zhang, who acted as bridge-builders between the project and newcomer communities in the area, and whose outreach and facilitation proved crucial to the success of the project.

Finally, many thanks to the LIP team: Sue Kelleher, Habon Ali and Adriana Beemans for their hard work and effort to record and respond to the stories, issues and visions of the community in their development of this report.

We believe that the quality of data obtained and used to develop our strategic plan highlights the importance of engaging with newcomers and newcomer-serving organizations in improving the lives and settlement outcomes for immigrants in Canada. We are extremely happy to present North York East's Local Immigration Partnership Strategic Plan.



Marcie Ponte
Executive Director
Working Women Community Centre

Executive Summary

In 2009, Citizenship and Immigration Canada (CIC), in partnership with the Ontario Ministry of Citizenship and Immigration, launched Local Immigration Partnership (LIP) projects throughout Ontario. LIPs were developed as research initiatives to identify ways to coordinate and enhance local service delivery to newcomers across the province, while promoting efficient use of resources.

In October 2009, Working Women Community Centre entered an agreement with CIC to lead a LIP project in the North York East area of Toronto. The North York East LIP is located in the far north of the city, contained by Steeles Avenue to the north, Highway 401 to the south, Victoria Avenue East to the east and the Don Valley River to the west. The area population is almost 80,000, 70% of which are immigrants to Canada.

A major priority for the North York East LIP project was to root its research in the real-life experiences of local newcomers and local community organizations. In total, over 400 newcomers & immigrants, and over 100 service providers were consulted and engaged with to identify challenges, solutions and new directions for the settlement sector in the area. Methods of engagement for both newcomers and service providers included focus group research, key-informant interviews, community consultations and advisory panel workshops. In addition, five local newcomers were hired as LIP community animators to outreach and connect to newcomers in North York East. They acted as crucial bridge-builders to newcomer communities throughout the area.

Research conducted in the North York East LIP highlight many area strengths & needs. Through extensive consultation with newcomer communities & service provider organizations in the area, six main areas of focus emerged as priorities: Employment; Information; Health (Physical & Mental); Language; Civic Engagement; and Collaboration & Capacity Building.

Priority community values were also identified to drive future settlement services in the area. These values are: Accessibility; Affordability; Understanding Needs; Efficiency; Respect; and Responsiveness.

Using this information, the North York East Strategic Plan has been developed around six areas of focus: Information & Outreach; Civic Engagement; Collaboration & Capacity Building; Language Training & Supports; Labour Market; and Health Services.

Working groups will be established to address these areas of focus. In-depth directions for each working group are outlined in the main body of this report.

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1. Introduction

Overview

In 2009, Citizenship and Immigration Canada (CIC), in partnership with the Ontario Ministry of Citizenship and Immigration, launched Local Immigration Partnership (LIP) projects throughout Ontario. LIPs were developed as research initiatives to identify ways to coordinate and enhance local service delivery to newcomers across the province, while promoting efficient use of resources.

In October 2009, Working Women Community Centre entered an agreement with CIC to lead a LIP project in the North York East area of Toronto. The North York East Local Immigration Partnership developed as one of seventeen community planning LIP projects in the city, focusing on an area where over 70% of residents are immigrants to Canada. Over an 18 month period, community members worked together in many formats to develop a strategic plan to improve settlement for immigrants and newcomers living in the area.

Project Objectives

A number of key objectives were outlined by Citizenship and Immigration Canada when they launched LIP projects throughout Ontario. Each project was to develop a strategy that would:

- Improve access and coordination of immigrant integration services through the establishment of a partnership council;
- Strengthen settlement and integration outcomes for newcomer populations through

the development of a comprehensive settlement strategy; and

- Strengthen local awareness and capacity to integrate immigrants through the engagement of a range of local stakeholders and residents in the formation of the settlement strategy.

Process

The North York East LIP team designed a process to develop its strategic plan. Figure 1 below summarizes key steps in the process.



Figure 1



1. Introduction

Project Approach

The North York East LIP project was developed as a sub-committee of the Fairview Interagency Network (FIN) to ensure sustainability. FIN was originally established in 1992 under the name Better Beginnings Now Steering Committee and currently consists of over 30 members from local service provider organizations and government bodies servicing the North York East area. LIP staff reported progress and findings to FIN on a monthly basis throughout the project.

A major priority for the LIP project was to root the project in the real-life experiences of local newcomers and local community organizations. In total, over 400 newcomers & immigrants, and over 100 service providers were consulted and engaged with to identify challenges, solutions and new directions for the settlement sector in the area. Newcomers engaged in the process in their mother tongue language where possible, which increased the quality of research and increased the ability of project staff to respond to newcomer needs in their strategic plan.



2. Project Structure & Research Methods

Team Structure

LIP Staff

Two full-time staff were hired for the North York East LIP project. The project manager was responsible for overseeing the overall process. The outreach coordinator was responsible for organizing outreach, and assisting the project manager with research and planning.

Community Animators

Five newcomer residents from North York East were hired as community animators to conduct peer research for the LIP project. The animators were selected from over forty applicants based on their education and work experience, their knowledge of services in the local area, their experience in conducting outreach and connecting to local newcomer communities, and their ability to communicate in multiple languages.

Partnership Council

The North York East LIP Partnership Council was created to be a central driving force behind the development of the area's strategic settlement plan. Council was formed during the first month of the project and included nineteen local organizations, including:

- ACCES Employment
- AYCE Employment
- Armenian Relief Society Social Services
- AWIC Community and Social Services

- Centre for Information and Community Services (CICS)
- Centre Francophone
- CNIB
- Community Microskills Development Centre
- Fairview Community Health
- Formosa Evergreen Senior Citizens Centre
- Harriet Tubman Community Organization
- Iranian Women's Organization of Ontario
- North York Harvest Food Bank
- Senior Tamils Centre
- Toronto Employment and Social Services
- Toronto Public Library
- University Settlement
- Willowdale Community Legal Services
- Working Women Community Centre

Council met seven times throughout the planning process to support the project in outreach and analysis, and to receive findings as research progressed. Council roles and responsibilities are outlined in their Terms of Reference, Appendix A.

Consultants

Consultants were hired to develop and run community engagement activities with newcomers and service providers throughout the course of the project. Consultants played a key role in working with local stakeholders to identify community values and priorities for the North York East LIP strategic plan.



2. Project Structure & Research Methods

Project Process

The North York East LIP team designed a process to develop its strategic plan:

- Community physical asset mapping took place to understand the range and location of local institutions, programs, supports and facilities throughout the area;
- A demographic profile of the North York East LIP was developed to understand the local population in the area;
- Focus group sessions were held with newcomers & immigrants to understand their experiences of using local services & facilities;
- Focus group sessions & key-informant interviews were held with service provider staff to understand their experiences of serving newcomers in the area;
- Local service delivery analysis was conducted to identify strengths and weaknesses of services in the area;
- Community Consultations took place to present and validate research findings to residents and local organizations and to discuss ideas for addressing service gaps, strains and unmet needs;
- A Newcomer Advisory Panel was established to finalize guiding values, choose priority areas of focus and suggest practical action ideas for the final strategic plan;
- A Management Summit took place to review and refine the strategic plan, and to identify areas of interest for the LIP project Implementation Phase; and
- LIP team planning took place to consolidate research findings, guiding values, newcomer and service provider priorities and action ideas into a comprehensive strategic plan for North York East.

Research Methods

Community Physical Asset Mapping

This exercise involved mapping distribution of local facilities, institutions, community organizations and service locations throughout the North York East LIP project catchment area. A component of this was funded by the United Way of Toronto.

Community animator staff worked to plot and number every local service, program and facility on a map of the area and to create corresponding lists with organization/institution names and descriptions of services available at each venue.

Animators were assigned sections of the study area to map, and they teamed into pairs to walk every street in their assigned areas, recording services and their locations. Work was submitted at weekly meetings, when each animator presented numbered maps of their area with services, programs and facilities identified. Animators also kept a weekly journal of their experiences and submitted these to LIP staff at the end of the exercise.



2. Project Structure & Research Methods

Information collected at weekly meetings was divided into two main categories and mapped by a GIS consultant

To compliment the community maps developed, a corresponding inventory of services, programs and facilities available to newcomer residents in the study area was compiled. Each organization and institution identified by the animators in their mapping exercise was contacted by phone or email and program/service description, eligibility criteria, enrollment procedures and contact information was verified with staff. This information was combined with the community maps into two service guide booklets, detailing programs & services available in the area (See Appendix B). These booklets were developed to help newcomers to learn about local services, programs and facilities, and to act as a referral tool for local service providers working with newcomer clients.

Information from animator diaries added an experiential angle to analysis of the accessibility of programs and services throughout the area. The animators identified areas that were difficult to access by public transit or where they didn't feel safe walking alone. They identified services and facilities that were underused or had long-waiting lists. LIP staff analyzed these observations to add to an understanding of how and why newcomer services were being accessed or not throughout the area.



2. Project Structure & Research Methods

Demographic Profile

The profile was developed using 2001 & 2006 census data from Statistics Canada.

Census tracts for the project catchment area were identified and demographic data for each census tract was collected from TIEDI, York University. This was consolidated into one database to represent the North York East LIP. Data was interpreted and summarized under the following categories:

- Population Age
- Immigration, Language & Ethnicity
- Education
- Employment & Income
- Housing

In recognition that information from the most recent census is 4 years out of date, additional data was sourced and examined to identify possible recent population change in the area. This included Student enrollment data 2008-09 from Toronto District School Board's Research & Information Services Office, Ontario Ministry of Education School Finder Statistics Data 2008-09 and LINC Student Enrollment Data 2008-10 from North York East's LINC centre at Working Women Community Centre.

Findings were used to develop a demographic profile of the area.



Members of the Neighbourhood Advisory Panel, Working Women Community Centre's animators and staff



2. Project Structure & Research Methods

Community Research

Newcomer Focus Groups

Throughout spring 2010, 25 focus group sessions with 200 newcomers took place. Sessions were held in English, Mandarin, Farsi, Russian, Urdu and Hindi. Three sessions focused on seniors, four sessions focused on youth and one session focused on the LGBTQ community.

LIP staff conducted a brief literature review to identify possible areas of focus for newcomer focus group sessions. Staff then held a one-day workshop with community animators to confirm areas of focus and to develop a set of questions for each (See Appendix C). The animators played a key role in developing questions for newcomer focus group sessions. They drew from their own experiences to build a question-set to best suit a broad range of newcomer participants. A mock focus group session was run with the animators to test, refine and finalize questions. All questions were open-ended to encourage discussion. Focus group questions were reviewed and approved by Council.

The animators conducted outreach to the local newcomer community to recruit focus group participants. Each animator developed their own outreach strategy based on their knowledge of their own neighbourhoods and communities. Mixtures of methods were used to recruit focus group participants, including:

- Posting flyers at all major settlement services organizations in the area;

- Face-to-face outreach at parks, shopping centres, schools and daycare centres;
- Contacting settlement workers and local service providers to encourage them to refer interested clients; and
- Asking registered participants to bring along a newcomer friend.

The animators scheduled participants into sessions based on their address, age, language ability and availability.

Each focus group session lasted for a two hour period and was facilitated by two community animators. Conversations took place in Mandarin, Farsi, Russian, Urdu and Hindi. Where participants had mixed home languages, animators translated issues and ideas.

The animators reviewed findings from focus group research to ensure that the stories and experiences they had heard were reflected in the research. Findings were fed into an analysis of local service delivery.

Service Provider Focus Groups

Throughout summer 2010, service provider focus groups took place with 40 frontline staff from 17 local organizations. Focus group sessions were organized around the following themes: Orientation, Information & Referral; Language; Employment; Health; Mental Health; Food Security; Community Connections.

LIP staff used findings from newcomer focus group research to develop questions for service providers (See Appendix D).



2. Project Structure & Research Methods

In addition, questions were added to receive feedback from service providers on their needs and challenges in working directly with newcomers.

All questions were designed as open-ended to encourage discussion, and were reviewed and approved by Council.

LIP staff used three outreach strategies to recruit participants:

- Council members were contacted and asked to nominate one frontline staff to participate;
- Attendees at two Fairview Interagency Network meetings were invited to participate or nominate a staff member to take part in a session; and
- Service providers identified through the service inventory were contacted by phone and email and were invited to nominate a frontline member of staff to a relevant session.

LIP staff scheduled participants into sessions based on their area of expertise and availability. Each session lasted for two hours. Findings were fed into an analysis of local service delivery.

Key Informant Interviews

Throughout summer 2010, 12 key informant interviews took place with management from local organizations in the area.

LIP staff developed questions to receive feedback from management staff on their needs and challenges in overseeing local service delivery in North York East (See Appendix E). All questions were designed as open-ended to encourage

discussion, and were reviewed and approved by Council.

LIP staff used three outreach strategies to recruit participants:

- LIP staff announced key-informant interview topics to Council and asked members to volunteer to participate where possible;
- Fairview Interagency Network members were invited to participate in an interview at a monthly FIN meeting; and
- Management staff from organizations identified through the service inventory were contacted and invited to participate in an interview.

Each session lasted for one-two hours. Findings were fed into an analysis of local service capacity.

Local Service Delivery Analysis

To conduct local service delivery analysis, LIP staff distributed surveys to local service providers, requesting information about organization size, operating status and annual budget (See Appendix F).

This data was added to information and statistics available on organization websites to assess the scope and strength of service provision in North York East.

Focus group findings were examined to add an experiential lens to service delivery analysis. Service strengths & assets and gaps & needs were identified from material.



2. Project Structure & Research Methods

Community Consultation Research

Two community meetings for newcomers and one meeting for service providers took place to report back findings from focus group research and to receive ideas about how to prioritize service gaps, strains and unmet needs.

Outreach for these events was conducted by LIP staff and community animators. In total, over 150 newcomers and 50 service providers attended.

The first newcomer community meeting took place on 13 March 2010. The purpose of the meeting was to review and discuss findings from focus group research and to compile community visions for positive change (See Appendix G for detailed agenda). Newcomers participated in round-table discussions at the event in Mandarin, Farsi, Urdu, Hindi, Russian and Arabic.

A number of focused exercises and discussions took place throughout the day.

Newcomer tables worked on a 'Where I Live' exercise, where participants used maps of the area to identify where they live and to discuss area boundaries, experiences of navigating space, and familiar and unfamiliar places within the catchment area.

Tables also worked on discussion-based exercises to review focus group findings about Language & Employment, to rank the most important and meaningful ways of connecting to their community, and to identify barriers to Support Services.

Finally, a 'Community Visioning' exercise took place, where participants created group word maps to identify ideas for 'excellent service' in: Civic and Community Engagement, Social Life & Networks, Employment and Working Conditions, Education and Language, Physical and Emotional Health, Income and Economy, and Housing.

Self-expression tools for the day included a Speakers Corner Video Booth, where newcomers could freely talk about their community and the challenges they face as newcomers in North York East. There was also a 'Weighing-In' Corner, where each newcomer placed handfuls of marbles in Newcomer Issue Jars to identify their priority needs.



2. Project Structure & Research Methods

A service provider meeting followed this on March 29, 2010. The purpose of the meeting was to share information gathered from the newcomer consultation, to further explore barriers and challenges faced by service providers in meeting the needs of newcomers and to brainstorm ideas, strategies and tools for service improvement in the area (See Appendix G for detailed agenda).

A number of focused discussions and exercises took place throughout the day.

Service providers formed discussion tables to identify what they thought would be local service barriers identified by newcomers. LIP staff then presented focus group and consultation findings. Disparities were discussed.

Participants then worked in groups to identify local service provider barriers and to brainstorm potential solutions.

Finally, they were given newcomer word maps created at the community meeting and discussed and identified doable items on each list.

Findings from this meeting helped LIP staff to identify gaps in service provider knowledge of newcomer needs, and helped to strengthen and validate an understanding of service provider barriers and challenges.

On September 25, 2010, a second newcomer community meeting took place. The purpose of the meeting was to share research progress and to discuss community values to guide future service delivery in the area (See Appendix G for agenda).

Newcomers participated in round-table discussions at the event in Mandarin, Farsi, Urdu, Hindi, Russian and Arabic.

A number of exercises and discussions took place throughout the day.

Participants took part in creating a human map of North York East, by organizing themselves on a floor-map of the area based on where they lived, and explaining to the group why they had chosen to live there.

Newcomers then formed nine discussion tables and worked on an 'Experience Map' exercise. Each participant plotted their first year in Canada along an experience graph, identifying highs and lows of their early immigration experience. Participants then compared and discussed their settlement experiences, identifying common highs and lows, and indicating where stronger settlement services were needed.

Tables then worked in groups to identify community values that should drive local services in Housing, Employment, Language, Health, Recreation, Education, Community Connections Food and Information Referral. Each table started with a list of fifty values that had emerged from earlier consultation discussions. Each group was asked to debate and select the six most important values from this list for their area of focus.



2. Project Structure & Research Methods

Twenty six values were identified more than once between the nine discussion tables. These values were further refined by a LIP Newcomer Advisory Panel.

Newcomer Advisory Panel

The North York East LIP Newcomer Advisory Panel was created to review and refine identified community values, to identify priority areas of focus for the North York East LIP strategic plan, and to make recommendations on how best to address these priorities (See Appendix H for Newcomer Advisory Panel application forms, panelists and work agendas).

Outreach for panel applicants was conducted by LIP community animators. Almost 100 newcomers applied, and 24 applicants were selected for the panel in a lottery draw. Participants were selected to ensure a gender balance and a range of age, language and time in Canada.

The panel met for two full days in November and December 2010.

At their first meeting, panelists worked in small groups to review the twenty six values identified at the community meeting. Each group worked together to refine their list to six core values that should drive all services in the area.

At their second meeting, panelists worked in groups to identify five priority areas of focus for the North York East Strategic Plan. Panelists then reviewed and ranked eighteen recommendations that had emerged

from previous consultations to develop a list of top recommendations for the LIP to follow.

Management Summit

In February 2011, thirty service providers from the area attended a one-day summit to discuss recommendations from the Newcomer Advisory Panel, and to identify opportunities for collaboration into project implementation (See Appendix G for detailed agenda).

Attendees returned to the five areas prioritized by the Newcomer Advisory Panel and worked in groups to add to the panel's recommendations.

Action Planning

Finally, LIP staff and consultants compiled all information collected between October 2009 and February 2011 to develop a strategic plan for North York East.

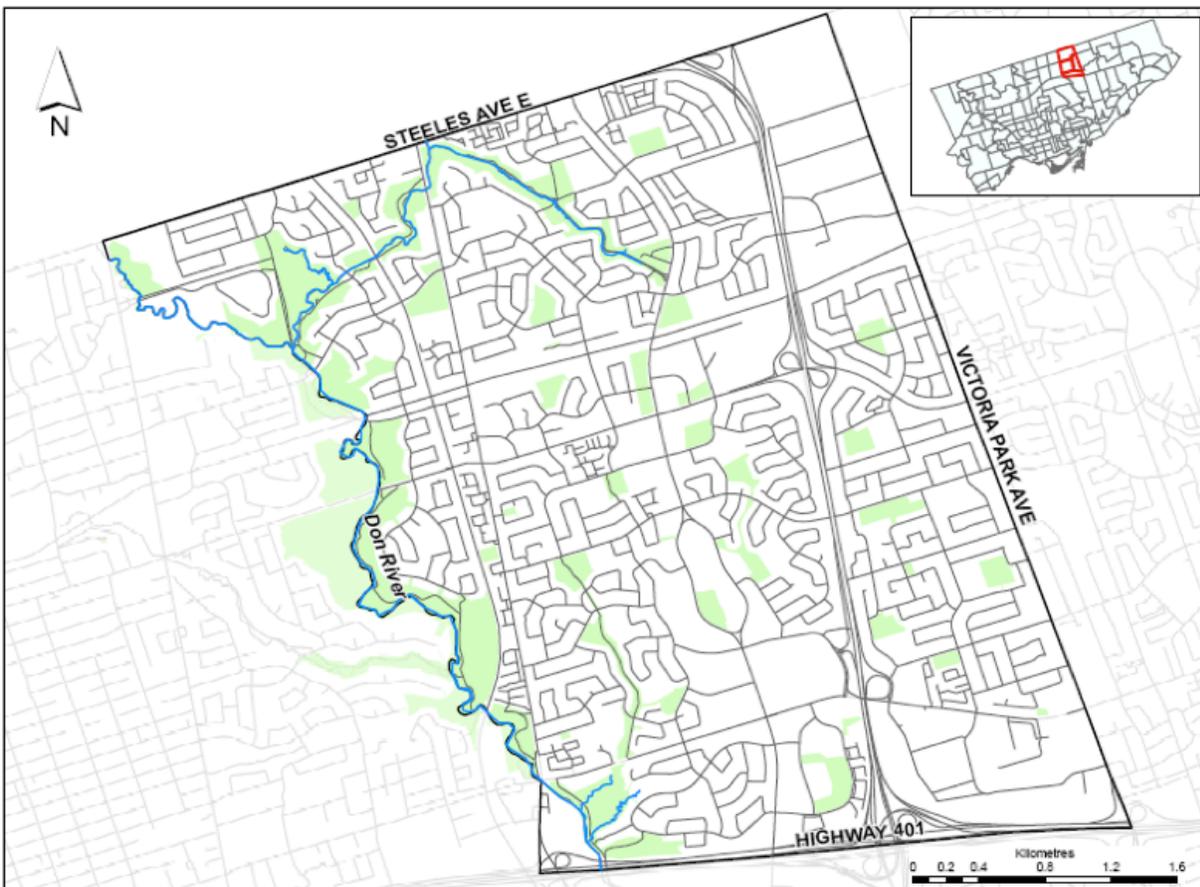
The remainder of this report presents research findings, analysis and the North York East Local Immigration Partnership strategic plan.

3. North York East Area Profile

Location & Boundaries

The North York East area is located in the far north of the City of Toronto, between the Scarborough Agincourt city ward in the east and the Willowdale city ward in the west.

The boundaries for this project are Steeles Avenue to the north, Highway 401 to the south, Victoria Avenue East to the east and the Don Valley River to the west.



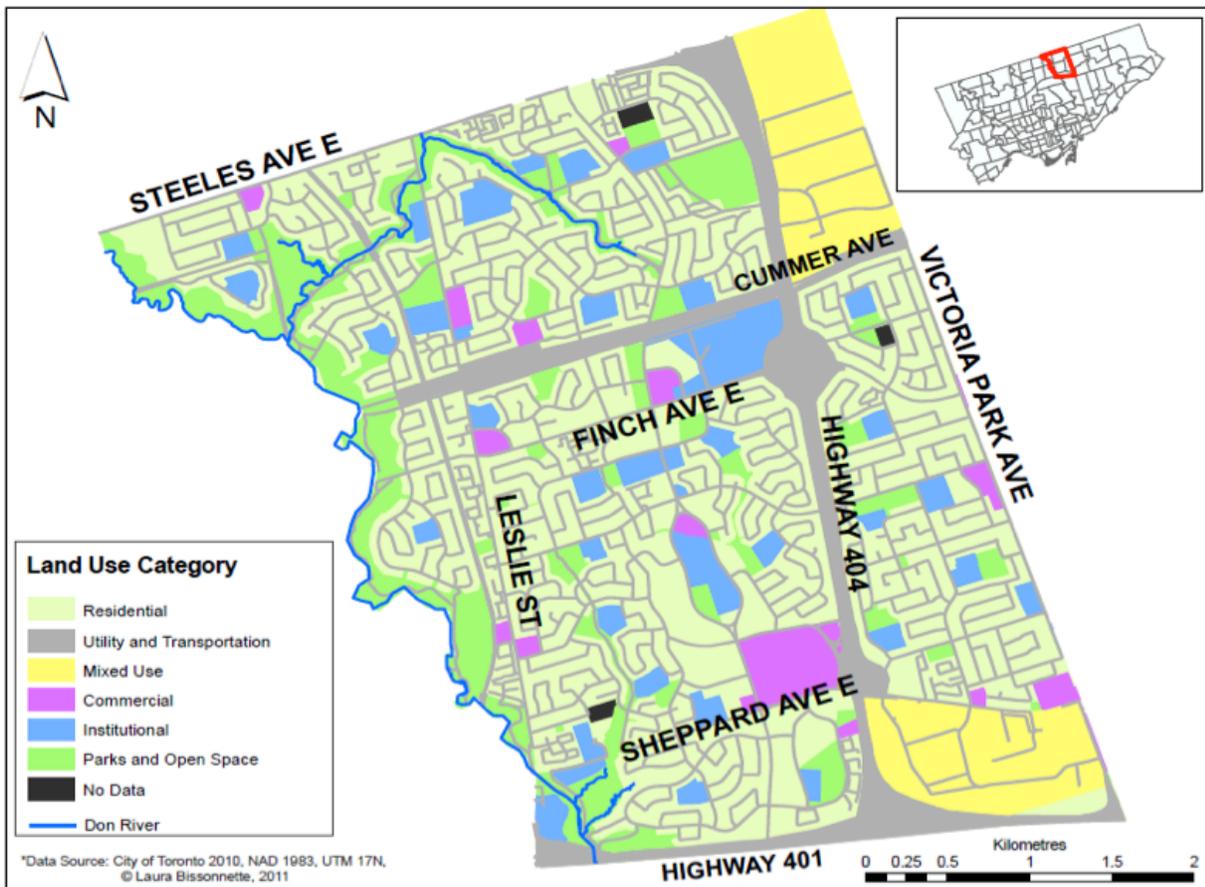
Map 1: North York East study area boundaries

These boundaries enclose an area that includes eighteen census tracts and four city neighbourhoods: Henry Farm, Don Valley Village, Pleasant View and Hillcrest Village. Three of the four neighbourhoods belong to Ward 33 (Don Valley East). Hillcrest Village belongs to Ward 24 (Willowdale East).

3. North York East Area Profile

Land Use

The North York East LIP is a major residential area and is home to over 27,465 households. There are numerous commercial & service sites located here, including 11 shopping-complex developments. The most notable commercial space in the area is the Fairview Mall plaza, which is located on the north-east corner of Sheppard Ave East and Don Mills Road, and features over 150 retail outlets.



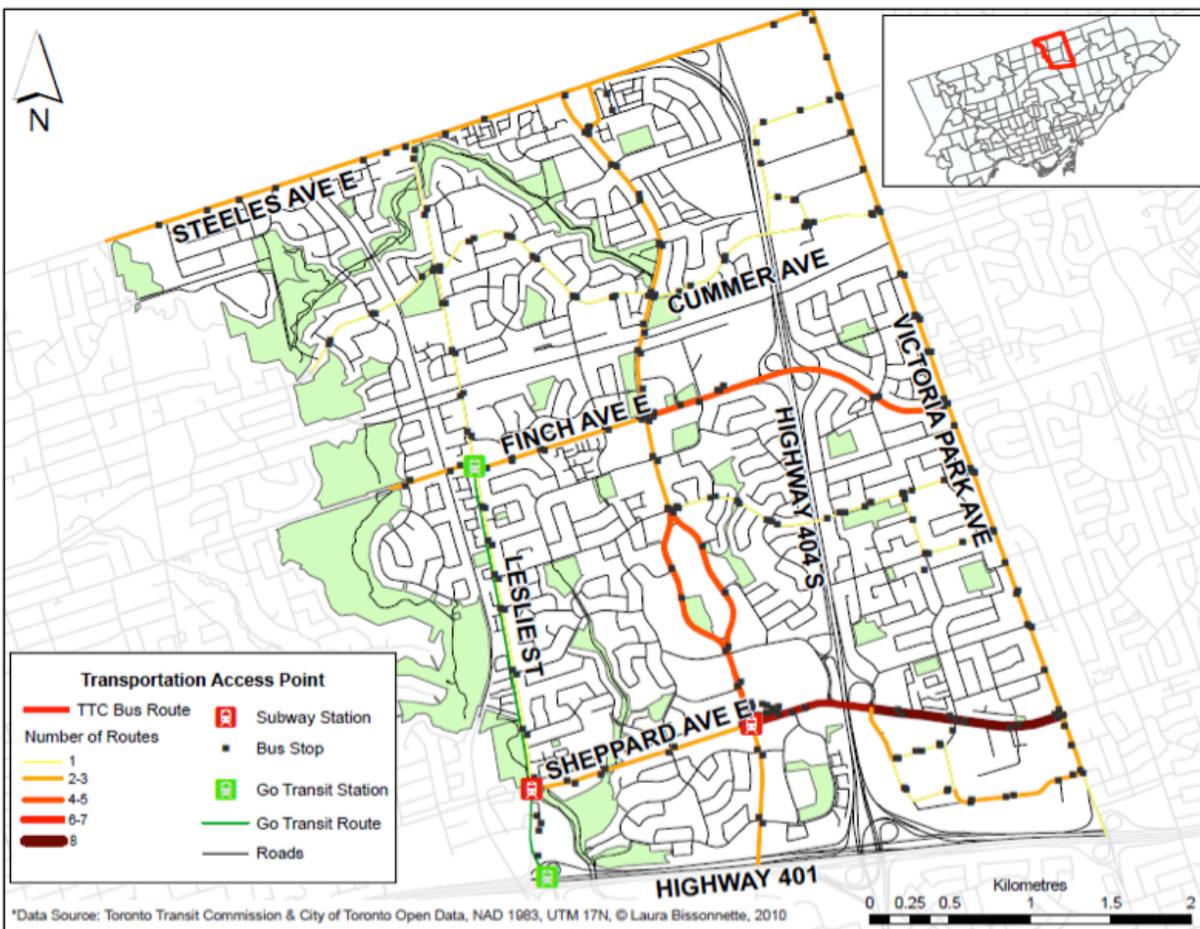
Map 2: North York East Area by Land Use

The area contains many local institutions, including 30 TDSB & TCDSB school sites, North York General Hospital and a Seneca College campus. There are over 40 designated City of Toronto parks & parkettes located here. There are two large urban mixed-use spaces located in the south east and north east corners of the LIP catchment area. These areas contain a combination of light industrial, office, commercial and community service facilities.

3. North York East Area Profile

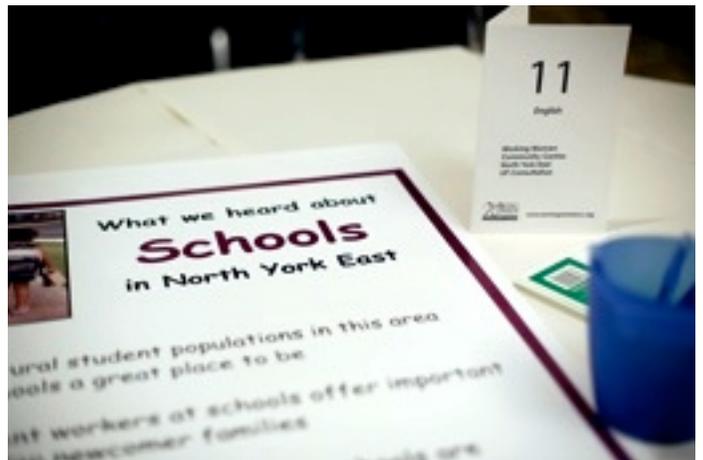
Transit

The Sheppard Subway Line, the GO Train and over 20 TTC bus-routes service the area. Community access to some services, supports and activities in North York East is constrained by an uneven provision of public transit throughout the area.



Map 3: North York East Area showing Transportation Routes

In 2010, a walkability study was carried out in the area by the University of Toronto & Jane’s Walk. The Peanut Walkability Study consisted of two workshops with 32 local high-rise residents, 55% of which were newcomers to Canada. Research participants were critical of public transit in the area, reporting long-waiting times and irregular service on routes. Badly-lit streets, gang activity in parks and dangerous traffic were identified as barriers to walking. Participants felt that large distances between amenities and facilities in North York East reduced resident access to all services in the area.







4. North York East Demographic Profile

Overview

The North York East LIP has a population of just under 80,000. The majority of residents that live in this area are immigrants to Canada. Chinese and Farsi are the predominant first languages spoken in North York East, however, strong pockets of Arabic, Romanian, Tagalog and Urdu also exist throughout the area. Income and homeownership are higher in Hillcrest Village and Pleasant View. Renters and lower income workers have a strongest presence in Henry Farm and Don Valley Village. Education is highest in pockets where recent immigrants live. Unemployment is also highest in these places. A more detailed breakdown of demographics is summarized below.

Age

North York East's distribution of population by age shows that slightly lower than average children (0-14yrs), average youth and adults (15-64yrs) and slightly higher than average numbers of seniors (65+yrs) live here. Child populations are highest south of Sheppard Avenue, where children account for 20% of the neighbourhood population. The senior population is highest north of Finch Avenue East, where 18% of the population is above 65yrs.

Immigration, Language and Ethnicity

70% (54,815) of the North York East population were born outside of Canada. This is almost 25% above the city average. Between 2001& 2006, immigrants in

the North York East LIP increased from 65% to 70% of the total population. Between these years, 16,845 immigrants arrived directly to the North York East LIP area from a foreign country. In 2006 alone, 2,890 people immigrated directly to the area from abroad.

The top countries of origin for immigrants living in North York East are China & Hong Kong, Iran, India and the Philippines. 44% of all recent immigrants to the area were born in China. A further 26% of newcomers living in the area were born in Iran, India or the Philippines.

Toronto District School Board Student Statistics 2008-09 identify the top non-Canadian countries of origin for students in North York East as China, Iran, South Korea, India, Afghanistan and Pakistan. These statistics may indicate an influx of newcomer families from South Korea, Pakistan and Afghanistan to the area since the last census.

Over half (51%) of the North York East LIP population speak a language other than English at home. The city average is just 28%.

The top languages other than English spoken most often at home in the area are Chinese (Mandarin, Cantonese & dialects), Farsi, Romanian, Tagalog and Arabic. There are also high concentrations of Russian, Italian, Greek and Korean in pockets throughout the LIP area.



4. North York East Demographic Profile

Between 2001 & 2006, there was an overall increase from 40.6% to 51.2% of languages other than English being spoken at home in North York East. There was also an increase from 5.8% to 6.4% of people living in the area with no knowledge of English at all.

Education

43% of North York East's 24-65yr old population hold a university degree or higher. This compares to a city average of just 28%. 13% of the area's 24-65yr old population hold graduate or post-graduate degrees, which is 5% above the city average.

19,415 or 57% of educational qualifications attained in the North York East area were attained outside Canada.

Employment & Income

North York East has an overall unemployment rate of 9.1%. This rate is 2.5% above the city average and shows an increase of 1.2% since 2001.

Unemployment reaches 11% in Henry Farm, where recent newcomer concentrations are highest. This is almost double the city's average rate of unemployment.

After-tax income in the North York East LIP area averages at \$61,839. This is almost 12% below the city's average after-tax income of \$70,219.

45% of households in the North York East LIP live off an after-tax annual family income of \$50,000 or less. Over 20% of all households in the North York East LIP live off an after-tax income of \$30,000 or less.

TDSB statistics for 2008-09 show that 33% of students in schools throughout North York East live in lower income households. This rate reaches 45% in a number of schools located here, which is almost 30% above the provincial average.

Housing

38.5% of the North York East LIP's population lives in rental accommodation. This is 6% above the Toronto average.

Within the LIP, rental accommodation ranges from as high as 63% in Henry Farm to well below the city average at 23% in Hillcrest Village. This pattern of rental accommodation runs parallel to the spatial concentrations of newcomers in the area.

50% (5,105) of renter households in the area spend 30% or more of their income on rent. 30% (4,975) of homeowners in this area spend 30% or more of their income on owner major payments. The 30% income threshold indicates affordability issues.

4. North York East Demographic Profile

Population: Toronto vs North York East

Age	Toronto	% of Total Population	North York East	% of NYE Population
0-14	949935	18.6	12235	15.3
15-24	683935	13.4	10575	13.3
26-64	2872245	56.2	44465	55.7
65+	607020	11.9	11840	14.8
Totals	5113135		79115	

Population: North York East by Neighbourhood

Age	Henry Farm	Pleasant View	Don Valley Village	Hillcrest Village
0-14	19	14.3	15.9	13.5
15-24	14.3	12.9	13.3	15.9
26-64	57.4	57.3	56.4	52.8
65+	9.3	15.3	14.5	17.8

Immigration, Language & Ethnicity

	Toronto	North York East	% of Total Population	
General Population	5072070	79560	45.7	
Immigrant Population	2320160	54815	68.9	2006
General Population		80920		
Immigrant Population		52310	64.6	2001

North York East Recent Immigrant Population By Country of Origin

Country	Population	% of Total Recent Immigrant Population
China	7435	27.3
Iran	1495	8.3
India	1425	7.5
Philippines	795	5.7
Romania	665	4.4
South Korea	520	3.0
Pakistan	415	2.9
Russia	340	2.3
Afghanistan	320	2.1
Egypt	230	1.9
Other	3195	34.7
Totals	16835	

North York East Recent Immigrant Population By Country of Origin

Country	Population	% of Total Recent Immigrant Population
China	7435	27.3
Iran	1495	8.3
India	1425	7.5
Philippines	795	5.7
Romania	665	4.4
South Korea	520	3.0
Pakistan	415	2.9
Russia	340	2.3
Afghanistan	320	2.1
Egypt	230	1.9
Other	3195	34.7
Totals	16835	

TDSB School Enrolment: Country of Birth

Place of Birth	Number of Students	% of NYE Students
Canada (Elementary/Middle)	3020	48.6
Outside Canada (Elementary/Middle)	3255	51.4
Canada (High School)	727	32.1
Outside Canada (High School)	1535	67.9
China	1827	21.3
Iran	351	4.1
South Korea	247	2.9
India	143	1.7
Pakistan	101	1.2
Afghanistan	101	1.2

Languages Spoken at Home

Language	Population	% of NYE Population	% of NYE Population with no English
Chinese	20060	26.4	
Persian/Farsi	3945	5.2	
Romanian	1145	1.5	
Tagalog	995	1.3	
Arabic	895	1.2	
Other	11460	15.1	
English (NYE)	37065	48.8	51.2
English (Toronto)	3494705	71.6 (GTA)	28.4 (GTA)

4. North York East Demographic Profile

Average After-Tax Income

Households by Income

Area	Average Income	# of Households	%	
Henry Farm	61,261	> \$30,000	7245	26.4
Don Valley Village	60,366	< \$50,000	13520	49.2
Pleasant View	61,863			
Hillcrest Village	63,895			
NYE Average	61,846			

Unemployment rate by Neighbourhood

Area	Working Age Population	Unemployment	%
Henry Farm	6195	675	10.9
Don Valley Village	15810	1350	8.5
Pleasant View	8790	760	8.6
Hillcrest Village	11530	995	8.6

Housing: NYE Housing by Tenure

Area	Renters %	Newcomer Population %
Henry Farm	62.4	46.4
Don Valley Village	47.8	35.3
Pleasant View	24.8	26.3
Hillcrest Village	23.4	18.8
NYE Owned	61.5	
NYE Rented	38.5	
GTA (rented)	32.4	

Future Impacts on Area Population

A number of development projects currently underway in North York East will result in a notable future increase to the area's population.

Residential Development Projects

A major residential development project is currently underway in the Parkway Forest area, at 100, 110 and

125 Parkway Forest Drive, 120 and 130 George Henry Boulevard and 32-50 and 65 and 80 Forest Manor Road. 2,200 residential units are under construction at these sites.

In addition, a new Canadian Tire site located at Sheppard Avenue East and Leslie Street is currently being planned and it is estimated that the development will result in the creation of almost 4,000 new residential units.

A 2008 City of Toronto report anticipates that these developments, combined with smaller projects approved for the North York East LIP will increase the local population by almost 21,000 within the next 5-7 years (City of Toronto, 2008).

Sheppard Avenue Corridor Reurbanization Plan

The southern section of the North York East LIP is part of the Sheppard Avenue Corridor, which has been identified as a key re-urbanization area for major growth and investment by the City of Toronto in its Official Plan.

The extension of the Sheppard subway line is part of this plan and will run through the LIP, increasing the area's connection to other parts of the city. As the municipal government focuses on a transit-based growth plan for the city, North York East could see a significant increase in further residential development, and a continued increase in population density.

A significant increase in North York East's population in coming years could mean a significant increase in local demand for services and resources currently available in the area.



5. North York East Service Analysis

Local Service Providers

North York East features a broad range of services and facilities for community use. In addition to municipal and provincial services offered through local schools, libraries, recreation centres and the local hospital, there are over 30 service-specific, multi-service, ethno-cultural and faith based organizations offering a broad range of services, supports and activities for local residents.

North York East Services

Local services in North York East fall into the following categories:

- Children Services
- Community Connections
- Education
- Employment Services
- Food
- Health
- Housing
- Language Learning
- Orientation Information & Referral
- Recreation

A detailed description and analysis of each service type in the area follows.

Children Services

Service Description:

There are thirty-four child care providers offering almost 1800 licensed child care spaces throughout the North York East area. Twenty-seven child care providers offer some form of subsidy. In September 2010, just 40% of these child care centres were running at full-capacity.

Five TDSB and two TCDSB schools in the area offer full-day kindergarten. In total, full-day kindergarten is available to 350 or 25% of the 1369 children currently enrolled in JK and SK classes in the area.

North York East contains a TDSB Parenting Centre and two Ontario Early Years Centres, which offer free programs and supports to parents, caregivers and their children up to Age 6. There are also two early intervention agencies (one is non-profit, one is private) in the area that serve children experiencing a range of behavioural, social and developmental challenges (For full listings, see Appendix I).

5. North York East Service Analysis

Newcomer Experiences:

"You need to be a full-time student or a full-time employee to qualify for subsidized daycare. Many newcomers are full-time volunteers and don't qualify."

Newcomers identified a number of challenges to accessing childcare in North York East. Many felt confused about varying costs for daycare in the area and did not know where to access information that would explain differences in fees. Others reported that long waiting lists and restrictive eligibility criteria for subsidized childcare excluded them from qualifying for many affordable supports in the area.

Area Assets & Strengths:

- Many subsidized childcare options in the area
- Seven full-day kindergarten schools
- Two Ontario Early Learning Centres offering free programs
- One TDSB Parenting Centre offering pre-school preparation for children and parents
- One non-profit early intervention centre for parents and children up to Age 6
- One private early intervention centre for children living with autism

Service Gaps & Areas for Improvement:

- Lack of information
- Restrictive eligibility criteria for subsidies

Community Connections

Service Description:

Ten local agencies in North York East provide a range of activities to encourage community connections. Services are mainly provided through ethno-cultural organizations, and focus on both organized social and cultural activities, and informal opportunities and forums for community members to come together.

Services include networking groups, social outings & events, cultural celebrations and leadership programs (For full listings, see Appendix J).

The majority of agencies that provide Community Connection activities in North York East target specific clientele (ethno-cultural or religious focus). Almost all Community Connections activities in the area charge low or no fees. The area has a mixture of registration- required and drop-in programs and events. Many activities are volunteer driven and rely on finite or fluctuating funding provision.

Newcomer Experiences:

"Most of my friends are people who have the same culture and speak the same language...its easier for us to understand each other in every way."

Newcomers in North York East reported mainly developing friendships and connections with people from the same culture or country. Many reported language or cultural barriers to developing inter-cultural social networks on their own.



5. North York East Service Analysis

Many were unaware of free community activities in the area. They voiced strong interest in seeing a development of inter-cultural activities and events in North York East to encourage cross-cultural community connections.

Service Provider Experiences:

“Some programs are in really high demand here...It’s hard to turn people away when they are really enthusiastic about getting involved.”

Community activity staff in North York East reported that low and no cost social & community development programs can be in high demand, which often leads to long waiting lists and staff relying on unpaid volunteers to help run large activities or programs. Staff reported that community programs and activities can lack continuity due to finite funding contracts. They identified staff and space as scarce resources for organizations interested in developing community activities in the area. They reported there being little opportunities for staff from different community development programs to connect to share ideas and build relationships that could lead to future collaboration/partnering and crucial resource and knowledge sharing.

Area Assets & Strengths:

- Age-based opportunities to connect (i.e. Youth, Seniors)
- Ethno-cultural focused events and activities
- Free/low-cost activities
- Pre-registration & drop-in activities available
- Skills-development focused activities (i.e. computer classes, leadership skills, gardening)

Service Gaps & Areas for Improvement:

- Language and cultural barriers to participation
- Lack of awareness of programs/ activities available
- Long waiting lists for free/low cost activities
- Lack of staff & space to run activities
- Finite funding for activities
- Lack of opportunities for service providers to connect to share resources



5. North York East Service Analysis

Education

Service Description:

There are thirty public schools in the North York East area. Twenty four of these are operated by TDSB and include two high schools (Grades 10-12), five middle schools (7-9) and seventeen elementary schools (JK-6). TCDSB runs an additional six schools, offering classes from JK-8. There is also one private school in the area. In total, these schools serve over 10,000 local children and youth.

Eleven schools in the area offer settlement services to parents and students through Settlement & Education Partnership Toronto (SEPT). Settlement workers at these schools offer information and support to newcomers in Chinese, Farsi, Korean, Arabic, Spanish, Hindi, Urdu, Sindhi and English. Twenty two schools in the area are part of TDSB's Community use of Schools Initiative (CUSI). CUSI supports access to school space outside of school hours for not-for-profit community groups.

Seneca College Newnham Campus is also located here. It is one of the largest college campuses in Canada. It offers full and part-time programs in the areas of business, applied arts, applied science and engineering technology. The campus has a population of 10,330 full-time students (For full education listings, see Appendix K).

Newcomer Experiences:

"My 16 yr old son started school here and I never got any feedback about how he was doing...his behaviour had changed and I was worried but had no way of knowing what was going on."

Newcomer Parents:

Newcomers in North York East reported that learning how the educational system works can be a challenge. Many newcomer parents reported having never received any guidelines or information about Canadian school culture or about specific school procedures. Many newcomer parents highlighted the financial challenges of involving their children in extra-curricular activities available at schools. Many had no awareness of newcomer programs or supports available through schools in the area.

Newcomer Students:

Newcomer youth identified a number of challenges related to their learning experiences at schools in North York East. Many reported having difficulty in accessing supports at their school, or felt that the supports available were inadequate or unhelpful to newcomer youth. Very few were involved in student council activities, and could not identify newcomer oriented student programs and activities at their school.

5. North York East Service Analysis

Some students felt that school staff sometimes displayed a lack of cultural sensitivity and failed to address peer exclusion of newcomers both in and out of the classroom.

Seneca College newcomer students felt that their overall experience at the college was valuable and helped them to find employment. However, students highlighted that few newcomer supports are in place for students who have recently arrived to Canada, and that Seneca's International Student Office services are not extended to newcomer students.

Area Assets & Strengths:

- Thirty-one schools in the local area
- Seneca College in the area, where a broad range of post-secondary courses are taught
- Seven schools offer full-day kindergarten
- Eleven schools have settlement workers available to work with newcomer parents and students
- Twenty two schools offer after-school space for community use

Service Gaps & Areas for Improvement:

- No newcomer guidelines about schools in North York East
- Low awareness of newcomer programs and supports available at schools
- Extra-curricular activities too expensive for newcomer families
- Newcomer students feeling excluded
- Newcomer supports needed at Seneca College

Employment Services

Service Description:

There are three employment-focused centres in the area that offer in-depth job training, professional mentoring and job-search supports. In addition, six community agencies in the area offer a range of job-seeking programs and advice.

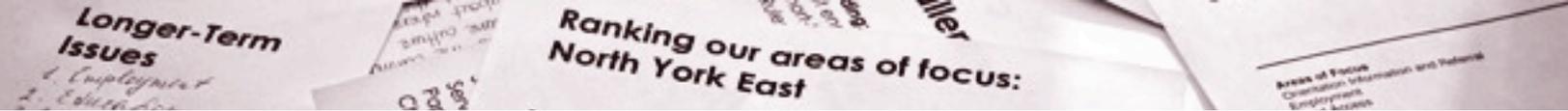
Services include job-search workshops, job-specific training, mentoring programs, networking opportunities and professional bridging programs (For full listings, see Appendix L).

Almost all employment programs offered in North York East are free or low-cost and require pre-registration. Some drop-in assistance is available for basic information and advice. One third of the agencies offering employment services and supports target specific clientele (ethno-cultural or gender focus). Depending on funding sources, programs can have eligibility restrictions for participants based on immigration status.

Newcomer Experiences:

"It's very frustrating as a newcomer: without previous experience you cannot get a job. How can you get experience unless someone gives you a chance?"

Newcomers in North York East identified many systemic barriers to finding employment. Many identified Canadian experience requirements from employers as the largest and most difficult barrier to overcome.



5. North York East Service Analysis

Others identified language barriers, a lack of networking opportunities and information gaps about sector-specific employment as major challenges to finding work. Many felt that credential assessment was a lengthy and expensive process, and that volunteer experience did not help them to find employment in the city.

Many newcomers reported that job search workshops in North York East were too basic and general in content and felt that more specific profession-related information and assistance with job search was needed to help newcomers with professional qualifications.

Service Provider Experiences:

“Clients can have their own assumptions about what the outcome of an employment program will be...and then can get angry and frustrated with us because they still struggle.”

Service providers in North York East identified a number of challenges to providing employment supports to newcomers in the area. Staff reported feeling overstretched and understaffed to deal with the local demand for services. They also reported finding it a challenge to update their knowledge on employment programs and services in North York East with little or no opportunities to connect and coordinate activities. Employment staff reported that many newcomer clients who attend employment programs and job search workshops can have unrealistic expectations about what staff can do to help, and can quickly get frustrated when they continue to experience systemic barriers to accessing employment.

Employer Experiences:

“Agencies claim to understand your needs and then send candidates that are outside your criteria.”

Local employers in North York East highlighted a number of challenges to hiring and retaining newcomer staff. They reported that skills-based resumes from newcomers often failed to provide the information needed to be considered for interview. They reported that newcomer staff tended to struggle with effective communication in the workplace, which could affect job retention. They voiced caution about working with employment agencies, and reported that employment staff had often mismatched their hiring needs with newcomer skill sets when referring newcomers for interviews.

Area Assets & Strengths:

- Three major employment centres in the area
- Low/no cost programs available
- Wide variety of programs & supports available

Service Gaps & Areas for Improvement:

- Systemic barriers to accessing employment
- Basic material covered in job-search workshops
- Eligibility restrictions for some programs
- High demand for services
- Not enough time for staff to research and update knowledge about programs & supports
- Lack of understanding of employer needs

5. North York East Service Analysis

Food Access

Service Description:

There are four mainstream grocery stores, three ethnic food stores that specialize in East Asian food and one halal food store located in North York East. A community garden with 109 plots, and two community cooking programs also operate in the area (For full listings, see Appendix M).

All major food stores in the area are located along main bus-routes and are accessible by public transit. All community food programs are free but have long waiting lists and/or registration restrictions. These programs are largely volunteer driven and rely on finite or fluctuating funding provision.

Newcomer Experiences:

“My kids don’t want to eat the same food anymore. They won’t eat the food I send them to school with.”

Many newcomers in North York East reported experiencing challenges in accessing culturally relevant food in the area. Participants emphasized the importance of having access to a car to buy affordable and culturally relevant food, and participants without cars reported struggling to find the time and energy to travel by transit to shop for food. Newcomer parents reported feeling confused about how to deal with their children’s changing food preferences. Many newcomers had no awareness of food programs or supports available in the area.

Service Provider Findings:

“There’s a high demand for community garden space and cooking programs in the area, but not enough places for everyone.”

Food program staff in North York East reported that limited spaces in gardening and cooking programs result in long waiting lists for interested newcomers. Staff reported a lack of funding available to expand community garden space and cooking programs. They felt that stronger ties with the settlement sector would help local food programming to develop to meet the changing needs of clients.

Area Assets & Strengths:

- Some access to culturally focused foods
- Access by public transit
- Community garden

Service Gaps & Areas for Improvement:

- Limited spaces in food programs, long waiting lists
- Lack of funding to expand programs
- Need for connection to settlement sector to meet changing needs of clients



North York East Residents attending Community Roundtable Meeting



5. North York East Service Analysis

Health

Service Description:

North York General Hospital and five multi-service medical buildings provide a range of medical and dental services in North York East. Fairview Community Health Centre is located in the area and offers a range of community development, health promotion and disease prevention programs in addition to its medical and dental services. A number of local agencies offer community and mental health programs and support targeted at specific clientele (ethno-cultural, gender and age-focused). Two children focused organizations offer a range of services and supports to children with behavioural, developmental, emotional and social challenges (For full listings, see Appendix N).

OHIP coverage is required for free medical assistance with any doctor in the area. Dental services are not covered by OHIP. Fairview Community Health Centre, in collaboration with Toronto Public Health, offers free basic dental services with eligibility restrictions. Most community and mental health programs and supports are free/low-cost and require pre-registration. There are few eligibility restrictions for these services.

Newcomer Experiences:

“My health has changed a lot since I arrived here. For the first year or so, everything seemed ok. But now I have health problems that I never had at home.”

Newcomers in North York East overwhelmingly reported a decline in physical and mental health

within the first three years of arriving to Canada. Many reported experiencing high levels of fatigue, stress, anxiety and depression.

Newcomers identified numerous barriers to accessing healthcare in North York East. Many reported not understanding the medical and health system in Canada, which impacted negatively on the speed with which they could access needed services and supports. Others identified language and communication barriers, fees for any non OHIP services, and a lack of awareness of services available in the area as barriers to accessing medical and community health services. Some newcomers felt that some healthcare service providers in the area lacked cultural sensitivity.

Service Provider Findings:

“Our workload is heavy and the waiting lists are already too long...we have very limited staff to deal with such a high demand.”

Healthcare service providers in North York East highlighted a number of challenges to working with newcomers in the area. A high demand for mental healthcare supports, language and communication barriers, and finding staff time and funding for cultural competency training were all identified as challenges. Staff also highlighted having difficulty in knowing how to effectively communicate health information to diverse newcomer communities. Mental Health workers in North York East highlighted the need for stigma attached to mental health supports to be addressed to encourage newcomers to use available services.

5. North York East Service Analysis

Most health staff in North York East identified the 3-month waiting period for newly landed immigrants to gain OHIP coverage as a major barrier to working with newcomers in need of medical healthcare.

Area Assets & Strengths:

- Close proximity to medical/emergency services
- Community Health Centre located in the area
- Mental Health Association focused on Asian community
- Children-focused programs & supports available
- Information & referral to supports available

Service Gaps & Areas for Improvement:

- Language and communication barriers
- Lack of newcomer awareness about what is available
- Stigma attached to mental health services
- Cultural competency needed for healthcare staff
- Need for diverse outreach and communication techniques

Housing

Service Description:

There is one local community legal services clinic in the area that offers legal advice and support on housing issues. Advice is free or low cost, depending on income. The same organization partners with local libraries in the area to run free housing rights clinics throughout the year. In addition, two community agencies in the area offer free basic information about housing issues and supports in the city (For full listings, see Appendix O).

Newcomer Experiences:

“Landlords require a co-signer when they rent to newcomers. If you don’t have family or friends in the city then it can be really hard to find a place to live.”

Newcomers highlighted some major challenges to finding adequate and affordable housing in the North York East area. Many found it difficult to find a straight forward way to access information about housing supports and tenant rights, or had great difficulty in finding clear information on social housing supports available in the city. Language barriers resulted in many newcomers having difficulty understanding the terms of conditions of rental/lease agreements.

Service Provider Experiences:

“Social housing has become a patchwork of programs with different eligibility requirements, different subsidy structures, and multiple waiting lists”.

5. North York East Service Analysis

Housing support staff in North York East reported seeing an increase in newcomers needing access to housing supports in recent years. Staff felt generally under-resourced and over-stretched to provide supports needed. They identified a lack of funding and staffing as major barriers to increasing newcomer access to housing information and supports. Housing support staff also reported there being little or no opportunities for service providers to meet and share information about newcomer housing issues and supports available in the city.

Area Assets & Strengths:

- Legal advice clinic in area offering free/low cost legal advice on housing
- Free housing clinics run in local libraries throughout the year

Service Gaps & Areas for Improvement:

- No straightforward access to housing information
- Language barriers to understanding rental agreements/leases
- Lack of funding and staff to increase outreach/services
- No opportunity for service providers to share information

Language Learning

Service Description:

Twelve community agencies and four local schools offer a range of English language training services to local residents in North York East. There are two

Language Instruction for Newcomers to Canada (LINC) centres in the area, which offer free English classes to newcomers who are permanent residents or have convention refugee status. English as a Second Language (ESL) is taught at nine different locations throughout North York East. There are no immigration status eligibility restrictions for ESL, and classes are low cost. Enhanced Language Training for Employment (ELT) is offered by one organization in the area. The program is free and is available to permanent residents and convention refugees. LINC, ESL and ELT classes all have pre-registration requirements.

Informal conversation circles and individual assistance with translation & interpretation are offered through some local agencies, libraries and faith based groups in the area. These services are drop-in, free and have no eligibility restrictions (For full listings, see Appendix P).

Newcomer Experiences:

"I have to work during the day. This stops me from improving my English."

While many felt that LINC & ESL classes were a good starting point for learning English, many newcomers in North York East felt that the area needs a greater range of class type to suit different language learning needs. Newcomers identified English courses with a professional/work focus, conversation circles focusing on listening & speaking, and peer language learning opportunities as needed in the area.

5. North York East Service Analysis

Newcomers also identified a lack of adequate program supports and restricted availability of classes and programs as major barriers to learning English in North York East. Barriers identified included too few evening and weekend language courses, long wait lists for child minding supports and the expense of daily transportation.

Service Provider Findings:

"If people come through the door and have no status or are already citizens, we cannot help them."

Language service providers in North York East identified a number of challenges to providing language services in the area. They reported a lack of coordination between ESL, LINC and informal language learning courses in the area and reliance on volunteers with little or no experience to provide teaching supports. Language service providers identified funder restrictions on eligibility as a significant barrier to providing language learning opportunities to some newcomers in the area.

Area Assets & Strengths:

- Many English language classes in the area
- No/low cost fees

Service Gaps & Areas for Improvement:

- Lack of different learning formats to suit newcomer needs (i.e. professional, conversational etc)
- Lack of program supports
- Lack of coordination between service providers

- Reliance on volunteers for teaching supports
- Funder restrictions on eligibility

Orientation Information & Referral

Service Description:

Orientation information & referral is provided through fourteen community agencies that offer a mixture of registration-required and drop-in services and supports in the area. Many of these organizations target specific clientele (ethno-cultural focus). Services include information about local and city-wide services and programs, one-to-one counselling, information sessions and workshops, referral and connection to support groups and assistance in application procedures. All information and referrals are free.

Eleven schools in the area provide free settlement advice & referrals in English, Mandarin, Cantonese, Arabic, Urdu and Farsi through their Settlement & Educational Partnerships Toronto (SEPT) program. During summer months, SEPT is available through one of the area's local libraries (For full listings, see Appendix Q).

Newcomer Experiences:

"I wasted so much time going from one place to another for advice. I couldn't find someone who could give me the information I really needed."

Newcomers in the area reported there being no straightforward way to access information about

5. North York East Service Analysis

newcomer programs and supports in North York East. Many reported that language and communication barriers, misleading program/service descriptions or incorrect and inadequate information and advice had led to a delay in accessing services, programs and crucial settlement information. LGBTQ newcomers reported there being an overall absence of LGBTQ community-focused information available through the settlement sector, healthcare providers and culturally focused media in North York East.

Service Provider Experiences:

“Some organizations are over-stretched and rely on volunteers who aren’t trained and don’t have the cultural competency to deal with the issues and challenges that face newcomers.”

Settlement staff identified a number of challenges to providing settlement services in the North York East area. Restrictive eligibility criteria, constant changes to newcomer supports and services, a lack of networking opportunities for settlement staff, and a reliance on volunteers with little or no experience to provide advice and support were identified as barriers to providing efficient and effective supports to all newcomer clients.

Area Assets & Strengths:

- Many organizations providing orientation & settlement services in the area
- Eleven schools offering free settlement advice and support
- Information offered in different languages where possible

Service Gaps & Areas for Improvement:

- No straightforward way to access information
- Communication barriers
- Misleading program/service descriptions
- Incorrect/inadequate information and advice
- Constant changes to supports and services
- A lack of networking opportunities for staff
- Reliance on volunteers

Recreation

Service Description:

Recreational services in the North York East area include sports facilities and activities, arts, music and relaxation programs, family activities and reading resources and activities.

There are over forty parks and green spaces with a range of facilities in the area that are available to the local community. There are also five community centres located here which collectively feature one indoor pool, two outdoor pools, three arenas, four gymnasiums, two kitchens and multiple multi-purpose rooms.

There are three Toronto Public Library branches in North York East. In addition to their multilingual book, dvd and cd collections, the libraries offer free internet access and some reading group activities to local residents. Between the three libraries, there are two kitchens, one 260-seat theatre, two 100-seat auditoriums and multiple rooms available to the public.

5. North York East Service Analysis

There are also six community agencies that provide a range of recreational activities and workshops in the area. Activities include health & fitness classes, group sports and games, as well as multiple arts-based workshops. The majority of these agencies target specific clientele (ethno-cultural focus and youth). They offer low or no fee access to both registration-required and drop-in programs and activities. Many activities are volunteer driven and rely on finite or fluctuating funding provision (For full listings, see Appendix X).

Newcomer Experiences:

"It's important that what we do does not cost anything, so we spend time in the mall a lot...or in the park when the weather is ok."

Newcomers in North York East identified a number of concerns when deciding how to spend free time in the North York East area. Program fees, wait-lists, an absence of child care and difficulty finding information about recreational and community programs and activities were all identified as barriers. Some newcomers identified stress and time as major barriers to taking part in fun activities in the area.

Many newcomers identified local libraries as important places to go, although reported that it could be challenging to get information from library staff about newcomer programs, services or supports available in library buildings.

Newcomers reported a number of challenges to accessing community & recreation centres in the

area. Many had little or no knowledge about programs and activities available at their local centre. Many found the city-wide Parks & Recreation Fun Guide confusing. Some newcomers felt that programming available was irrelevant to newcomer communities, highlighting a lack of culture-based programming and events. Participation fees were also identified as a barrier to recreation centre programs and activities, and many newcomers reported having difficulty getting information to enrol with the City of Toronto's Welcome Policy program.

Area Assets & Strengths:

- Five community centres with varied recreational facilities available
- Three libraries with extensive collections and facilities available
- Arts, music and relaxation activities available in the area
- Lots of open green space, parks, parkettes

Service Gaps & Areas for Improvement:

- Lack of information about recreational programs and supports
- Waiting lists for popular activities
- Lack of child care
- Program fees
- Frontline staff not having information
- Culturally irrelevant Parks, Forestry & Recreation programs

5. North York East Service Analysis

Local Institutions

Emergency Services (Police, Ambulance, Firefighters):

"I don't understand the charge for emergency services...sometimes I am charged a fee, sometimes it's free: I don't know where to get information about this."

Newcomers reported a number of challenges to accessing services & receiving support from emergency services in North York East including language & communication barriers, a lack of understanding of emergency service procedures, and a lack of access to information about citizen rights & obligations when interacting with emergency services staff.

Banks:

"If you just open an account to deposit & withdraw money, then there is no real issue. But if you need to talk about investments & loans, then banking can be very difficult as a newcomer."

Newcomers reported mixed banking experiences in North York East. Most participants reported that opening a bank account in North York East is straight-forward and easy, but many newcomers felt that language barriers affected their ability to carry out day-to-day transactions and obtain savings & investment information and advice from bank staff in the area.

Toronto Transit Commission:

"It was a long time before I understood the transfer system on buses and subway trains...nobody explained it to me. I wasted so much money!"

Newcomer focus group participants reported a number of challenges to using public transit in North York East. Many reported that an absence of time schedules at many bus-stops in the area caused confusion over bus times and routes. They reported significant language barriers when attempting to understand bus and train announcements about stops and diversions. Many reported having never received information about the TTC transfer system after their arrival to Toronto, which had resulted in them paying full fare each time they had transferred from one bus to another.

Area Assets & Strengths:

- Area is well-serviced by public transit
- Banks are easy to get to
- Emergency services are responsive and quick

Service Gaps & Areas for Improvement:

- Language and communication barriers
- Lack of access to information
- Lack of connection between community and service providers



6. Strategic Plan

Prioritizing Needs

With many needs & gaps in services identified in North York East, priority areas of focus for the LIP strategic plan had to be determined. A Newcomer Advisory Panel (NAP) was formed to identify priorities for newcomers in the area, and ideas about how to address priority areas.

The NAP chose 6 community values to drive future settlement services in the area. These were:

- Accessibility
- Affordability
- Understanding Needs
- Efficiency
- Respect
- Responsiveness

The areas of focus that the North York East NAP Table identified as priorities were:

- Employment
- Information
- Health (Physical & Mental)
- Language
- Civic Engagement

These values and priorities were presented to local management staff at a summit meeting held in February 2011. At this meeting, Collaboration & Capacity Building was identified as a crucial additional priority for local service provider organizations.

Using this information, the North York East Strategic Plan has been developed around six areas of focus:

- Information & Outreach
- Civic Engagement
- Collaboration & Capacity Building
- Language Training & Supports
- Labour Market
- Health Services

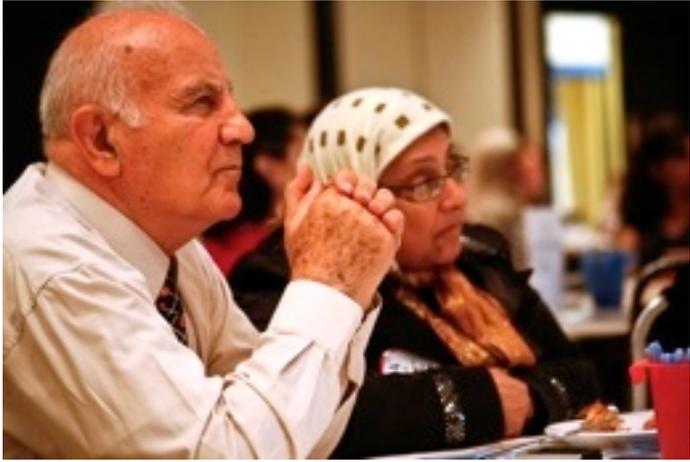
Strategic statements, community values and strategic directions for each area of focus follow.

6. Strategic Plan

Areas of Focus	Area Weaknesses	Strategic Statements	Values	Strategic Directions
Information and Outreach	<ul style="list-style-type: none"> No straightforward way to access information Communication barriers Misleading program/service descriptions Incorrect/inadequate information and advice Constant changes to supports and services 	<ul style="list-style-type: none"> Newcomers have barrier-free and timely access to current & accurate information about local programs and supports 	<ol style="list-style-type: none"> Newcomers have quick and easy access to information Staff are efficient at referring newcomers to needed supports Information and advice is always free Information providers understand newcomer communication needs Staff are responsive to newcomer information requests Staff communicate information in a respectful way 	<ul style="list-style-type: none"> Create a comprehensive Newcomer Welcome Pack for the area Include newcomers in reviewing & recommending changes to existing outreach methods & tools Increase all front-line staff awareness of settlement services available Create channels for SPO's to share translated communication resources Strengthen the availability of local interpretation services Develop front-line staff cultural sensitivity training Recommend ongoing review & update of service information available
Civic Engagement	<ul style="list-style-type: none"> Newcomers not knowing how to gain access to resources needed to run self-organized meetings Newcomers not having ongoing opportunities to give effective feedback for change A lack of connection to non-SPOs/civil society groups Staff reliance on inexperienced volunteers 	<ul style="list-style-type: none"> Newcomers have opportunities to come together to share experiences and build connections Newcomers inform local service delivery and local service & program development Newcomers are encouraged and supported to actively engage in their communities Volunteer capacity is strengthened on newcomer issues in local SPO's High quality volunteer opportunities are available to newcomers SPOs connect to and participate in broader Toronto-wide advocacy efforts 	<ol style="list-style-type: none"> Newcomers have access to the resources and channels to connect, share experiences and inform local service delivery & program development SPOs are efficient at supporting newcomer engagement activities Community engagement activities are free Staff and volunteers engage with newcomers to understand their needs Services respond to changing newcomer needs and ideas Staff and volunteers respect newcomer voices and experiences 	<ul style="list-style-type: none"> Identify local resources to increase newcomer capacity to run self-directed community engagement activities Develop a process to ensure newcomers inform local program evaluation Create resources and tools for SPOs to consult newcomers on an ongoing basis Identify synergies and partnerships to increase community engagement opportunities Increase newcomer awareness and input into identified timely public policy issues Advocate for the inclusion of newcomers on institution & organization advisory boards Develop training to increase volunteer awareness of newcomer issues & needs Develop volunteer opportunities that provide valuable work experience to local newcomers Join Toronto-wide advocacy groups, and attend advocacy events for issues affecting newcomers
Collaboration and Capacity Building	<ul style="list-style-type: none"> A lack of networking opportunities for staff Difficulty finding time to update knowledge on programs and services available for newcomers Staff & space; scarce resources in high demand Restricted access to funding/restrictive funding Lack of time for management staff to connect and build relationships 	<ul style="list-style-type: none"> Service Provider Organizations (SPOs) have strengthened opportunities to share information, build relationships and increase cross-sector knowledge SPO partnerships and areas for collaboration are developed to strengthen service delivery, leverage resources and respond innovatively to newcomer needs Strong relationships are developed between SPOs and key neighbourhood institutions and partners 	<ol style="list-style-type: none"> Staff have access to networks and knowledge-sharing opportunities Staff networking and professional development is low-cost and leverages resources Service providers understand their staff needs Partnerships and collaborations focus on increased efficiency of service delivery Partnerships are responsive to staff and newcomer needs Service providers respect each other's knowledge and expertise 	<ul style="list-style-type: none"> Create interagency communication tools for sharing information about newcomer services Connect front-line service providers to build relationships and to share knowledge Create sector resources to identify staff & newcomer needs Create tools to identify connections, synergies and training capacities of local organizations Connect service provider management staff to build relationships, to identify potential collaboration interests & opportunities Identify funding resources available to support newcomer programming Forge relationships with key institutions and organizations

6. Strategic Plan

Areas of Focus	Area Weaknesses	Strategic Statements	Values	Strategic Directions
Language Training and Supports	<ul style="list-style-type: none"> Lack of different learning formats to suit newcomer needs and respond to their learning barriers Lack of program supports (childcare, transit etc) Lack of learning opportunities relevant to newcomer learning goals Lack of coordination between service providers Funder restrictions on eligibility 	<ul style="list-style-type: none"> Newcomers have access to language training & supports that adequately match their language needs & learning styles, and enable them to participate fully in Canadian life. 	<ol style="list-style-type: none"> Newcomers have direct and easy access to language training programs & supports Language services are efficient in helping newcomers meet their language learning goals Language training is free or low cost Language service providers understand newcomer learning needs Language programs are responsive to newcomer needs Language instructors & staff work with newcomers in a respectful way 	<ul style="list-style-type: none"> Create quick referral tools to increase front-line staff knowledge about local language services Develop a cross-referral tool for language service providers Create tools for newcomer input into new language program development Identify synergies and partnerships to expand learning Identify & outreach to orgs with potential to host/help develop language programs Develop language programs that are more flexible for newcomer students (i.e. home-based, weekend) Build a relationship with Seneca College and explore potential for collaboration Advocate for continued free/low cost language supports (i.e. childcare), and expansion of eligibility criteria for training and supports
Labour Market	<ul style="list-style-type: none"> Systemic barriers to accessing employment Basic material covered in job-search workshops Eligibility restrictions for some programs High demand for services Not enough time for staff to research and update knowledge about programs & supports 	<ul style="list-style-type: none"> Newcomers have timely access to pre-employment supports available in the area Newcomers have improved labour market outcomes through local employment training & coaching Newcomers have the awareness and ability to choose their pathway to effective career advancement 	<ol style="list-style-type: none"> Newcomers have quick and easy access to available local employment supports Staff are efficient at referring newcomer to suitable employment training Employment related services are free or low cost Employment program organizers understand newcomer employment needs Employment supports are responsive to newcomer needs Employment staff work with newcomers in a respectful way 	<ul style="list-style-type: none"> Ensure local service providers are aware of available employment services, intake and application procedures Develop tools to consult with newcomers about employment service gaps & interests Identify and build relationships with local employers Identify & outreach to organizations that have potential to develop employment programs Identify synergies and partnerships to expand employment training & coaching Develop language training programs that focus on effective communication in the workplace Create a tool to communicate successful newcomer employment stories/strategies Create opportunities for newcomers to learn about Canadian work culture/soft skills Promote policy change to reduce/address systemic employment barriers experienced by newcomers
Health Services	<ul style="list-style-type: none"> Language and communication barriers Lack of newcomer awareness about what is available Stigma attached to mental health services Cultural competency needed for healthcare staff Need for diverse outreach and communication techniques 	<ul style="list-style-type: none"> Newcomers have barrier-free access to physical, mental and community health supports in North York East Healthcare staff have the ability & cultural competency to respond to diverse health needs of newcomers Strong connections & partnerships exist between the healthcare sector and the settlement sector 	<ol style="list-style-type: none"> Newcomers have direct and easy access to healthcare services in North York East Health services are low or no cost Health services staff understand newcomer health needs Health services, programs and supports are responsive to newcomer requests Health staff are respectful to newcomer clients 	<ul style="list-style-type: none"> Develop tools to consult with newcomers to identify and address health needs & gaps Develop training in cultural competency for healthcare staff Develop a resource that identifies methods of effectively disseminating healthcare information to newcomers Build a relationship with North York General Hospital Advocate for newcomer representation on health centre/hospital planning/ advisory boards Identify synergies and partnerships to expand health programming Promote policy change to reduce/address systemic health barriers experienced by newcomers Identify & outreach to settlement orgs that may have potential to partner







7. Action Plan

Implementation Structure

To implement the North York East LIP Action Plan, six working groups will be built:

- Employment Working Group
- Health Working Group
- Orientation & Language Working Group
- Communications Working Group
- Civic Engagement Working Group
- Newcomer Working Group

Each working group will report to a LIP Executive Committee, which will comprise of LIP staff and the Chair of each working group.

The action plan that follows outlines working group actions arranged under six areas of focus that will improve settlement experiences for newcomers living in the North York East. At the end of these action plans, other ideas and suggestions collected throughout the process are presented. It is hoped that these additional areas of focus become incorporated into the area's strategic plan as progress is made and current priorities are addressed.

7. Action Plan

Information and Outreach

Newcomers have barrier-free and timely access to current & accurate information about local programs and supports

Strategic Direction	Action	Players
Create a comprehensive Newcomer Welcome Pack for the area	Review, update and add to LIP guide & maps Identify & outreach to key institutions for distribution Explore & Identify funding sources/printing partners Promote and distribute Newcomer Welcome Pack to front-line staff	Communication WG Orientation & Language WG
Include newcomers in reviewing & recommending changes to existing outreach methods and tools	Create SPO outreach map built from newcomer advice Identify new/underused outreach tools for SPOs	Newcomer WG
Increase all front-line staff awareness of settlement service available	Create website which will include local service inventory Create interagency calendar of newcomer activities & trainings Create SPO newsletter with changes and updates	Consultants LIP Staff Communication WG
Create channels for SPOs to share translated communication resources	Create website which will include SPO links, materials Identify alternative mechanisms for sharing resources	Consultants LIP Staff Communication WG
Strengthen the availability of local interpretation services	Identify local interpretation services & resources Identify resources that are free, available and/or transferable Develop guiding principles for resource sharing	Orientation & Language WG
Develop front-line staff cultural sensitivity training	Create inter-agency training curriculum on cultural sensitivity Pilot interagency training	Orientation & Language WG ALL WGs
Recommend ongoing review & update of service information available	Create SPO staff mailing list to contact and update info	Communication WG

7. Action Plan

Civic Engagement

Newcomers have opportunities to come together to share experiences and build connections		
Strategic Direction	Action	Players
Identify local resources to increase newcomer capacity to run self-directed community engagement activities	<ul style="list-style-type: none"> Create virtual library of community capacity material Identify spaces available for community gatherings Develop leadership training to build newcomer capacity Explore potential of HOST program in North York East Form youth group to develop newcomer youth zine 	<ul style="list-style-type: none"> Civic Engagement WG LIP Staff, Communications WG
Newcomers inform local service delivery and local service & program development		
Develop a process to ensure newcomers inform local program evaluation	Develop sector-based evaluation cards and feedback surveys	ALL WGs
Create resources and tools for SPOs to consult newcomers on an ongoing basis	<ul style="list-style-type: none"> Create a database of names for newcomer focus group sessions/advisory board input Develop a Newcomer Advisory Group to help design & review resources and tools 	<ul style="list-style-type: none"> LIP Staff LIP Staff & Newcomer WG
Newcomers are encouraged and supported to actively engage in their communities		
Identify synergies and partnerships to increase civic engagement opportunities	<ul style="list-style-type: none"> Identify and outreach to faith groups, principals & PTAs Create linkages with networks that organize all-candidates meetings 	Civic Engagement WG
Increase newcomer awareness and input into identified timely public policy issues	<ul style="list-style-type: none"> Develop a newcomer awareness campaign of impacts of census information Develop information on advocating for needs to local government 	<ul style="list-style-type: none"> Civic Engagement WG Civic Engagement WG
Advocate for the inclusion of newcomers on institution & organization advisory boards	Identify and outreach to key stakeholders including: Principals and PTA of local schools, North York General Hospital, Seneca College, Parks & Rec, Libraries	Civic Engagement WG with support of other WGs
Volunteer capacity is strengthened on newcomer issues in local service provider organizations		
Develop training to increase volunteer awareness of newcomer issues & needs	Develop inter-agency training curriculum on cultural sensitivity	Orientation & Language WG
High quality volunteer opportunities are available to newcomers		
Develop volunteer opportunities that provide valuable work experience to local newcomers	<ul style="list-style-type: none"> Identify local volunteer associations & opportunities for newcomer involvement Develop newcomer volunteer survey to identify areas for improvement Identify & develop partnerships to provide valuable work experience to newcomer volunteers 	<ul style="list-style-type: none"> LIP Staff LIP Staff & Newcomer WG All WGs
SPOs connect to and participate in broader Toronto-wide advocacy efforts		
Join Toronto-wide advocacy groups, and attend advocacy events for issues affecting newcomers	Identify & actively participate in city-wide advocacy groups and event	ALL WGs & LIP Staff

7. Action Plan

Collaboration & Capacity-Building

Service Provider Organizations (SPOs) have strengthened opportunities to share information, build relationships and increase cross-sector knowledge

Strategic Direction	Action	Players
Create interagency communication tools for sharing information about newcomer services	Explore & identify web tools/ new technologies to enhance communication Create a website for materials, maps, service inventory and strategic plan Develop interagency calendar of activities & training	Communications WG Consultants, LIP Staff & Communications WG LIP Staff, Communications WG
Connect front-line service providers to build relationships and to share knowledge evaluation	Create website for SPO materials, service inventory Pilot interagency networking sessions	Consultants, LIP Staff Communication WG All Working Groups

SPO partnerships and areas for collaboration are developed to strengthen service delivery, leverage resources and respond innovatively to newcomer needs

Create sector resources to identify staff & newcomer needs	Develop sector-based evaluation cards and feedback surveys	LIP Staff LIP Staff & Newcomer WG
Create tools to identify connections, synergies and training capacities of local organizations	Identify and outreach to key stakeholders including principals and PTAs of local schools, North York General Hospital, Seneca College, banks, faith communities, SPOs cultural media	ALL WGs & LIP Staff
Connect service provider management staff to build relationships, to identify potential collaboration interests & opportunities	Create a website for SPO information & material sharing Create LIP working groups to create collective project proposals Plan and run a one-day SPO event for LIP	ALL WGs & LIP Staff
Identify funding resources available to support newcomer programming	Develop an inventory of government, private and corporate funding sources for newcomer programming	LIP Staff

Strong relationships are developed between SPOs and key neighbourhood institutions and partners

Forge relationships with key institutions and organizations	Identify and outreach to key stakeholders including: principals and PTA of local schools, North York General Hospital, Seneca College, banks, faith communities, SPOs, cultural media	ALL WGs & LIP Staff
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7. Action Plan

Language Training

Newcomers have access to language training & supports that adequately match their language needs & learning styles, and enable them to participate fully in Canadian life

Strategic Direction	Action	Players
Create quick referral tools to increase front-line staff knowledge about local language services	Create inventory of language services, eligibility criteria and application procedures	LIP Staff
	Create a website for materials Create map of local language services for website	Consultants
Develop a cross-referral tool for language service providers	Explore formats & options for cross-referrals Build consensus between language SPOs on unified approach	Orientation & Language WG
Create tools for newcomer input into new language program development	Create language training feedback survey to identify newcomer priorities for new programs/directions	LIP Staff & Newcomer WG
	Create a database of names for newcomer focus group sessions/advisory board input	LIP Staff
	Develop a Newcomer Advisory Group to help design & review resources and tools	LIP Staff & Newcomer WG
Identify synergies and partnerships to expand learning	Create an inventory of language services by format & learning level impact	LIP Staff
	Survey different newcomer learners (seniors, job seeking adults etc) on best learning combinations to meet their needs	Orientation & Language WG
Identify & outreach to organizations with potential to host/help develop language programs	Connect formal & informal language SPOs to explore partnership possibilities	Orientation & Language WG
	Identify and outreach to key stakeholders including: local schools, Seneca College, faith communities, SPOs	ALL WGs & LIP Staff
Develop language programs that are more flexible for newcomer students (ie home-based, weekend)	Explore and identify non-classroom-based learning tools Develop timetable of SPO access to space, staff, supports Identify partnership possibilities for shared resources	Orientation & Language WG
Build a relationship with Seneca College and explore potential for collaboration	Identify & outreach to language dept contact at Seneca Explore partnerships for TEFL teachers in training	Orientation & Language WG
Advocate for continued free/low cost language supports (i.e. childcare), and expansion of eligibility criteria for training and supports	Identify appropriate channels to advocate for language supports & eligibility criteria for supports	Orientation & Language WG
	Support existing advocacy groups and efforts	LIP Staff

7. Action Plan

Labour Market

Newcomers have timely access to pre-employment supports available in the area

Strategic Direction	Action	Players
Ensure local service providers are aware of available employment services, intake and application procedures	<ul style="list-style-type: none"> Create inventory of local employment services, eligibility criteria and application procedures Create a website for materials Create map of employment service locations for website 	<ul style="list-style-type: none"> LIP Staff Consultant, Communications WG Consultant

Newcomers have improved labour market outcomes through local employment training & coaching

Develop tools to consult with newcomers about employment service gaps & interests	<ul style="list-style-type: none"> Create employment training feedback survey to identify newcomer priorities for new programs/directions Create a database of names for newcomer focus group sessions/advisory board input Develop a Newcomer Advisory Group to help design & review resources and tools 	<ul style="list-style-type: none"> LIP Staff & Newcomer WG LIP Staff LIP Staff & Newcomer WG
Identify and build relationships with local employers	<ul style="list-style-type: none"> Create inventory list of local employers Outreach & build relationships 	<ul style="list-style-type: none"> LIP Staff LIP Staff & Employment WG
Identify and outreach to organizations that have potential to develop employment programs	<ul style="list-style-type: none"> Connect formal & informal employment SPOS to explore partnership possibilities Identify and outreach to key stakeholders including: local schools, Seneca College, faith communities, SPOs 	<ul style="list-style-type: none"> Employment WG ALL WGs & LIP Staff
Identify synergies and partnerships to expand employment training & coaching	<ul style="list-style-type: none"> Develop a survey to identify local mentors Create an inventory of coaching opportunities for newcomers 	<ul style="list-style-type: none"> LIP Staff & Employment WG
Develop language training programs that focus on effective communication in the workplace	<ul style="list-style-type: none"> Connect language & employment SPOS and employers to explore partnership possibilities Identify & review existing workplace communication language training Identify resources needed to support a pilot & assess local capacity to pilot a workshop 	<ul style="list-style-type: none"> Employment & Language WGs

Newcomers have the awareness and ability to choose their pathway to effective career advancement

Create a tool to communicate successful newcomer employment stories/strategies	<ul style="list-style-type: none"> Create an inventory of local newcomer employment stories Document stories in video, audio and text formats Create a website where newcomer stories can be accessed 	<ul style="list-style-type: none"> LIP Staff Communications WG Consultant, Communications WG & LIP Staff
Create opportunities for newcomers to learn about Canadian work culture/soft skills	<ul style="list-style-type: none"> Create an inventory of coaching/mentor opportunities for newcomers Create referral resource to existing soft-skills employment workshops in Toronto 	<ul style="list-style-type: none"> Employment WG LIP Staff
Promote policy change to reduce/address systemic employment barriers experienced by newcomers	<ul style="list-style-type: none"> Identify & actively participate in city-wide advocacy groups and events 	<ul style="list-style-type: none"> Employment WG

7. Action Plan

Health

Newcomers have barrier-free access to physical, mental and community health supports in North York East

Strategic Direction	Action	Players
Develop tools to consult with newcomers to identify and address health needs & gaps	Create feedback survey to identify newcomer priorities for new directions/supports	LIP Staff & Newcomer WG
	Create a database of names for newcomer focus group sessions/advisory board input	LIP Staff
	Develop a Newcomer Advisory Group to help design & review resources and tools	LIP Staff & Newcomer WG

Healthcare staff has the ability & cultural competency to respond to diverse health needs of newcomers

Develop training in cultural competency for healthcare staff	Create training curriculum on cultural sensitivity Organize and schedule healthcare staff sessions	Orientation & Language WG Health WG
Develop a resource that identifies methods of effectively disseminating healthcare information to newcomers	Create SPO outreach map built from newcomer advice Identify new/underused outreach tools & outreach channels for SPOs	Newcomer WG
Build a relationship with North York General Hospital	Outreach and build relationships with relevant departments within the hospital	LIP Staff & Health WG
Identify synergies and partnerships to expand health programming	Create an inventory of local health services available by service type & eligibility Identify and outreach to key stakeholders including: faith communities, SPOs, local schools Create linkages between existing physical, mental and community health SPOs	Civic Engagement WG & Health WG
Promote policy change to reduce/address systemic health barriers experienced by newcomers	Identify & actively participate in city-wide advocacy groups and events	LIP Staff & Health WG Health WG
Advocate for newcomer representation on health centre/hospital planning/advisory boards	Identify and outreach to key stakeholders including: North York General Hospital, North York Seniors Centre, Fairview Community Health Centre	Newcomer WG

Strong connections & partnerships exist between the healthcare sector and the settlement sector

Identify & outreach to settlement orgs that may have potential to partner	Outreach & build relationships with SPOs Explore & pilot information-sharing & staff training partnerships	Health WG
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Further Suggested Directions for Change

Education

- Hold Quarterly information sessions for newcomer parents about school registration & procedures
- Create a basic multi-lingual guide to school registration & procedures
- Develop information sessions & workshops for newcomer students about preparing for college/university/further studies
- Develop Student Ambassador positions for newcomer students
- Develop Youth Language & Settlement Peer Mentoring Program
- Create across-school conversation circles for newcomer students
- Develop a Newcomer Student Council for North York East
- Develop feedback surveys and focus group sessions for newcomer student input into school supports
- Develop Newcomer Parent Clubs for school clusters in the area
- Train all front-line staff on TDSB & TCDSB newcomer student admissions procedures

Food

- Develop a year-round North York East fresh food market
- Provide shuttle-bus service between stores & to outside areas
- Develop youth community gardens & youth-focused workshops on gardening
- Develop a HOST Cooking Program
- Incorporate food literacy into language-learning classes
- Develop nutrition & healthy eating workshops for newcomers

Housing

- Develop workshops for newcomers about housing topics (including mortgages, applying for affordable housing, homeowner & renter rights and responsibilities)
- Develop multilingual information packs with key housing information

Emergency Services

- Develop hospital intake and services information sessions for newcomers
- Develop a basic guide to explain standard procedures, citizen rights and responsibilities when accessing emergency services

Transit

- Place bus schedules at all bus stops
- Develop a TTC Transfer How-To campaign for newcomers

Childcare

- Develop multi-lingual guidelines on eligibility & application procedures for subsidized daycare

Banks

- Provide regular bank service information sessions to newcomers
- Provide saving & investment workshops for newcomers

Recreation & Community Connections

- Provide short & regular information sessions about recreation centre facilities & services available
- Develop a monthly multi-lingual information flyer about recreation programs
- Hold information sessions for newcomer youth on youth-specific recreational programs, events & supports
- Develop free inter-cultural events & festivals



References

Don Mills & Sheppard Community Services & Facilities Needs Assessment (2008). Toronto, ON: City of Toronto.

Hess, P. (2010). Walkability in Toronto's Apartment Neighbourhoods: Preliminary Report on the Peanut Walkability Workshop. Toronto.

Retrieved on 1st February 2011 from http://janeswalk.net/assets/uploads/Peanut_Walkability_Report.pdf



Appendix A

North York East LIP Partnership Council Terms of Reference

Articles :

1. Background:

Local Immigration Partnership (LIP) is a one-year project funded by Citizenship and Immigration Canada (CIC). CIC state that Local Immigration Partnerships “will provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to Ontario that are local and regional in scope.”

Working Women Community Centre (WWCC) has received funding from CIC to lead North York East’s LIP. WWCC started this project in October 2009. The project will finish at the end of March 2012.

Project boundaries for the North York East LIP Project are Steeles Avenue East to the north, Victoria Avenue East to the east, Highway 401 to the south and the Don Valley River to the west. This boundary encloses the neighbourhoods of Don Valley Village, Hillcrest Village, Pleasant View and Henry Farm, which are the primary targets of the project.

As lead agency, WWCC is establishing a Partnership Council initiative in the North York East area of Toronto. It will build on the existing Fairview Interagency Network, and will enhance this structure by pulling together key stakeholders to meet regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that addresses the needs and complements the assets of the North York East community.

2. Definition:

CIC defines a partnership council as “a group made up of representatives from community organizations that provide services to or have an interest in the integration of newcomers. Members can be drawn from local and regional governments, community organizations, immigrant serving agencies, language training providers, local associations or bodies, regional employment networks, economic development corporations”.

3. Purpose:

The purpose of the Council is to see the project to completion, achieving all project objectives. Project outcomes are:

- To improve access and coordination of immigrant integration services (settlement, language, training, labour market integration, health and education supports) in the North York East community through the establishment of a Partnership Council.
- To strengthen settlement and integration outcomes of newcomer populations through the development of a comprehensive settlement strategy (including identifying needs, resources, capacities and gaps).
- To strengthen local awareness and capacity to integrate immigrants through engagement of a broad range of local stakeholders and residents in the formation of the settlement strategy.



Appendix A

North York East LIP Partnership Council Terms of Reference

Purpose:

The purpose of the Council is to see the project to completion, achieving all project objectives. Project outcomes are:

- To improve access and coordination of immigrant integration services (settlement, language, training, labour market integration, health and education supports) in the North York East community through the establishment of a Partnership Council.
- To strengthen settlement and integration outcomes of newcomer populations through the development of a comprehensive settlement strategy (including identifying needs, resources, capacities and gaps).
- To strengthen local awareness and capacity to integrate immigrants through engagement of a broad range of local stakeholders and residents in the formation of the settlement strategy.

4. Roles and Responsibilities of Council:

- Council members agree to:
- Participate in Council meetings and processes related to the LIP initiative as requested.
- Review, discuss and guide the work of LIP staff.
- Direct LIP project staff in key decision making and advancement of project goals.
- Assist in linking LIP staff with program participants, clients and community members for individual interviews, focus groups and community consultations.
- Respond to LIP staff requests to provide feedback on draft material or to provide information for project purposes.
- Participate in developing, exploring and reviewing LIP strategies and an action plan for the North York East area.

5. Guiding Values and Ethics:

- North York East's LIP Partnership Council agree on the following Project Values and Ethics as a foundational tool to inform and guide their work:
- The Council recognizes that serving the best interests of newcomer residents in the North York East area is their over-arching priority;
- The Council recognizes the unique worth, dignity and assets of each member of the North York East community;

Appendix A

North York East LIP Partnership Council Terms of Reference

- The Council seeks to encourage the contributions that newcomers, immigrants and refugees can make to the development of a comprehensive settlement service system in North York East;
- The Council values the diversity of communities, organizations and agencies in North York East, and seeks to engage diverse groups in its work at all stages;
- The Council members strive to build on existing, and create new collaboration in their work;
- The Council strives to create accessible and relevant project outcomes for newcomer residents the North York East area;
- The Council adopts anti-racism, anti-oppression, gender equity and cultural diversity principles in its work and in its approach to LIP;
- Council members agree to be honest and transparent in their participation.

6. Membership Composition:

The initial group of participating organizations in the project are:

- ACCES Employment
- AYCE Youth Employment
- Armenian Relief Society Social Services
- AWIC Community and Social Services
- Career Foundation
- Centre for Information and Community Services (CICS)
- Centre Francophone
- CNIB
- Community Microskills Development Centre
- Fairview Community Health
- Formosa Evergreen Senior Citizens Centre
- Harriet Tubman Community Organization
- Iranian Women's Organization of Ontario
- North York Harvest Food Bank
- Senior Tamils Centre
- Toronto Employment and Social Services
- Toronto Public Library
- University Settlement
- Willowdale Community Legal Services
- Working Women Community Centre

7. Membership:

Given the above, the Council will comprise:

- LIP Project Partners
- Others as invited

Membership should be representative of the community. Membership will be open to any organization or agency serving the catchments' area as well as grass roots organizations operating within the catchment area.



Appendix A

North York East LIP Partnership Council Terms of Reference

8. Conditions of Membership:

- All participating agencies, institutions and other members will verbally agree to the values, principles and overall objectives of the project as defined in these terms of reference.
- Potential Council members identified after 15th January 2010 must be voted in by Council. Members that join Council after 31st March 2010 will not have a vote in decision-making by Council.

9. Staffing:

The project staff comprises:

- Project Manager
- Project Outreach Coordinator
- Community Animators

10. Frequency/Schedule of Meetings:

A total of 6 Partnership Council meetings will take place before project completion. Council meetings will take place on the following dates:

- Friday, November 20th 2009 @ 10am
- Friday, January 29th 2010 @ 10:30am
- Friday, March 26th 2010 @ 10:30am
- Friday, May 28th 2010 @ 10:30am
- Friday, July 30th 2010 @ 10:30am
- Friday, September 24th 2010 @ 10:30am

The LIP Project team will prepare the agenda and send invitations to the Council members at least 3 days in advance of meetings. The Project Outreach Coordinator will take minutes of each Council meeting and will send them to Council members in a timely fashion.

11. Chair/Facilitation of meetings:

Working Women Community Centre, the lead agency, will chair all North York East LIP Partnership Council meetings.

12. Quorum:

The minimum number of Council members necessary to conduct business will be 7 (50% of total council + 1).



Appendix A

North York East LIP Partnership Council Terms of Reference

13. Membership and Decision Making/ Conflict of interest:

Decisions will be made by consensus wherever possible. When consensus cannot be reached, decisions will be made by a majority vote of total Council (7 votes: 50% of total council + 1 vote). Council members who are not present at meetings for decision-making can cast votes by proxy.

Votes will be cast openly by show of hands at meetings.

Personal and/or professional conflicts of interest must be declared at the beginning of each meeting. Here, a conflict of interest refers to any situation where a Council member is involved in multiple interests, which could corrupt their motivation or ability to participate in LIP matters.

Council members who declare conflicts of interest will be excluded from having voting privileges or being part of the decision making process for the matter(s) in question.

14. Dissolution of Partnership Council:

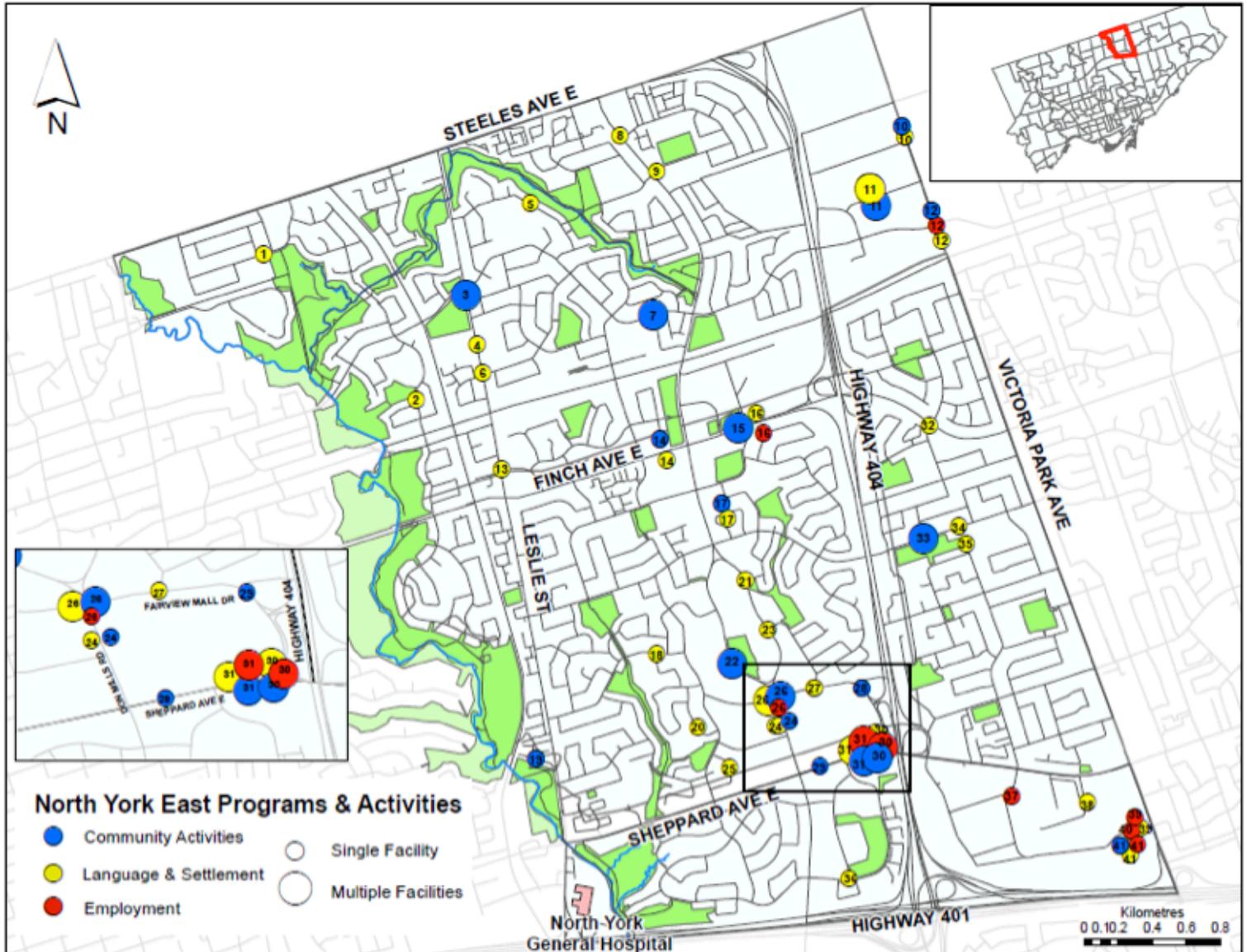
The Partnership Council can be formally dissolved at the end of the funding period (end September 2010). However, should they wish, Council members can continue to meet and work together on community matters, exclusive of the LIP project.

15. Amendments to Terms of Reference:

Terms of Reference can be amended at any time by majority vote at a Council meeting with quorum.

Appendix B

North York East Programs & Activities Service Inventory



1. Steelesview Public School

Description of service: Beginner and intermediate adult ESL classes.

Eligibility Criteria: Open

How to access service: To register call 416-338-4300

Address: 105 Bestview Dr, North York, ON M2M 2Y1

Phone: 416-338-4300

Website: www.ESLtoronto.ca

2. Pineway Public School

Description of service: Multi-level adult ESL classes.

Eligibility Criteria: Open

How to access service: To register call 416-338-4300

Address: 110 Pineway Blvd, North York, ON M2H 1A8

Phone: 416-338-4300

Website: www.ESLtoronto.ca

3. Cummer Park Community Centre

Description of service: Recreation centre with staking rink, gym, pool and aerobic studio. Variety of programs offered for all ages.

Eligibility Criteria: Open.

Reduced class/program fees through the City of Toronto's Welcome Program. For details visit www.toronto.ca/parks/welcome_policy.htm

How to access service: Get a copy of the Fun Guide at your local library or online

Address: 6000 Leslie Street, Toronto, ON, M2H 1J8

Phone: 416-395-6072

Website: www.toronto.ca/parks/torontofun

Appendix B

North York East Programs & Activities Service Inventory

4. Zion Heights Public School

Description of service:

Settlement (SEPT) workers available for newcomer students and families.

Eligibility Criteria: Open**How to access service:** Call or visit the site directly**Address:** 5900 Leslie St, North York, ON M2H 1I9**Phone:** 416-395-3120

5. A.Y. Jackson Public School

Description of service:

Settlement (SEPT) workers available for newcomer students and families.

Eligibility Criteria: Open**How to access service:** Call or visit the site directly**Address:** 50 Francine Dr, North York, ON M2H 2G6**Phone:** 416-395-3140**Website:** www.ayjackson.ca

6. Hillcrest Public Library

Description of service: Offers a range of services including circulating books, music and dvds. Adult and children's multi-lingual collections available.

Regular programs at the library: English Classes for Mandarin-Speaking Seniors, Pyjama Time (bedtime stories, songs and crafts for children aged 5 and under)

Eligibility Criteria: Open.

Program eligibility varies, call for details

How to access service: Call or visit the site directly. To register for English class call 416-502-2322 ext. 6259**Address:** 5801 Leslie St. Toronto, ON, M2H 1J8**Phone:** 416-395-5830**Website:** www.torontopubliclibrary.ca

7. a) McNicoll Community Centre

Description of service:

Recreation centre with

gymnasium. Variety of programs offered for all ages.

Eligibility Criteria: Open.

Reduced class/program fees through City of Toronto's

Welcome Program. For details

visit www.toronto.ca/parks/welcome_policy.htm

How to access service: Obtain a copy of the Fun Guide at your local library or online to get full listings of programs**Address:** 155 McNicoll Ave, Toronto, ON M2H 2C1**Phone:** 416-395-6011**Website:** www.toronto.ca/parks/torontofun

b) Adventure Place (Child & Family Intervention Agency)

Description of service: Support and skills development for

families with children experiencing difficulties in one or more of the following areas: developmental, behavioural, social, emotional, communication, attention and/or learning.

Eligibility Criteria: Open to families living in North York with children from 0-7 years**How to access service:** To register call 416-744-7650 ext 228 or email intake@adventureplace.ca**Address:** 155 McNicoll Ave. Toronto, ON M2H 2C1**Phone:** 416-744-7650**Website:** <http://www.adventureplace.ca>

8. Cliffwood Manor

Description of service:

Beginner/high beginner adult ESL classes

Eligibility Criteria: Open**How to access service:** To register call 416-338-4300**Address:** 4000 Don Mills Road, Toronto ON M2H 3N2**Phone:** 416-338-4300**Website:** www.ESLtoronto.ca

9. Highland Public School

Description of service: Grades 7

-9. Settlement (SEPT) workers available for newcomer students and families

Eligibility Criteria: Open**How to access service:** Call or visit the site directly**Address:** 201 Cliffwood Rd, North York, ON M2H3B5**Phone:** 416-395-3040

10. Formosa Evergreen Senior Citizens Centre

Description of service: Classes in ESL, computer literacy, calligraphy, painting, paper crafts, pressed flower crafts, Chinese knots, Mah-Jongg, music, Tai Chi, Yuan Ji dance, line dancing, badminton and table tennis.**Eligibility Criteria:** Programs geared to seniors**How to access service:** Call for information and registration**Address:** 3680 Victoria Park Ave, Unit 6, North York, ON M2H 3K1**Phone:** 416-497-3331**Website:** www.fescc.ca

11. Support Enhance Access Service Centre

Description of service:

Individual and family counselling, single parent support group, family resource centre and drop-in, senior programs in mental health and recreation, youth programs in leadership training and life skills.

Eligibility Criteria: Open. Some services and programs offered only in Vietnamese, Chinese & Filipino**How to access service:** Call or visit the site directly**Address:** 100 Tempo Avenue, Suite 315, Toronto ON, M2H 2N8**Phone:** 416- 490-6491**Website:** www.seascentre.org

12. Canadian Arab Federation

Description of service: Arabic network for professionals (mentoring program), job search workshops, Arabic classes, resource library, event facility.**Eligibility Criteria:** Open**How to access service:** Call or visit the site directly**Address:** 1057 McNicoll Avenue Toronto, ON M1W 3W6**Phone:** (416) 493-8635 or

1-866-886-4675

Website: www.caf.ca

13. St. Leonard Catholic School

Description of service:

Multilevel ESL, TOEFL and academic preparation

Eligibility Criteria: Open. Some restrictions apply**How to access service:** Visit the site directly**Address:** 100 Ravel Rd Toronto, ON M2H 1S9, Canada

14. Immanuel Baptist Church

Description of service: ESL

classes, children's reading circle

Eligibility Criteria: Open**How to access service:** To register for ESL email esl.immanuel@gmail.com or visit the church. For all other inquiries call or visit the site directly**Address:** 1100 Finch Avenue East, North York, ON, M2J 2X4**Phone:** 416-494- 3155**Website:** www.immanuelbaptist.ca

15. Seneca Village Community Centre

Description of service:

Recreation centre with gymnasium, multi-purpose rooms and community kitchen. Variety of programs offered for all ages

Eligibility Criteria: Open.

Reduced class/program fees through City of Toronto's Welcome Program. For details

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North York East Programs & Activities Service Inventory

visit www.toronto.ca/parks/welcome_policy.htm

How to access service: Obtain a copy of the Fun Guide at your local library or online to get a full listing of programs

16. Seneca College Newnham Campus

Description of service: Full and part-time programs in the areas of business, applied arts, applied science and engineering technology. Academic, language, financial and other supports offered through student services. Seneca English Language Institute offers supports for international students who need English language skills prior to direct entry into full-time

programs at Seneca or another Canadian educational program
Eligibility Criteria: Open. ESL is free for those under 21 years

How to access service: Application information available online or visit the site directly

Address: 1750 Finch Avenue E, Toronto ON M2J 2X5

Phone: 416-491-5050 or 416-493-4144

Website: <http://www.senecac.on.ca>

17. Don Valley Bible Chapel

Description of service: ESL classes, conversation café for newcomers

Eligibility Criteria: Open

How to access service: Call or visit site directly

Address: 25 Axsmith Crescent, North York, ON M2J 3K2

Phone: 416-491-6421

Website: www.dvbc.com

18. Lescon Public School

Description of service: Settlement (SEPT) workers available for newcomer students and families.

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 34 Lescon Road, North York, ON M2J 2G6

Phone: 416-395-2640

19. Villawayz Arts Studio (Art Starts Program)

Description of service: Community arts programs for youth (mediums explored include video, writing/spoken word, photography, sculpture, sound art, mosaic)
Eligibility Criteria: Open

How to access service: Call for information on programs

Address: 20 Adra Villaway, Toronto, ON M2J 4K5

Phone: 416-994-5313

Website: www.artstarts.net

20. Dallington Public School

Description of service: Settlement (SEPT) workers available for newcomer students and families.

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 18 Dallington Dr, North York, ON M2J2G3

Phone: 416-395-2270

21. a) Georges Vanier Newcomer Reception Centre

Description of service: English language and mathematic skills assessments for newcomer students. Assessments are used to help local secondary schools place newcomer students in the appropriate high school credit courses.

Eligibility Criteria: All students eligible for secondary school

How to access service: Students must make an appointment with the Reception Centre by telephone. Documentation showing current Toronto address of student/parent/guardian

requiredAddress: 3000 Don Mills Road, Toronto, ON M2J 3B6

Phone: 416-395-9440

Website: <http://www.tdsb.on.ca/programs>

21. b) Georges Vanier Public School

Description of service: Settlement (SEPT) workers available for newcomer students and families. Beginner/intermediate Adult ESL classes and TOEFL

Eligibility Criteria: Open

How to access service: Call or visit the site directly. For adult ESL call 416-338-4300

Address: 3000 Don Mills Road, Toronto, ON M2J 3B6

Phone: 416-395-3250

Website: <http://www.georgesvanier.com>

22. Oriole Community Centre

Description of service: Recreation centre with outdoor pool, gymnasium, arena and multi-purpose rooms. Variety of programs offered for all ages

Eligibility Criteria: Open.

Reduced class/program fees through City of Toronto's Welcome Program. For details visit www.toronto.ca/parks/welcome_policy.htm

How to access service: Obtain a copy of the Fun Guide at your local library or online to get a full listing of programs

Address: 2975 Don Mills Road W, North York ON M2J 3B7

Phone: (416) 395-7968

Website: www.toronto.ca/parks/torontofun

23. Woodbine Junior Public School

Description of service: Settlement (SEPT) workers available for newcomer students and families.

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 2900 Don Mills Rd, North York, ON M2J3B6

Phone: 416-395-3110

Website: www.woodbinejhs.ca

24. Advent Lutheran Church

Description of service: English circle for all newcomers, community garden for local residents

Eligibility Criteria: Open

How to access service: Call or visit the site directly. English circle drop-in every Sunday 8.30am-9.30am

Address: 2800 Don Mills Road, North York, ON, M2J 3B6

Phone: 416-493-1435

Website: www.adventlutheranchurch.ca

25. St. Timothy Catholic School

Description of service: Settlement (SEPT) workers available for newcomer students and families

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 25 Rochelle Crescent, North York, ON M2J 1Y3

Phone: 416-393-5298

26. a) Fairview Community Health

Description of service: Programs, social services and health promotion including: individual counselling, single session therapy, prenatal yoga and wellness, health education, community kitchen, farming trips, chronic disease self-management, information, advocacy and service referral

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 5 Fairview Mall Dr, Ste 357, Toronto, ON, M2J 2Z1

Phone: 416-640-5298

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b) Working Women

Community Centre

Description of service: LINC and Childminding, settlement services in Chinese and Farsi, job search workshops (JSW), information and referral services, Ontario Works Placement Program, Peanut Community Garden and Arts Program, Seniors in Cyberspace Program, Chinese calligraphy, Cook It Up Program, Chinese Seniors group, conversation class, chatting hour, computer class, belly dancing, line dancing and yoga

Eligibility Criteria: Programming specific to immigrants and newcomers. LINC, childminding, JSW and settlement services available to permanent residents and convention refugees. Ontario Works Program through referral only. Community development programs open to community. All programs and services are free

How to access service: Call or visit the site directly. LINC clients must be assessed first at an assessment centre.

Address: 5 Fairview Mall Dr, Suite 478, Toronto, ON, M2J 2Z1
Phone: 416-494-7978

Website:
www.workingwomencc.org

c) Centre Francophone

Description of service: Newcomer Settlement Services in French: housing, job search, immigration, interpretation, settlement workers in schools, host program, professional mentorship, citizenship preparation, group information sessions and individual counselling. Primary health care, Social and Community programs, Child and family Services, Legal Aid, Employment, Volunteer program and Cultural activities.

Eligibility criteria: Program eligibility varies, call for details.

How can the service be accessed:

Call for information and registration

Address: 5, Fairview Mall Dr., Suite 280

Phone: 416 922 2672 extension 420

Website: www.centrefranco.org

27. Fairview Public Library

Description of service: Offers a range of services including circulating books, music and dvds. Adult and children's multilingual collections available. Programming at the library: Adult ESL, English conversation circle, book clubs, computer training, homework help for teens, reading support programs, SEPT for parents – summer only, Toastmasters' Youth Leadership

Eligibility Criteria: Open.

Program eligibility varies, call for details

How to access service: Call or visit the site directly. For ESL call 416-338-4300

Address: 35 Fairview Mall Drive, Toronto ON M2J4S4

Phone: 416-395-5750

Website:
www.torontopubliclibrary.ca

28. Willowdale Community

Legal Services

Description of service: Community legal clinic providing assistance with tenant issues, social assistance, immigration, Employment Insurance, Canada Pension Plan, Old Age Security, human rights, victims of violence, Criminal Injuries Compensation Board, provides referral, advice, representation and community education

Eligibility criteria: Open

How to access service: By appointment

Address: 245 Fairview Mall Drive, Suite 106, Toronto, ON M2J 4T1

Phone: 416-492-2437

29. Community Information Centre Fairview

Description of service: Information and referral centre that helps people find solutions to personal, legal, health, recreational, educational and governmental problems

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: Fairview Mall, 1800 Sheppard Avenue E, North York, ON, M2J 5A7

Phone: 416-493-0752

Website:
www.communityinfofairview.org

30. a) Alternative for Her Community Centre

Description of service: Settlement services for newcomers, domestic violence education, counselling, nutrition & fitness workshop, self defence (Wendo), information & referral, education workshops / advocacy, computer training, resume writing & job search support, volunteer placements (secondary school community work hours), college and university student field placements

Eligibility Criteria: Open

How to access service: By appointment

Address: 1761 Sheppard Ave E, Toronto, ON M2J 0A5

Website:
thealternativeforher.tripod.com

b) AWIC Community and Social Services

Description of service: Employment workshops, resume writing, QuickBooks training, keyboard classes, food handler certification prep classes, counselling and settlement services, women's support group, seniors programs, newcomer orientation

Eligibility Criteria: Open

How to access service: Call or visit the site directly. Newcomer Orientation every Thursday (1-3pm): no appointment needed

Address: 1761 Sheppard Ave E, Toronto, ON M2J 0A5

Phone: 416-499-4144

Website: www.awic.info

c) Centre for Information and Community Services of Ontario

Description of service: Settlement services, information and referral, orientation, assessment, translation and interpretation, counselling, bridging services, form filling, life skills information and workshops, citizenship preparation, employment counselling

Eligibility Criteria: Open

How to access service: Call or visit the site to book an appointment

Address: 1761 Sheppard Ave E, Toronto ON M2J 0A5

Phone: 416-598-2080

Website: www.cicscanada.com

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North York East Programs & Activities Service Inventory

d) Harriet Tubman Community Organization

Description of service:

Leadership programming for young people ages 5-30 years including: Young Women's Program, Creative Learning Program for children in grades 1-10, Youth Leader's Program and Summer Heritage Programs (in partnership with City of Toronto-CSP and Parks Forestry & Recreation), Heritage Counselling for youth in trouble with the law (in partnership with the Ministry of Children and Youth), Youth Honouring Community Achievements Program (in partnership with Ontario Trillium Foundation), Annual Tubman Games

Eligibility Criteria: Open

How to access service: Call for hours or email

tubmanyouth@gmail.com

Address: 1761 Sheppard Ave E, Toronto, ON M2J 0A5

Phone: 416-496-2044

Website:
www.tubmancommunity.org

e) Iranian Women's Organization of Ontario

Description of service:

Settlement services, seniors support programs, counselling, information and referral, drop-in for mothers and children, quarterly mobile health clinic by appointment and educational workshops

Eligibility Criteria: Open

How to access service: Call or visit the site

Address: 1761 Sheppard Ave E, Toronto, ON M2J 0A5

Phone: 416-496-9566

Website: www.iwontario.com

f) Senior Tamils Association

Description of service: Self advocacy, counselling and referrals, information sessions, seminars and workshops in life skills development, peer support groups and volunteer development activities, friendly visits to peers, tele-assurance, visits to residents at Long Term Care Centres, congregate dining (Wheels to Meals), tours and camps, recreational activities, health promotion, intergenerational programs

Eligibility criteria: Open

How to access service: Call for information and hours

Address: 1761 Sheppard Ave E, Toronto, ON M2J 0A5

Phone: 416-496-2897

Website:
www.seniortamilscentre.com

g) Somaliland Canadian Society

Description of service: Counselling and referrals – orientation, settlement services, interpretation, housing, employment, education, immigration, health, mental health, seniors outreach, job search techniques – resumes, networking, workshops, seminars, refugee claimants – legal referrals, advocacy, community development – educational and cultural events

Eligibility criteria: Open

How to access service: Call or visit the site

Address: 1761 Sheppard Ave E, Toronto, ON M2J 0A5

Phone: 416-496-2588

31. Hong Fook Mental Health Association

Description of service: Peer/self-help initiatives, family initiatives, supportive housing and health promotion. Hong Fook's continuum of services operates based on a Holistic Health and Recovery approach

Eligibility Criteria: Open. Focus on Chinese, Korean, Cambodian and Vietnamese communities

How to access service: Services at this site will commence in 2011. See website for further information and details about other program locations

Address: 1751 Sheppard Ave E, Toronto, ON M2J 0A5

Website: www.hongfook.ca

32. Ernest Public School

Description of service:

Settlement (SEPT) workers available for newcomer students and families

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 150 Cherokee Blvd, North York, ON M2J 4A4

Phone: 416-395-2380

33. Pleasant View Community Centre

Description of service:

Recreation centre with arena, outdoor pool and multi-purpose rooms. Variety of programs offered for all ages

Eligibility Criteria: Open.

Reduced class/program fees through the City of Toronto's Welcome Program. For details visit www.toronto.ca/parks/welcome_policy.htm

How to access service: Obtain a copy of the Fun Guide at your local library or online to get a full listing of programs

Address: 545 Van Horne Avenue, North York, ON, M2J 4S8

Phone: 416-395-6006

Website: www.toronto.ca/parks/torontofun

34. Pleasant View Public Library

Description of service: Offers a range of services including circulating books, music and dvds. Adult and children's multilingual collections available. Programming at the library: Adult ESL, chess

Eligibility Criteria: Open. Program eligibility varies, call for details

How to access service: Call or visit the site directly

Address: 575 Van Horne Ave, Toronto, ON M2J 4S8

Phone: 416-395-5940

Website:
www.torontopubliclibrary.ca

35. Pleasant View School

Description of service: Settlement (SEPT) workers available for newcomer students and families.

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 175 Brian Dr, North York, ON M2J3Y8

Phone: 416-395-3080

36. Forest Manor Public School

Description of service: Settlement (SEPT) workers available for newcomer students and families

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 25 Forest Manor Rd, North York, ON M2J1M4

Phone: 416-395-2440

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North York East Programs & Activities Service Inventory

37. Next-Steps Employment Centre

Description of service:

Employment services and training for job seekers

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 150 Consumers Road, Suite 110, Toronto, ON M2J 1P9

Phone: 416-395-5101

Website: www.next-steps.ca

38. Victoria Park LINC Centre - Toronto Catholic District School Board

Description of service: LINC

levels 1 - 7, LINC literacy, computer assisted learning, child minding available for children 2 ½ - 6 yrs

Eligibility Criteria: Open to landed immigrants and convention refugees 18 yrs

How to access service: Call or visit the site directly

Address: 2 Lansing Square Suite 102 North York, ON M2J 4P8

Phone: 416- 397-6591

Website: www.tcdsb.org/adulted

39. Toronto District School Board- Enhanced Language Training for Financial Services

Description of service:

Employment assessment and career planning, skills development, apprenticeship training, enhanced and specialized language training, literacy and basic skills

Eligibility Criteria: Open

How to access service: Call or visit the site directly

Address: 515 Consumers RD Suite 103, Toronto, ON, M2J 4Z2

Phone: 416-395-8270

Website: www.next-steps.ca

40. Alternative Youth Centre For Employment (AYCE)

Description of service: Bridging

Business Careers Program, Job Search Workshops, labour market information, access to trades and professions, resume preparation, networking , extensive individual assistance

Eligibility Criteria: Unemployed Youth

How to access service: Call for information and hours

Address: 505 Consumers Rd, Suite 102, Toronto, ON, M2J 4V8

Phone: 416-491-7000

Website: www.ayce.on.ca

41. Armenian Relief Society Social Services

Description of service: Umbrella centre for Armenian General Sports Union, Armenian Youth Organization, Hamazkain Cultural Association, Armenian Senior Citizens Association, ARS Private School, Armenian Community Centre

Eligibility Criteria: Open

How to access service: Call for information and hours

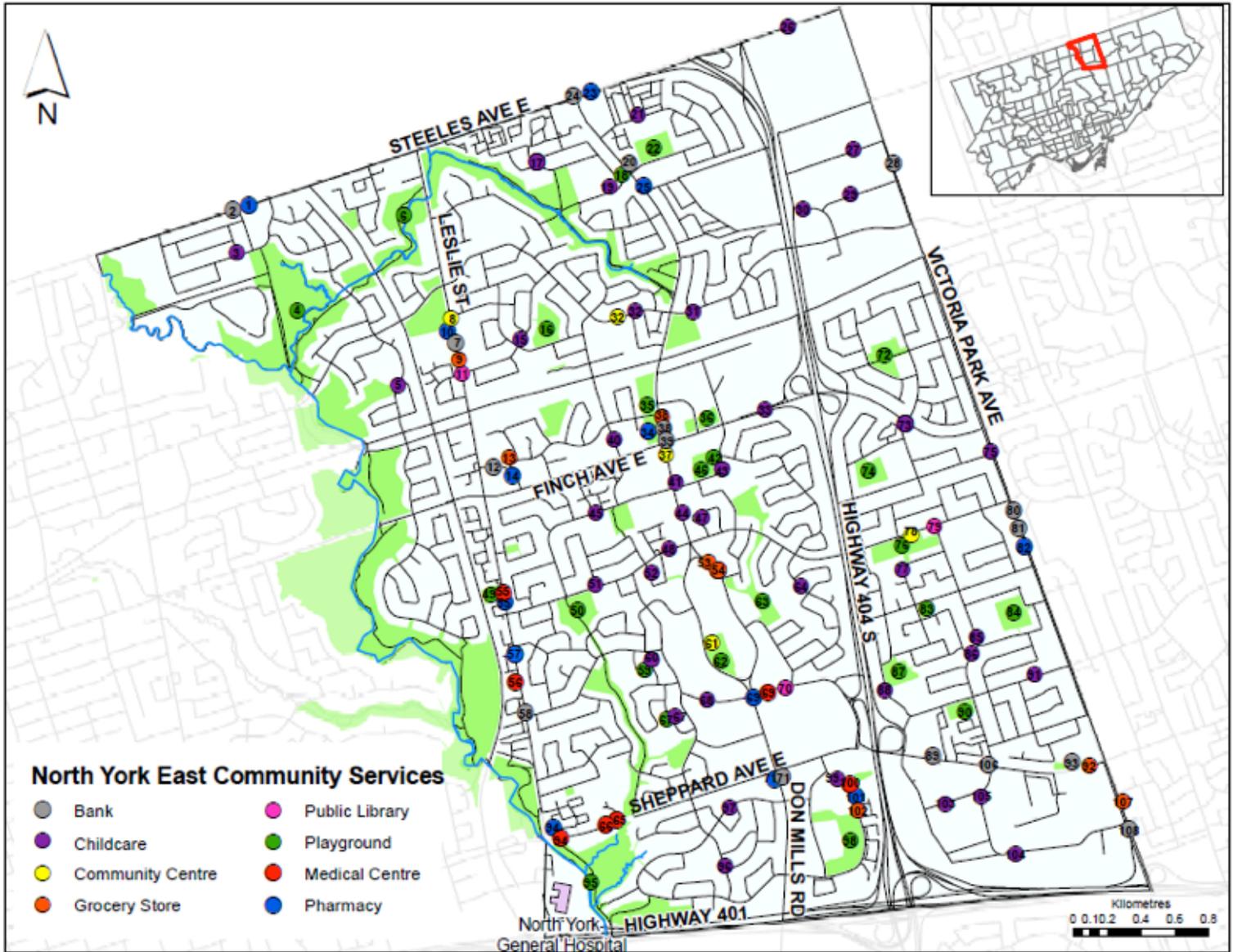
Address: 45 Hallcrown Place, Toronto, ON M2J 4Y4

Phone: 416-495-0644

Website: www.armenian.ca

Appendix B

North York East Programs & Activities Service Inventory



1. **Shoppers Drug Mart**
Address: 1515 Steeles Ave E,
North York, ON
Phone: 416-226-1313
Website:
www.shoppersdrugmart.ca

2. **RBC Royal Bank**
Address: 1545 Steeles Ave E,
Toronto, ON M2M 3Y7
Phone: 416-512-4680
Website: www.rbc.com

3. **Kids View Community
Childcare***
Address: 105 Bestview Drive,
Toronto ON M2M 2Y1
Phone: (416) 221-0555

4. **Bestview Park**
Nearest Intersection: Bestview
Drive and Harrington Cres.
Facilities: Playground

5. **Pineway Childcare
Learning Centre ***
Address: 110 Pineway Blvd,
Toronto, ON M2H 1A8

Phone: 416-225- 7156
Website: [www.icsg.ca/
Pineway.htm](http://www.icsg.ca/Pineway.htm)

6. **Saddle Tree Park**
Nearest Location: Saddletree
Drive
Facilities: Playground

7. **TD Canada Trust**
Address: 5875 Leslie Street,
Toronto, ON M2H 1J8
Phone: 416-493- 5528
Website:
www.tdcanadatrust.com

8. **Cummer Park Community
Centre**
Address: 6000 Leslie Street,
Toronto, ON, M2H 1J8
Phone: 416-395-7803
Website: www.toronto.ca

9. **Galati Market Fresh**
Address: 5845 Leslie Street,
North York, ON M2H 1J8
Phone: 416-756-2000

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North York East Programs & Activities Service Inventory

- 10. Shoppers Drugmart**
Address: 5899 Leslie Street,
North York, ON, M2H 1J8
Phone: 416-493-6677
Website:
www.shoppersdrugmart.ca
- 11. Hillcrest Library**
Address: 5801 Leslie St Toronto
ON M2H 1J8
Phone: 416-395-5830
Website:
www.torontopubliclibrary.ca
- 12. CIBC**
Address: 143 Ravel Road,
Toronto, ON M2H 1T1
Phone: 416-493-4538
Website: www.cibc.com
- 13. Sunny Supermarket**
Address: 115 Ravel Road, North
York, ON M2H 1T1
Phone: 416-498-0057
- 14. Finch-Leslie Pharmacy**
Address: 149 Ravel Road, North
York ON M2H 1T1
Phone: 416-491-8833
- 15. Kids Haven Community
Child Care Centre***
Address: 46 Cresthaven Dr,
Toronto, ON, M2H 1M1
Phone: 416- 492-8336
- 16. Cresthaven Park**
Nearest Intersection: Cresthaven
Drive and Resolution Cres
Facilities: Playground, benches
- 17. North York Little Prints
Daycare**
Address: 20 York Mills Road,
North York, ON M2P 2C2
Phone: 416- 229-0572
- 18. Duncan Creek Park**
Nearest Location: Cliffwood Rd.
Facilities: Playground, benches
- 19. Cliffwood Community
Childcare***
Address: 140 Cliffwood Road,
North York, ON M2H 2EA
Phone: 416-490- 8848
- 20. CIBC**
Address: 3931 Don Mills Road,
Toronto, ON M2H 2S7
Phone: 416- 491-7669
Website: www.cibc.com
- 21. Arbor Glen Community
Child Care Centre**
Address: 55 Freshmeadow Dr.
Phone: 416-497-4040
- 22. Cliffwood Park**
Nearest Intersection: Cliffwood
Road and Don Mills Rd
Facilities: Tennis court, benches,
playground
- 23. Shoppers Drug Mart**
Address: 2900 Steeles Ave E,
North York, ON L3T 4X1
Phone: 905-881-5660
Website:
www.shoppersdrugmart.ca
- 24. TD Bank**
Address: 2900 Steeles Avenue E.
Thornhill, ON L3T 4X1
Phone: 905-881-8090
Website:
www.tdcanadatrust.com
- 25. Ida Pharmacy**
Address: 3885 Don Mills Road,
North York ON M2H 2S7
Phone: 416-494-3770
Website: www.rexall.ca
- 26. Kids and Company**
Address: 3389 Steeles Ave E,
Toronto, ON M2H 3S8
Phone: 416-493- 5437
Website:
www.kidsandcompany.ca
- 27. Puzzle Pieces Ltd.**
Behaviour Therapy and Social
Skills Development Clinic
Address: 225 Sparks Avenue,
Toronto, ON M2H 2S5
Phone: 416-236- 0026
Website:
www.puzzlepiecesltd.com
- 28. HSBC Bank Canada**
Address: 3640 Victoria Park Ave,
Toronto, M2H 3B2
Phone: 416-756- 2333
Website: www.bmo.com
- 29. Grace Christian School Day
Nursery**
Address: 201 Tempo Ave,
Toronto ON M2H 2R9
Phone: 416-502-1540
- 30. Family Day Care**
Address: 155 Gordon Baker
Road, Toronto ON M2H 3N5
Phone: 416-922-9556
Website:
www.familydaycare.com
- 31. Hillmount Child Care
Centre***
Address: 245 Mc Nicoll Avenue,
North York, ON M2H 2C6
Phone: 416-494-0877
- 32. McNicoll Avenue Child
Care Program**
Address: 155 Mc Nicoll Avenue,
Toronto, ON, M2J 2C1
Phone: 416-499- 9743
Website:
www.mcnicollchildcare.com
- 33. Seneca College ECE Lab
School (Newnham
Campus)***
Address: 1750 Finch Ave E,
Toronto, ON M2J 2X5
Phone: 416-491-5050 x 4710
Website: [www.senecac.on.ca/
community/childcare](http://www.senecac.on.ca/community/childcare)
- 34. Pharma Plus Drugmart**
Address: 3555 Don Mills Road,
North York, ON, M2H 3N3
Phone: 416-494-8102
Website: www.rexall.ca
- 35. Skymark Park**
Nearest Intersection: Skymark
Drive and Don Mills Road
Facilities: Soccer field,
playground
- 36. Seneca Village Park**
Nearest Intersection: Don Mills
Rd and Skymark Dr
Facilities: Benches, playground
- 37. Seneca Village Community
Centre**
Address: 1700 Finch Ave, Toronto
ON M2H 4X8
Phone: 416-395-7858
Website: www.toronto.ca
- 38. a) TD Canada Trust**
Address: 3555 Don Mills Road,
Toronto, ON M2H 3N3
Phone: 416-498- 3331
Website:
www.tdcanadatrust.com
- b) No Frills**
Address: 3555 Don Mills Road,
North York, ON M2H 3N3
Phone: 416-492-9558
- 39. RBC Royal Bank**
Address: 1510 Finch Avenue E,
North York, ON M2J 4Y6
Phone: 416- 491-0050
Website: www.rbc.com
- 40. Brahms Child Care Centre***
Address: 5 Brahms Ave, Toronto,
ON M2H 1H2
Phone: 416- 392-6262
- 41. Seneca Hill Centre for
Early Learning**
Address: 350 Seneca Hill Drive,
Toronto, ON, M2J 4S7
Phone: 416-499-5112
Website:
www.centresforearlylearning.ca
- 42. Seneca Hill Park**
Nearest Intersection: Seneca Hill
Dr and Hobart Dr
Facilities: Tennis court, benches,
picnic area, playground
- 43. Phoenix Child Centre***
Address: 625 Seneca Hill Dr,
Toronto, ON, M2J 2W6
Phone: 416-492-8888
Website:
www.phoenixchildcentre.com

Appendix B

North York East Programs & Activities Service Inventory

44. **Jing Bao Bilingual Day Care ***
Address: 3105 Don Mills Road,
Toronto ON Phone: 416.494.4105
Website: www.toronto.ca
45. **Crestview School Age YMCA***
Address: 101 Seneca Hill Drive,
Toronto, ON M2J 2W3
Phone: 416-498-9486
46. **Hobart Park**
Nearest Intersection: Hobart Dr
and Van Horne Ave
Facilities: Basketball court,
playground
47. **Don Valley Christian Child Care***
Address: 25 Axsmith Cres, North
York ON M2J 3K2
Phone: 416- 491-6421
Website: www.dvbc.com
48. **Van Horne Day Care***
Address: 201 Van Horne Avenue,
North York, ON M2J 2T7
Phone: 416-493- 3353
49. **Leslie Park**
Nearest Intersection: Leslie
Street and Van Horne Avenue
Facilities Multi-use sports pad,
playground
50. **Bellbury Park**
Nearest Intersection: Van Horne
Avenue and Dolan Gt.
Facilities: Tennis courts, multi-
use sports pad, splash pad/
wading pool, playground
51. **St. Mathias Child Care***
Address: 101 Van Horne Ave,
Toronto, ON, M2J 2S8
Phone: 416-491-3945
Website:
www.uppercanadachildcare.com
52. **O' Shea Day Care**
Address: 20 O'Shea Crescent,
Toronto, ON M2J 2N5
Phone: 647-206-0287
Website: www.osheadaycare.com
53. **Tone Tai Supermarket**
Address: 3030 Don Mills Road,
North York, ON M2J 3C1
Phone: 416- 756-1668
54. **Ali's Market**
Address: 3040 Don Mills Road,
North York, ON M2J 3C1
Phone: 416-497-8918
55. a) **CML Health Care**
Address: 4800 Leslie Street,
Lower Level, Toronto, ON
Phone: 416-493-1011
Website:
www.cmlhealthcare.com
- b) **Leslie Medical Pharmacy**
Address: 4800 Leslie Street,
Toronto, ON M2J 2K9
Phone: 416-498-4800
56. **Nymark Medical Centre**
Address: 4839 Leslie Street,
North York, ON, M2J 2K8
Phone: 416-498-3600
57. **Shopper Drug Mart**
Address: 4865 Leslie Street,
Toronto, ON M2J 2K9
Phone: 416-493-2111
Website:
www.shoppersdrugmart.ca
58. **BMO Bank of Montreal**
Address: 4797 Leslie Street,
Toronto, ON M2J 2K8
Phone: 416- 493-1090
Website: www.bmo.com
59. **Lescon Park**
Nearest Intersection: Nymark
Avenue and Leslie Street
Facilities: Tennis court, benches,
pool, playground
60. **Lescon Learners Child Care Centre***
Address: 34 Lescon Road, North
York, ON M2J 2G6
Phone: 416-499- 7325
61. **Oriole Community Centre**
Address: 2975 Don Mills Road,
Toronto ON M2J 3B7
Phone: 416-395-7968 or
416-395-7969
Website: www.toronto.ca
62. **Oriole Park**
Nearest Intersection: Don Mills
Road & Fairview Mall Dr
Facilities: Playground
63. **Godstone Park**
Nearest Location: 90 Kingslake
Road, North York, ON M2J 3E8
Facilities: Playground
64. **Kingslake Public School Literacy Centre**
Address: 90 Kingslake Road,
Toronto ON M2J 3E8
Phone: 416-395- 2610
65. **North York Seniors Health Centre**
Address: 2 Buchan Court,
Toronto, ON M2J 5A3
Phone: 416-756-1040
Website: www.nygh.on.ca
66. **Don Valley Medical Associates**
Address: 1333 Sheppard Ave E,
North York ON M2J1V1
Phone: 416-491-5900
67. a). **Rendezvous Child Care Centre***
Address: 18 Dallington Drive,
North York ON M2J 2G3
Phone: 416-490-9360
- b) **Dallington Park**
Nearest Location: 18 Dallington
Drive, North York ON M2J 2G3
Facilities: Playground
68. **Esterbrooke Child Care Centre***
Address: 35 Esterbrooke Ave,
Unit 111, Toronto, ON M2J 2C6
Phone: 416- 492- 1109
69. **Fairview Medical Centre * Multiple Doctors (Fairview Health Centre)**
Address: 5 Fairview Mall Drive,
Toronto, ON M2J 2Z1
70. **Fairview Library**
Address: 35 Fairview Mall Drive,
Toronto ON M2J4S4
Phone: 416- 395-5750
Website:
www.torontopubliclibrary.ca
71. a). **TD Canada Trust**
Address: 1800 Sheppard Ave E,
Ste 218, Toronto, ON M2J 5A7
Phone: 416-491-0267
Website:
www.tdcanadatrust.com
- b) **Shoppers Drug Mart**
Address: 1800 Sheppard Ave E,
Toronto, ON M2J 5A7
Phone: 416-491-5567
Website:
www.shoppersdrugmart.ca
72. **Shawnee Park**
Nearest Intersection: Shawnee
Circle and Cherokee Blvd
Facilities: Tennis court, baseball/
soft ball diamond, playground
73. **Ernest Schoolage Program**
Address: 150 Cherokee Blvd,
North York, ON M2J 4A4
Phone: 416-492-2042
Website: [http://
www.headstartmontessori.ca](http://www.headstartmontessori.ca)
74. **Pinto Park**
Nearest Intersection: Pinto drive
and Cherokee Blvd
Facilities: Baseball/soft ball
diamond, playground
75. **Finch East Child Care***
Address: 3000 Victoria Park Ave,
Toronto, ON M2J 4Y2
Phone: 416-756-2261
76. **Van Horne Park**
Nearest Intersection: Margaret
Avenue and 404
Facilities: Tennis court, splash
pad/wading Pool, outdoor pool,
soccer field, playground
77. **Kateri Kids Child Care Centre***
Address: 70 Margaret Ave,
Toronto, ON, M2J 4C5
Phone: 416-496-2965
78. **Pleasant View Community Centre**
Address: 545 Van Horne Avenue,
North York, ON, M2J4S8
Phone: 416- 395-6006
Website: www.toronto.ca

Appendix B

North York East Programs & Activities Service Inventory

- 79. Pleasant View Library**
Address: 575 Van Horne Avenue,
North York, ON, M2J4S8
Phone: 416-395-5940
Website:
www.torontopubliclibrary.ca
- 80. CIBC**
Address: 2800 Victoria Park Ave,
Toronto, ON, M2J 4A8
Phone: 416- 491-1074
Website: www.cibc.com
- 81. RBC Royal Bank**
Address: 2786 Victoria Park Ave,
Toronto, ON M2J 4A8
Phone: 416- 491-2173
Website: www.rbc.com
- 82. Shoppers Drug Mart**
Address: 2794 Victoria Park
Avenue, Toronto, ON M2J 4A8
Phone: 416-491-2277
Website:
www.shoppersdrugmart.ca
- 83. Pleasant View Park**
Nearest Intersection: Margaret
Avenue and Pleasant View Drive
Facilities: Tennis court, splash
pad/wading pool, outdoor pool,
soccer field, playground
M2J 4Y2
Phone: 416-756-2261
- 84. Clydesdale Park**
Nearest Location: 95 Brian Dr,
North York ON M2J 3Y6
Facilities: Playground
- 85. Brian's Petits Amis
Children's centre***
Address: 95 Brian Drive, Toronto,
ON M2J 3Y6
Phone: 416- 395- 2080
Website: www.bpacc.ca
- 86. Brian Schoolage YMCA ***
Address: 95 Brian Dr, Toronto,
ON, M2J 3Y6
Phone: 416-491- 0991
Website: www.ymcatoronto.org
- 87. Muirhead Park**
Nearest Intersection: Muirhead
Road and 404.
Facilities: Baseball/ soft ball
diamond, playground
- 88. Muirhead Schoolage
YMCA ***
Address: 25 Muirhead Rd,
Toronto, ON, M2J 3W3
Phone: 416- 498- 6604
- 89. National Bank of Canada**
Address: 2002 Sheppard Avenue
East, Toronto ON M2J 5B3
Phone: 416-496-1300
Website: www.nbc.ca
- 90. Old Sheppard Park**
Nearest Location: Old Sheppard
Avenue
Facilities: Picnic area, baseball/
soft ball diamond, playground
- 91. St. Gerald Before &
Afterschool Program**
Address: 200 Old Sheppard
Avenue, North York, ON M2J 3L9
Phone: 416-918-5300
- 92. Food Basics**
Address: 2452 Sheppard Ave E,
North York, ON M2J 1X1
Phone: 416-756-2513
- 93. BMO Bank of Montreal**
Address: 2450 Sheppard Avenue
E, Toronto, ON M2J 1X1
Phone: 416-490-0089
Website: www.bmo.com
- 94. North York General
Hospital**
Address: 4001 Leslie Street,
Toronto, ON M2K 1E1
Phone: 416-756-6000
Website: www.nygh.on.ca
- 95. Havenbrook Park**
Nearest Intersection: Leslie
Street and 401
Facilities: Tennis court, baseball/
softball diamond, playground
- 96. Shaughnessy Blvd.
Children's Centre Inc.**
Address: 30 Shaughnessy Blvd,
Toronto, ON,
Phone: 416-499-6500
Website:
www.uppercanadachildcare.com
- 97. Montessori Education
Centre**
Address: 80 George Henry Blvd,
Toronto, ON, M2J 1E7
Phone: 416- 502-1769
Website: www.montessoried.ca
- 98. Parkway Forest Park**
Nearest Location: 25 Forest
Manor Road, North York ON M2J
1M4
Facilities: Playground
- 99. Parkway Forest YMCA
Childcare Centre***
Address: 102 Parkway Forest
Drive, Toronto, ON M2J 1L5
Phone: 416-492-1614
Website: www.ymcatoronto.org
- 100. Parkway Forest Medical
Walk-In**
Address: 103 Parkway Forest
Drive, ON M2J 1L8
Phone: 416- 491-4040
- 101. Health Drug Mart**
Address: 105 Parkway Forest
Drive, ON M2J 1L8
Phone: 416- 221-1700
- 102. Food Land**
Address: 107 Parkway Forest
Drive, Toronto ON M2J 1L8
Phone: 416-491-6525
- 103. Headstart Montessori
School**
Address: 260 Yorkland
Boulevard, Toronto ON M2J 1R7
Phone: 416-756-7300
Website:
www.headstartmontessori.ca
- 104. Kids and Company**
Address: 251 Consumers Road,
Toronto, ON M2J 1R4
Phone: 416-493-2045
Website:
www.kidsandcompany.ca
- 105. J & F Home Child Care
Services**
Address: 211 Consumers Road,
Toronto, ON M2J 4G8
Phone: 416-494- 5898
Website: www.j-f.ca
- 106. Scotia Bank**
Address: 2175 Sheppard Ave E,
Toronto, ON M2J 1W8
Phone: 416-499-6400
Website: www.scotiabank.com
- 107. Hong Tai Supermarket**
Address: 2555 Victoria Park Ave,
North York, ON M1P 1A3
Phone: 416- 773-1166
- 108. TD Bank**
Address: 2561 Victoria Park,
Scarborough, ON M2J 5B3
Phone: 416-491-2727
Website:
www.tdcanadatrust.com

Appendix C

Newcomer Focus Group Question Set

ORIENTATION, INFORMATION & REFERRAL:

- How did you feel when you first arrived in Canada?
- What immediate supports were there to help you?
- How did you learn about local supports available for newcomers?
- How long did it take to access the supports you needed?
- What supports/programs did you need to access outside of this area?
- What programs or supports are missing in this area?

LANGUAGE:

- Since coming to Canada, have you ever needed help with learning English? Explain.
- What language courses did you take part in this area? What was your experience like?
- What makes it easy or difficult to access these courses?
- What kinds of language courses would you like to see in this area? (More of existing/new ideas?)

EMPLOYMENT:

- What challenges exist for newcomers seeking employment?
- How long did it take you (or someone in your family) to find a job when you moved here?
- Did you take part in any employment/job seeking courses in this area? What was your experience like?
- What employment/job seeking supports are missing in this area?
- What would help newcomers in this area find employment?

EDUCATION:

Youth:

- What is your experience of being at school in this area?
- What kinds of supports exist at your school for newcomer youth?
- What challenges or difficulties exist for newcomers at your school?
- What would you like to see change for newcomer youth at your school?

Parents:

- What type of documentation was required to enrol your child(ren)?
- What supports/services exist for newcomer parents at your child(ren)'s school?
- How did you learn about school supports? What would make it easier to learn about them?
- What type of documentation was required to enrol your child(ren)?
- What supports/services exist for newcomer parents at your child(ren)'s school?
- How did you learn about school supports? What would make it easier to learn about them?

HOUSING:

- What made you decide to live in this area?
- How did you find your house/apartment?
- Did you have any problems finding or securing a place to live? Discuss.
- Did you get any help or support in doing this? Explain.

HEALTH:

- Have you experienced any change in your health since coming to Canada? Explain
- Are there any challenges to visiting the doctor? Are there any challenges to visiting the dentist?
- What would make it easier for newcomers to access healthcare in this area?



Appendix C

Newcomer Focus Group Question Set

FOOD:

- Has your diet changed since you moved to Canada? If so, how?
- Do you think your diet has had an impact on your health? How?
- Where do you go to buy food? Is there a food store near where you live?
- Is it easy to find the kinds of food you want to buy in this area? Is it easy to buy ingredients from your homeland?
- How do you get to and from the food store? How long does it take to get there?
- What would increase your access to the food you want in this area?

COMMUNITY CONNECTIONS:

The Community:

- What places do you like to spend time in?
- Where do you go often? Where do you seldom go?
- How do you get around from place to place in your neighbourhood? (i.e. walk, bike, bus, car etc)
- Do you ever experience challenges getting from place to place? Discuss
- What would make it easier for newcomers to get around this neighbourhood?

Friendship:

- Who are your friends in this area? How did you meet them?
- What kinds of challenges exist for newcomers in this area when they try to make friends?
- What would help you make more friends in this area?

Community Activities:

- What kinds of activities are you involved in this area?
- What's missing / what would you like to see in this area?
- What barriers exist for you in doing activities you like?
- What do you think is the best way to provide feedback / suggestions for community programs to community organizers?

LOCAL INSTITUTIONS & CITY-RUN SERVICES:

North York General Hospital

- Have you ever been to North York General Hospital? Explain
- Have you ever experienced any challenges / difficulty in accessing services there? Explain
- Do you know of any supports to help newcomers when they have to go to the hospital?

Emergency Services (Police, Fire Services, Ambulance):

- Have you ever been in contact with Emergency Services?
- What challenges do newcomers have with? Initial contact with ES? Interaction with ES staff?
- What's missing for newcomers to understand the system? What you make it easier?

Public Libraries:

- Do you ever go to a library in the area? What has been your experience of the library?
- Do you ever face challenges in accessing library services? Explain
- Do you know of any services for newcomers offered by your library?
- How do you learn about library services? What would make it easier to learn about them?

Parks and Recreation Centres:

- Do you ever visit parks & recreation centres in the area? What has been your experience?
- What kinds of programs do you access at parks & rec centres?
- Do you ever face challenges in accessing Parks & Rec programs? Explain
- What kinds of programs would you like to see available for newcomers at Park & Rec Centres in the area?



Appendix C

Newcomer Focus Group Question Set

LOCAL INSTITUTIONS & CITY-RUN SERVICES:

Banks:

- How did you transfer money to Canada when you moved here?
- Was it easy to open a bank account? Would anything have made it easier?
- Did you find it straight-forward learning about the banking system or accessing banking information? If not, what would have helped?
- Do you face any challenges interacting with staff at your bank? What would help?
- Do you have any challenges with on-going or particular services? What would make it easier?

Daycare:

- Have you ever used daycare centres in this area? What has your experience been like?
- Are there challenges to enrolling a child in daycare in the area? Explain
- What supports do newcomers have or need in accessing daycare in the area?

Appendix D

Service Provider Focus Group Question Set

- What are some of the main issues facing your clients in the area of (insert theme)? What are some suggestions/ recommendations for how these priority issues could be addressed?
- What are the challenges you face in trying to address the (insert theme) needs of newcomers?
- What would help you overcome these challenges or make it easier to address these needs?
- Can you tell us about some of the challenges/barriers you face at an individual or organizational level? How might they be overcome?
- What would you like to see changed about the settlement experience (i.e. types of programs available, how they are accessed, supports available)? What are some recommendations on how these changes can be implemented?
- Additional comments/ discussion (arising from issues identified/ discussed)

Appendix E

Management Interview Question Set

SECTION ONE:

- Can you tell me about your organization & your position within it?
- What programs, activities or supports do you offer for newcomers in the area?
- Is there any mechanism in place at your organization to identify the needs/ challenges of your clients?
- How do you learn about other programs/ services offered to newcomers in your area? What would make it easier to learn about newcomer services/ programs in your area? I.e. network meetings, centralized website etc
- Do you connect with other language service providers in your area? How? (If not, would you like to?)

Appendix E

Management Interview Question Set

SECTION TWO:

- We ran focus group sessions with newcomers throughout February and March this year and asked them to identify challenges across a range of issues including language. We also asked about barriers to accessing programs. These are some issues that were commonly identified (on separate page).
- Does this resonate with you? Are you surprised by anything on this list? Is there anything else you think should be on the list?
- What challenges exist for your organization in meeting the language needs of newcomers?
- What would reduce the barriers you experience?
- What would you like to do differently/introduce through your organization? What would it look like? (i.e. services/ programs you are not currently running or services/ programs you would like to run differently)
- What changes would you like to see in the overall newcomer language service provision?
- We ran a community visioning workshop with newcomers in March this year and asked them to give us suggestions that would make North York East a great place for newcomers to live. These are some ideas they had about (insert theme) (On separate page).
- Is there anything on this list that you would like to get involved in to make it happen?
- What might block/prevent you from getting involved?
- Would partnering with other organizations increase your ability to get involved? How?
- What challenges/barriers might exist for partnering? What would help overcome these barriers?

Appendix F

Local Organization Online Survey Questions

Name of Organization: _____

How many full-time employees work at your organization?

Answer Options: None / Less than 5 / 5-10 / 11-15 / More than 15 / More than 25

How many part-time employees work at your organization?

Answer Options: None / Less than 5 / 5-10 / 11-15 / More than 15 / More than 25

How many volunteers work at your organization at any one time?

Answer Options: None / Less than 5 / 5-10 / 11-15 / More than 15 / More than 25

Does your organization have an operating Board of Directors?

Answer Options: Yes / No

Does your organization publish an annual report?

Answer Options: Yes / No

Organization Status:

Answer Options: Faith Based Organization Private/Incorporated
Non-Profit with Charitable Status Government Organization
Non-Profit without Charitable Status Other _____

Organization Annual Budget:

Answer Options: < \$50,000 <\$500,000
< \$100,000 <\$1,000,000
< \$250,000 > \$1,000,000

Appendix G

Community Consultation Agenda 13th March 2010

1pm-1:30pm	Registration
1:30pm-1:50pm	Welcome & Introductions (Community animators, presenters, facilitators) Introduction of the LIP team and animators (ask to stand) Review Agenda & Housekeeping Warm-up Activity: Where I Live <ul style="list-style-type: none">Maps will be placed on each table and participants are given sticker dots and ask to place the dot where they live. Each participant will find out the name of the people's name beside them and discuss area boundaries, who are their neighbor, what areas are represented in the room...
1:50-2:15pm	LIP Project Overview (LIP Staff) Facilitators will introduce LIP staff to present and facilitate the brief Q & A and announce two question boxes located around the room
2:15pm	Brief coffee break
2.25 pm-3.45pm	Section One: Table Talk Conversations <ul style="list-style-type: none">Divide into tables of 8 people each, table host guide conversation through the following: Focus 1: Language & Employment (school experience for youth tables) (25 min) Table host present the top 10 key issues compiled through focus groups. Table host gather information on the following:<ul style="list-style-type: none">Do you agree with this list of issues?Are there other issues/ experiences that should be on this listIf we could problem solve one of these issues, what would you as a group prioritize and how would the issue be addressed?Table hosts facilitate consensus on identifying one critical group recommendation to carry forward. Recommendation is recorded on flip chart and posted on the wall. Focus 2: Community Connections & Daily Living/Quality of Life (25 min) Using a pre-designed grand list of elements that relate to healthy community connections and daily living, the table host leads the group through a process of ranking the elements as to what is the most important and meaningful to them. The list will be prepared in various languages. Table hosts facilitate consensus on identifying one critical group recommendation to carry forward. Recommendation is recorded on flip chart and posted on the wall.

Self Expression Tools for the Day:

Speakers Corner: Just like City TV's Old Speakers Corner Concept

A section of the room will have a makeshift booth with a volunteer and a video camera. Participants are asked to take part by being asked questions about their community –questioned will match conference goals. All participants will sign a release form. The information taken via video will be imputed into the overall feedback of the conference. This can be also be shared via the report back to funder and posted on website.

Jars and Marbles:

On tables in the front reception there will be five jars labeled. On the tables each participants will be given a small bag filled with marbles. Participants will be asked to divide up their marbles into the jars that are the settlement issue that most desperately needs to be addressed in their opinion. They decide how many marbles will go in each jar.

Maps:

Maps of the community to be posted around the room for easy reference when discussions occur.

Appendix G

Service Provider Consultation Agenda 29th March 2010

10:00am – 10:30 am	Welcome & Introductions (Community animators, presenters, facilitators) Intro LIP team and animators (ask to stand) Review Agenda & Housekeeping Warm-up Activity: trust/team building exercise
10:30am – 11:30 am	Section One: Review of Community Consultation LIP staff to provide LIP project overview <ul style="list-style-type: none">Family Feud Style Game: What do you think newcomers said are the barriers? In your table groups, each member introduces yourself and the agency that you represent. As a group, in the time limit provided, your table will come up with a list of what you think were the barriers identified by the newcomers. LIP staff will then present the consultation findings and research. Facilitators will interject throughout to request a raise of hands of tables that identified the particular issues. Facilitators will also provide examples drawn from the consultation day. Brief Q &A
11:30am -12:30 pm	Section Two: Identifying barriers for service providers in successfully meeting the needs of newcomers Each table decides on one key each issue/barrier they face as service providers. They write this issue at the top of a flip chart paper. Facilitators will rotate flipcharts to a table to the right. This table will spend 15 minutes exploring potentials solutions to this issue/barrier. Groups will post their flipcharts on the wall and present back to the group.
12:30pm -1:30pm	LUNCH/break
1:30pm – 3:00 pm	Section Three: Brainstorming ideas, strategies, and tools for service improvements <ul style="list-style-type: none">Identifying what doable and forming collaborative strategies: Each table has a list from the wish list (marketplace) created by newcomers. As a group they identify the top 3 things they agree is doable – that agencies could work towards. The table participants then suggest a strategy for how this could be done. These flipcharts are taped to the tables. Participants are asked to circulate the room to review each tables strategies and places their name and agency beside strategies they would like to be part of.
3:30pm	Closing activity and wrap up



Appendix G

Community Consultation Agenda 25th September 2010

10:00am	Registration
10:30am	Introductory Activity: Where do you live in the neighbourhood?
11:00am	Information Session: NY East in Conversation
11:30am	Facilitated Discussion Groups: Sharing stories of settlement in Canada
12:15pm	Lunch
1:00pm	Facilitated Discussion Groups: Discerning and prioritizing values
2:00pm	Plenary Session: Ranking values
2:20pm	Final wrap-up: Review and invitation
2:30pm	End of Session

Management Summit Meeting Agenda 23rd February 2011

9:00am	Registration
9:30am	Welcome: Marcie Ponte, Executive Director, WWCC
9:45am	Overview of Today's Session: Background and context for the day
10:30am	Reviewing the proposed strategies for the LIP
12:00pm	Lunch
1:00pm	Identifying the LIP's Strategic Goals Host will share the five priority issues to be addressed in the strategic plan and frame afternoon goal-setting exercise
2:30pm	Action Plan: Proposed Initiatives for 2011- 2012 WWCC will review the initiatives approved in principle by CIC for implementation
3:30pm	End of Session Wrap-up comments, reflecting on the day

Appendix H

Newcomer Advisory Panel Material

Invitation:

An invitation to serve on the North York East Community Advisory Panel

Over the last year, the North York East's Partnership Council has been working with area residents, community leaders and service providers to learn about the issues facing new immigrants as they settle into our community.

We have learned a lot. We took an inventory of our assets. We reviewed all of our resources. We asked about what residents need. And, we heard many answers.

We know that there are many important issues and concerns that face our residents.

We need members of our community to work with us to help us write the Council's first strategic plan. That's why we are inviting you to put your name forward to serve on the North York East Community Advisory Panel.

We heard about nine important areas of focus that affect the lives of residents in North York east. Employment, housing and food. Education, recreation and information. Health, Community

Connections and Language Learning. These are the issues that affect our lives. We want to create a plan that will tell us how to address these concerns and to improve the ways our services are delivered.

This Panel will meet twice for two Saturdays this fall:

- Saturday November 6, 10am until 4pm
- Saturday December 4, 10am until 4pm

We will bring the Panel together for these two Saturdays. On our first Saturday together, we will learn more about the community and hear from organizations about what they are doing to help newcomers. On the second day together, we will work to decide how to best use our resources to make services better for us all and make suggestions for the strategic plan.

The Panel will be chosen through a "Civic Lottery". If you want the opportunity to be a part of the panel, you can fill out a ballot and submit your name.

On Friday October 22, we will randomly select 12 men and 12 women to be members of our panel. We will include people of all ages from throughout the community. If you are chosen, you will be contacted by the Working Women Community Centre team by phone.

Candidate Response Card

YES, I would like to volunteer as a member of the North York East Community Advisory Panel

Candidate's First Name: _____ Last Name: _____ Phone: _____

Please circle: Sex: M / F Age: 16-24 25-39 40-54 55-70 +70

Address: _____

Address: _____

City: _____ Postal Code: _____

Email: _____

Response required by October 31
Please submit this card today

Please turn this card over to complete the other side.
If you have any questions, please contact the Panel Coordinator at 1-888-377-2739.

Appendix H

Newcomer Advisory Panel Material

Frequently Asked Questions about the North York East Community Advisory Panel

What is the North York East Partnership Council?
Many organizations and community groups work in North York East. We have created a Council to decide how the immigration and settlement services can be improved for residents in our community. There are over twenty groups and community leaders involved on the Council. The Council is led by Working Women Community Centre.

What is the North York East Community Advisory Panel?
The Panel is a group of twenty-four residents in North York East Toronto who will help us create a strategic plan. This plan will tell organizations and community agencies how it can improve services for our residents. The Panel will learn about the services and programs, and give us advice on the strategic plan.

What will the members of the Panel do?
Members will take part in two Saturday sessions, November 6 and December 4. If you cannot make these dates, then, you won't be able to serve on the Panel.

Can anyone be a member of the Panel?
Anyone newcomer who lives in North York East and at least 16 years old can be a member of the Panel. If you are interested in helping us improve our immigrant and settlement services, then this is your opportunity. If we hear from many different experiences, we will have a better strategic plan. All you need to do is complete the Candidate Response Card and return it to us by Friday October 22, or call us to register at 1-888-377-2739.

How will you choose the Panel members?
After all the names of interested residents are submitted, we will hold a draw to choose 12 female and 12 male panel members. We pick the names

randomly because we believe that everyone should have an equal chance at taking part in this opportunity. Once the names have been chosen, we will call the 24 winners to tell them by phone.

What will this cost me?
Nothing! Food, childcare and TTC tokens will be available to members of the Panel.

Panelist Package Day One:

1. Two things to do before the Panel's first meeting
 1. Read through this package.
 2. Complete the GREEN pages included in this package: registration form, public service pledge and photography release form. You can bring these forms when we meet on Saturday, November 6.
2. The Panel program
Working with a team of community animators, the CAP will take on two tasks: Panelists will learn about the resources and services that exist in the neighbourhood and set priorities for the community's strategic plan.

DAY 1: Saturday November 6, 2010 – Understanding the Neighbourhood and our Services
On the first day, you will hear from various community organizations who will tell us about how their services help newcomers. You will identify values that are most important to newcomers.

DAY 2: Saturday December 4, 2010 – Creating a Plan for Improving our Community
On the second day, you will work with other panel members to provide advice and to decide which issues are most important to the community. Together, with the help of the community animators, the panel will write a report with the recommendations, priorities and suggestions for the North York East community. This report will go to the LIP Council and help make improvements for our community.



Appendix H

Newcomer Advisory Panel Material

Panelist Package Day One:

3. NYE Community Advisory Panel Terms of Reference / Public Service Pledge
Purpose: To provide advice on North York East LIP's first strategic plan

Responsibilities:

- Learn about the services and resources that exist in the neighbourhood
- Identify a set of shared values that will provide a strategic focus for the NYE Community Action Plan
- Determine the priorities for the NYE LIP Council to improve settlement experience of newcomers

The Commitment:

To attend the Panel's two working days:

- Saturday November 6, 2010: 10am-4pm (Registration at 9:30am)
- Saturday December 4, 2010: 10am-4pm (Registration at 9:30am)

Public Service Pledge

This pledge is your commitment as a member of the North York east LIP. Like a jury, Advisory Panels are created to deliberate on a matter of public importance. The Panel is meant to reflect the interests and values of our community and is intended to provide representative and advice for our new strategic plan. By signing this pledge, you agree to undertake your commitment to this Panel in good faith and in the spirit of public service, attending each of the two sessions, respecting and upholding the privacy of the discussion, and working to represent the views and interests of your community on behalf of newcomers throughout North York East.

Signature: _____ Date: _____

Print Name: _____

Witness: _____ Date: _____

4. Things you need to know
Here's everything you'll need to know about the Community Advisory Panel.

When and Where: The Panel will meet in two locations. On Day 1 (November 6, 2010), our meeting will be held at the Seneca College Residence and Conference Centre. On Day 2, our meeting will be at the Japanese Canadian Cultural Centre. We will provide directions to the day 2 venue at a later date.

Getting there: For November 6, take the 25 Don Mills bus to Don Mills Road and Finch Avenue East. The bus stop ID number is 9140. The session will be held in the Conference Centre, Building I. We will provide TTC tokens to those who need them.

Parking: There is parking available at the conference centre. When you arrive at the Conference Centre, we will provide you with a parking pass to display on your car. You can park in P9 or P10.

Meals: We have arranged for caterers to provide lunch, refreshments and light snacks through the day. Please tell us immediately if there you have any allergies or special dietary requirements.

Need to reach us: Please call us at 1-888-377-2739, 8am until 8pm.

5. Registration Form

Please tell us about yourself (up to 200 words). You can attach a separate page, if required.

Do you have any dietary restrictions that we should be aware of? Y/N

If yes, please provide us with details:

Do you have any allergies or special needs (hearing, vision, mobility) that we should know about? Y/N

Will you need us to help you to organize transportation to the meeting? Y/N

Emergency Contact and phone number: _____

Signature: _____

Date: _____

Appendix H

Newcomer Advisory Panel Material

5. Photography/Video release form

I, _____, agree to be photographed and/or recorded. WWCC shall own all rights of every kind in said photography. I am granting a release to allow employees, agents and guests of the WWCC to photograph images featuring my image and property (the "Material"). I hereby grant WWCC, their successors, licensees and assigns the nonexclusive right, but not the obligation, to use the Material in connection with any promotional and publicity purposes associated with the Community Advisory Panel and its responsibilities. I hereby grant Production Persons, their successors, licensees and assigns from and against any and all claims, causes of action, suits, cost liabilities and damages whatsoever that I now or hereafter may have against them in connection with preparation, production and use of the Material. I warrant that I am fully authorized to grant the rights described in the letter.

(PLEASE PRINT CLEARLY)

Signature: _____

Panelist Package Day Two:

Dear Panelist,

We hope you've had a good past few weeks. We're looking forward to our second day together for the North York East's Community Advisory Panel with the Working Women Community Centre next Saturday December 4. By the end of our first day, we learned about some of the settlement services in the area, and decided which values were most important to our community.

North York East's Community Values:

- Accessible
- Efficient
- Understand My Needs
- Affordable
- Respect
- Responsive

This coming Saturday we will work together to write a report that includes our vision for the community and our community values. We will work together to decide what issues are the most urgent to address for our newcomer communities. We will also create ideas and advice for what can be done to improve the settlement experience for newcomers.

This will be a challenging day and there will be a lot to accomplish. But we know that you will do a fantastic job of working with each other to help to produce this report. Like last time, our animators will help lead the discussions. This report will be a major part of the strategic plan for the North York East Local Immigration Partnership Council which will also be submitted to Citizenship and Immigration Canada, our national government ministry for immigration.

Once we've completed our work, we will have a small celebration to thank you for your work. We will have a special guest joining us for this celebration. You are welcome to invite a few family members and friends. You can ask them to join us at 3:00pm.

Information you need to know about for our next Saturday together (December 4):

- Start time: We will begin at 10am. You can join us any time after 9:30am for coffee and morning refreshments.
- End time: We will finish our day at 4:00pm.
- Location: Japanese Canadian Cultural Centre, 6 Garamond Court. The Centre is located near Don Mills and Wynford Drive, and has free parking available.

Appendix I

Childcare Services Listings

Child Care Centre	Licensed Capacity	Subsidy Available
Arbor Glen Community Child Care Centre* 55 Freshmeadow Dr. Toronto, ON, M2H 3H6, 416-497-4040	24 preschool 30 school age Total spaces: 53	✓
Brahms Child Care Centre* 5 Brahms Ave, Toronto, ON, M2H 1H2, 416-392-6262	6 infant 10 toddler 16 preschool Total spaces: 32	✓
Brian Schoolage YMCA * 95 Brian Dr, Toronto, ON, M2J 3Y6, 416-491-0991	30 school age Total spaces: 30	✓
Brian's Petits Amis Children's centre* 95 Brian Drive, Toronto, ON, M2J 3Y6, 416-395-2080	36 school age Total spaces: 36	✓
Cliffwood Community Childcare* 140 Cliffwood Road, North York, ON, M2H 2EA, 416-490-8848	24 preschool 75 school age Total space: 99	✓
Crestview School Age YMCA* 101 Seneca Hill Drive, Toronto, ON, M2J 2W3, 416-498-9486	30 school age Total spaces: 30	✓
Don Valley Christian Child Care* 25 Axsmith Cres, North York, ON, M2J 3K2, 416-491-6421	6 infant 15 toddler 32 preschool Total spaces: 53	✓
Ernest Schoolage Program 150 Cherokee Blvd, North York, ON, M2J 4A4, 416-492-2042	30 school age Total spaces: 30	✓
Esterbrooke Child Care Centre* 35 Esterbrooke Ave, Unit 111, Toronto, ON, M2J 2C6, 416-492-1109	34 preschool 20 school age Total spaces: 54	No fee subsidy
Family Day Care 155 Gordon Baker Road, Toronto, ON, M2H 3N5, 416-922-9556	Ontario Early Years Centre- Parent Resource Centre	
Finch East Child Care* 3000 Victoria Park Ave, Toronto, ON, M2J 4Y2, 416-756-2261	15 toddler 56 preschool Total spaces: 71	✓
Grace Christian School Day Nursery 201 Tempo Ave, Toronto, ON, M2H 2R9, 416-502-1540	10 toddler 32 preschool Total spaces: 42	✓
Headstart Montessori School 260 Yorkland Boulevard, Toronto, ON, M2J 1R7, 416-756-7300	10 toddler 48 preschool Total spaces: 58	No fee subsidy
Hillmount Child Care Centre* 245 Mc Nicoll Avenue, North York, ON, M2H 2C6, 416-494-0877	24 preschool 60 school age Total space: 84	✓
J & F Home Child Care Services 211 Consumers Road, Toronto, ON, M2J 4G8, 416-494-5898	Home Child Care	
Jing Bao Bilingual Day Care * 3105 Don Mills Road, Toronto, ON, M2J 3C2, 416-494-4105	24 preschool Total spaces: 24	✓

Appendix I

Childcare Services Listings

Child Care Centre	Licensed Capacity	Subsidy Available
Kateri Kids Child Care Centre* 70 Margaret Ave, Toronto, ON, M2J 4C5, 416-496-2965	16 preschool 30 school age Total space: 36	✓
Kids and Company 251 Consumers Road, Toronto, ON, M2J 1R4, 416-493-2045	10 infant 10 toddler 16 preschool 14 school age Total spaces: 50	No fee subsidy
Kids and Company 3389 Steeles Ave E, Toronto, ON, M2H 3S8, 416-493-5437	10 infant 15 toddler 24 preschool Total space: 49	No fee subsidy
Kids Haven Community Child Care Centre* 46 Cresthaven Dr, Toronto, ON, M2H 1M1, 416-492-8336	10 toddler 16 preschool 30 school age Total space: 56	✓
Kids View Community Childcare * 105 Bestview Drive, Toronto, ON, M2M 2Y1, 416-221-0555	16 preschool 30 school age Total space: 46	✓
Kingslake Public School Literacy Centre 90 Kingslake Road, Toronto, ON, M2J 3E8, 416-395-2610	The centres focus on building children's literacy and numeracy skills, and engaging parents in their children's learning.	
Lescon Learners Child Care Centre* 34 Lescon Road, North York, ON, M2J 2G6, 416-499-7325	24 preschool 38 school age Total spaces: 54	✓
McNicoll Avenue Child Care Program * 155 McNicoll Avenue, Toronto, ON, M2J 2C1, 416-499- 9743	10 infant 15 toddler 24 preschool Total space: 49	✓
Montessori Education Centre 80 George Henry Blvd, Toronto, ON, M2J 1E7, 416-502-1769	45 preschool Total spaces: 45	No fee subsidy
Muirhead Schoolage YMCA* 25 Muirhead Rd, Toronto, ON, M2J 3W3, 416-498-6604	22 school age Total spaces: 22	✓
North York Little Prints Daycare* 111 Aspenwood Dr, Toronto, ON, M2H 2G2, 416-491-1215	10 infant 15 toddler 60 preschool Total spaces: 85	✓
O' Shea Day Care 20 O'Shea Crescent, Toronto, ON, M2J 2N5, 647-206-0287	Home child care	
Parkway Forest YMCA Childcare Centre* 102 Parkway Forest Drive, Toronto, ON, M2J 1L5, 416-492-1614	36 preschool 28 school age Total spaces: 74	✓
Phoenix Child Centre* 625 Seneca Hill Dr, Toronto, ON, M2J 2W6, 416-492-8888	30 preschool 30 school age Total spaces: 60	✓

Appendix I

Childcare Services Listings

Child Care Centre	Licensed Capacity	Subsidy Available
Pineway Childcare Learning Centre * 110 Pineway Blvd, Toronto, ON, M2H 1A8, 416-225-7156	15 toddler 44 preschool 30 school age Total space: 89	✓
Puzzle Pieces Ltd. 225 Sparks Avenue, Toronto, ON, M2H 2S5, 416-236-0026	Behaviour Therapy and Social Skills Development Organization for Children with Autism	
Rendezvous Child Care Centre* 18 Dallington Drive, North York, ON, M2J 2G3, 416-490-9360	36 preschool 45 school age Total spaces: 81	✓
Seneca College ECE Lab School* 1750 Finch Ave E, Toronto, ON, M2J 2X5, 416-491-5050 x 4710	10 toddler 16 preschool Total space: 26	✓
Seneca Hill Centre for Early Learning* 350 Seneca Hill Drive, Toronto, ON, M2J 4S7, 416-499-5112	20 infant 20 toddler 50 preschool Total spaces: 90	✓
Shaughnessy Blvd. Children's Centre Inc. * 30 Shaughnessy Blvd, Toronto, ON, M2J 1H5, 416-499-6500	10 toddler 64 preschool 60 school age Total spaces: 134	✓
St. Gerald Before & Afterschool Program 200 Old Sheppard Avenue, North York, ON, M2J 3L9, 416-918-5300	15 school age Total spaces: 15	No fee subsidy
Shaughnessy Blvd. Children's Centre 101 Van Horne Ave, Toronto, ON, M2J 2S8, 416-491-3945	30 school age Total spaces: 30	No fee subsidy
Van Horne Day Care* 201 Van Horne Avenue, North York, ON, M2J 2T7, 416-493-3353	32 preschool 24 school age Total spaces: 90	✓

Family Resource Centres

Organization	Services
Parenting and Family Literacy Centre Kingslake Public School 90 Kingslake Rd, North York, ON, M2J 3E8	<ul style="list-style-type: none"> Helps to prepare children for starting school Builds essential literacy & numeracy skills through stories, music, reading and playing
Support Enhance Access Service Centre 100 Tempo Avenue, Suite 315, Toronto ON, M2H 2N8 416- 490-6491	<ul style="list-style-type: none"> Family resource centre and drop-in Family counselling Parenting Program Single parent support group

Appendix I

Early Intervention Centres

Organization	Services
Adventure Place McNicoll Public School, 155 McNicoll Ave. Toronto, ON M2H 2C1 416-744-7650	<ul style="list-style-type: none"> Support and skills development for families with children experiencing difficulties in one or more of the following areas: <ul style="list-style-type: none"> Development Behaviour Social Emotional Communication Attention Learning
Puzzle Pieces Ltd (Private) 225 Sparks Ave, Toronto, ON M2H 2S5 416-236-0026	<ul style="list-style-type: none"> Behaviour therapy and social skills development clinic

Full-Day Kindergarden

School	Board
Blessed Kateri Tekakwitha Catholic School 70 Margaret Avenue, North York, ON, M2J 4C5	TCDSB
Cherokee Public School 390 Cherokee Blvd, North York, ON M2H 2W7	TDSB
Crestview Public School 101 Seneca Hill Dr, North York, ON M2J 2W	TDSB
Ernest Public School 150 Cherokee Blvd, North York, ON, M2J 4A4	TDSB
Kingslake Public School 90 Kingslake Rd, North York, ON, M2J 3E8	TDSB
Muirhead Public School 25 Muirhead Rd, North York, ON, M2J 3W3	TDSB
Our Lady of Guadalupe Catholic School 3105 Don Mills Rd, North York, ON, M2J 3C3	TCDSB

Appendix J

Community Connections Listings

Organization	Services
Advent Lutheran Church 2800 Don Mills Road, North York, ON, M2J 3B6, 416-493-1435	<ul style="list-style-type: none"> • Community garden potlucks, arts programs, community meetings
Armenian Relief Society Social Services 45 Hallcrown Place, Toronto, On, M2J 0A5, 416-499-4144	<ul style="list-style-type: none"> • Community bazaars • Comedy nights, concerts, evening talks • Summer picnics, summer youth camp
AWIC Community and Social Services 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-499-4144	<ul style="list-style-type: none"> • Women's Networking Group • Senior social activities
Canadian Arab Federation 1057 McNicoll Avenue Toronto, ON M1W 3W6, 416-493-8635 or 1-866-886-4675 *Arabic community focus	<ul style="list-style-type: none"> • Arabic classes
Fairview Public Library (District Branch) 35 Fairview Mall Drive, Toronto, ON, M2J 4S4	<ul style="list-style-type: none"> • English conversation circle • Book clubs • Citizenship Classes • Computers for adults & kids • Homework help for teens
Formosa Evergreen Senior Citizens Centre 3680 Victoria Park Ave. Unit 6. North York, M2H 3K1, 416-497-3331	<ul style="list-style-type: none"> • Computers for Seniors
Harriet Tubman Community Organization 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2044	<ul style="list-style-type: none"> • Young Women's Program • Creative Learning Program for children in grades 1-10 • Youth Leader's Program • Summer Heritage Program • Youth Honouring Community Achievements for 15-26 year olds • Annual Tubman Games
Senior Tamils Association 1761 Sheppard Ave. East Toronto, ON M2J 0A5 By appointment, *Tamil community focus	<ul style="list-style-type: none"> • Tamil Senior social activities • Congregate dining
Working Women Community Centre 5 Fairview Mall Dr, Ste 478, Toronto, ON, M2J 2Z1, 416-494-7978	<ul style="list-style-type: none"> • Conversation class • Chatting Hour • Seniors in Cyberspace • Chinese Seniors Group

Appendix K

Education Listings

School	Board	Level	Community Use of School Space Initiative
Arbor Glen Public School 55 Freshmeadow Dr, North York, ON, M2H 3H6	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
A.Y. Jackson Public School 50 Francine Dr, North York, ON, M2H 2G6	TDSB	Grades 10-12	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Blessed Kateri Tekakwitha Catholic School 70 Margaret Avenue, North York, ON, M2J 4C5	TCDSB	Grades JK-8	Not Available
Brian Public School 95 Brian Dr, North York, ON, M2J 3Y6	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Cherokee Public School 390 Cherokee Blvd, North York, ON M2H 2W7	TDSB	Grades JK-6	Saturdays until midnight Sundays until 11pm
Cliffwood Public School 140 Cliffwood Rd, North York, ON M2H 2E4	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Cresthaven Public School 46 Cresthaven Dr, North York, ON M2H 1M1	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Crestview Public School 101 Seneca Hill Dr, North York, ON M2J 2W3	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Dallington Public School 18 Dallington Dr, North York, ON M2J 2G3	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Don Valley Public School 3100 Don Mills Rd, North York, ON, M2J 3C3	TDSB	Grades 7-9	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Ernest Public School 150 Cherokee Blvd, North York, ON, M2J 4A4	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Forest Manor Public School 25 Forest Manor Rd, North York, ON, M2J 1M4	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Georges Vanier Public School 3000 Don Mills Road, Toronto, ON, M2J 3B6	TDSB	Grades 10-12	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Highland Public School 201 Cliffwood Rd, North York, ON, M2H 3B5	TDSB	Grades 7 -9	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Hillmount Public School 245 McNicoll Ave, North York, ON, M2H 2C6	TDSB	Grades JK-6	Not Available
Holy Redeemer Catholic School 111 Aspenwood Dr., North York, ON, M2H 2G2	TCDSB	Grades JK-8	Not Available
Kingslake Public School 90 Kingslake Rd, North York, ON, M2J 3E8	TDSB	Grades JK-	Not Available

Appendix K

Education Listings

School	Board	Level	Community Use of School Space Initiative
Lescon Public School 34 Lescon Rd, North York, ON, M2J 2G6	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Muirhead Public School 25 Muirhead Rd, North York, ON, M2J 3W3	TDSB	Grades JK-6	Saturdays until midnight Sundays until 11pm
Our Lady of Guadalupe Catholic School 3105 Don Mills Rd, North York, ON, M2J 3C3	TCDSB	Grades JK-8	Not Available
Pineway Public School 110 Pineway Blvd, North York, ON, M2H 1A8	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Pleasant View School 175 Brian Dr, North York, ON, M2J 3Y8	TDSB	Grades 7-8	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Seneca Hill Public School 625 Seneca Hill Dr, North York, ON, M2J 2W6	TDSB	Grades JK-6	Mon-Fri 6pm-8pm Saturdays until midnight Sundays until 11pm
Shaughnessy Public School 30 Shaughnessy Blvd, North York, ON, M2J 1H5	TDSB	Grades JK-6	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Steeles View Public School 105 Bestview Dr, North York, ON, M2M 2Y1	TDSB	Grades JK-6	Mon-Fri 6pm-8pm Saturdays until midnight Sundays until 11pm
Steeles View Public School 105 Bestview Dr, North York, ON, M2M 2Y1	TDSB	Grades JK-6	Mon-Fri 6pm-8pm Saturdays until midnight Sundays until 11pm
St. Gerald Catholic School 200 Old Sheppard Ave, North York, ON, M2J 3L9	TCDSB	Grades JK-8	Not Available
St. Matthias Catholic School 101 Van Horne Avenue, North York, ON, M2J 2S8	TCDSB	Grades JK-8	Not Available
St. Timothy Catholic School 25 Rochelle Crescent, North York, ON, M2J 1Y3	TCDSB	Grades JK-8	Not Available
The Prestige School 44 Appian Drive, Toronto, ON, M2J 2P9	Private	Grades JK-12	Not Available
Woodbine Junior Public School 2900 Don Mills Rd, North York, ON, M2J 3B6	TDSB	Grades 7-8	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm
Zion Heights Public School 5900 Leslie St, North York, ON, M2H 1I9	TDSB	Grades 7-9	Mon-Fri 6pm-10pm Saturdays until midnight Sundays until 11pm

*Community use of Schools is an initiative that supports access to school space outside of school hours for not-for-profit community groups. Permit required (issued based on availability). Permits can be obtained from the TDSB website (www.tdsb.on.ca/permits), by phone 416-395-7666 or email Permits@tdsb.on.ca

Seneca College

Seneca College Newnham Campus
1750 Finch Ave East
Toronto ON M2J 2X5, 416-491-5050 or 416-493-4144

Full and part-time programs in:

- Business
- Applied Science
- Applied Arts
- Engineering Technology

Appendix L

Employment Services Listings

Organization	Services
Alternative For Her Community Centre 1761 Sheppard Ave. East Toronto, ON M2J 0A5 By appointment only @ tafhcc@yahoo.com	<ul style="list-style-type: none"> • Resume assistance • Job search support
AYCE Employment 505 Consumers Rd, Ste 102, Toronto, ON, M2J 4V8, 416-491-7000	<ul style="list-style-type: none"> • Resume assistance • Job search support
AWIC Community and Social Services 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-499-4144	<ul style="list-style-type: none"> • Employment workshops & seminars • Resume preparation & job search action planning • Self-employment & mentoring
Canadian Arab Federation 1057 McNicoll Avenue Toronto, ON M1W 3W6, 416-493-8635 or 1-866-886-4675 *Arabic community focus	<ul style="list-style-type: none"> • Arabic network for professionals • Job search workshops
Centre for Information and Community Services of Ontario 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-598-2080 By appointment only	<ul style="list-style-type: none"> • One-to-one employment counselling
Community MicroSkills Development Centre 200 Consumers Road, 4 th & 9 th Floor Toronto, ON M2J 4R4 416-247-7181, ext.2301 or 416-490-9461	<ul style="list-style-type: none"> • Information Technology Training for Women (ITTW) • Self Employment Training for Women • Pathways to Employment for Newcomers • Supply Chain Awareness Program for Employment (SCAPE)
Next-Steps Employment Centre 150 Consumer Rd, Suite 110, North York M2J 1P9, 416-395-5101	<ul style="list-style-type: none"> • Employment services and training for job seekers
TDSB's Enhanced Learning Training for Financial Services 515 Consumers RD Suite 103, Toronto, ON, M2J 4Z2, 416-395-8270	<ul style="list-style-type: none"> • Employment assessment and career planning • Skills development • Enhanced and specialized language training
Working Women Community Centre 5 Fairview Mall Dr, Ste 478, Toronto, ON, M2J 2Z1, 416-494-7978	<ul style="list-style-type: none"> • Job Search Workshop • Ontario Works Placement Program • Resume preparation

South of North York East Boundary:

Organization	Services
ACCES Employment 1500 Don Mills Road, Suite 701 North York, ON, M3B 3L1, 416-443-9008	<ul style="list-style-type: none"> • Employment Ontario • START • Job Search Workshop (JSW) • Sales and Marketing Connections • Financial Services Connections • Language for Workplace Connections • Speed Mentoring • Information Technology Connections • Ready-to-Work Tourism Careers for Internationally Trained Individuals
North York East Employment & Social Services 20 Lesmill Rd, Toronto ON, M3B 2T5, 416-392-2850	<ul style="list-style-type: none"> • Job Search Club • Job Fairs • Ontario Works Assistance • Investing in Neighbourhoods • Investing in Families • Local Initiatives

Appendix M

Food-Related Listings

Store Name	Focus
Ali's Market 3040 Don Mills Road, North York, ON M2J 3C1	Halal
Food Basics 2452 Sheppard Avenue East, North York, ON M2J 1X1	Mainstream
Food Land 107 Parkway Forest Drive, Toronto, ON M2J 1L8	Mainstream
Galati Market Fresh 5845 Leslie Street, North York, ON M2H 1J8	Mainstream
Hong Tai 2555 Victoria Park Avenue, North York, ON M1P 1A3	East Asian
No Frills 3555 Don Mills Road, North York, ON M2H 3N3	Mainstream
Sunny Supermarket 115 Ravel Road, North York, ON M2H 1T1	East Asian
Tone Tai Supermarket 3030 Don Mills Road, North York, ON M2J 3C1	East Asian

Food-Related Activities:

Organization	Activities
Advent Lutheran Church & Working Women Community Centre Location: Advent Lutheran Church Grounds	The Peanut Community Garden: 90 garden plots
Advent Lutheran Church & Working Women Community Centre Location: Advent Lutheran Church Grounds	Food & Cooking Program: healthy eating, meal preparation
Working Women Community Centre Location: Sparrowways *Available to Sparrowways residents only	Cook It Up Program: nutritious recipe sharing, menu planning, group cooking activities

Appendix N

Health Services Listings

Mental & Community Health Services:

Organization	Services
Adventure Place McNicoll Public School, 155 McNicoll Ave. Toronto, ON M2H 2C1, 416-744-7650	Support and skills development for families with children experiencing difficulties in one or more of the following areas: Development, Behaviour, Social, Emotional, Communication, Attention, Learning
Alternative For Her Community Centre 1761 Sheppard Ave. East Toronto, ON M2J 0A5 By appointment only @ tafhcc@yahoo.com	<ul style="list-style-type: none"> • Domestic violence education • Counselling • Nutrition & fitness workshop • Self defense (Wendo)
AWIC Community and Social Services 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-499-4144	<ul style="list-style-type: none"> • Seniors Wellness Classes • Seniors Support Group • Family crisis counseling & referral
Fairview Community Health 5 Fairview Mall Dr, Ste 357, Toronto, ON, M2J 2Z1, 416-640-5298	<ul style="list-style-type: none"> • Individual counselling • Health education • Information, advocacy and service referral • Single session therapy • Prenatal yoga and wellness • Chronic disease self-management
Harriet Tubman Community Organization 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2044	<ul style="list-style-type: none"> • Young Women's Program • Social, emotional, physical health • Heritage Counselling for youth who are first time offenders
Hong Fook Mental Health Association 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-493-4242 * Focus on Chinese, Korean and Vietnamese communities	<ul style="list-style-type: none"> • Mental Health Case Management • Peer/Self Help Initiatives • Family Initiatives • Supportive Housing and Health Promotion
Senior Tamils Association 1761 Sheppard Ave. East Toronto, ON M2J 0A5 By appointment, *Tamil community focus	<ul style="list-style-type: none"> • Seniors home visits
Somaliland Canadian Society 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2588 *Somali community focus	<ul style="list-style-type: none"> • Counselling and referrals on health & mental health
Support Enhance Access Service Centre 100 Tempo Avenue, Suite 315, Toronto ON, M2H 2N, 416-490-6491	<ul style="list-style-type: none"> • Individual and family counselling • Family resource centre and drop-in • Single parent support group • Youth programs in life skills • Senior programs in mental health

Medical Health Services:

Organization	Services
CML Health Care 4800 Leslie Street (Lower Level), North York, ON M2J 2K9, 416-493-1011	<ul style="list-style-type: none"> • X-ray & ultra-sound clinic
Don Valley Medical Associates 1333 Sheppard Ave E, North York, ON M2J 1V1, 416-491-5900	<ul style="list-style-type: none"> • Medical clinics: physicians & surgeons
Fairview Medical Centre, Fairview Community Health Centre & Centre Francophone de Toronto (Suite 283) 5 Fairview Mall Drive, Toronto, ON M2J 2Z1, 416-922-2672 ext. 420 (Centre Francophone)	<ul style="list-style-type: none"> • Medical & dental clinics • French-only medical services at Centre Francophone
North York General Hospital (NYGH) 4001 Leslie Street, Toronto, ON M2J 1X1, 416-490-0089	<ul style="list-style-type: none"> • Emergency & medical services
North York Seniors Health Centre (part of NYGH) 2 Buchan Court, Toronto, ON M2J 5A3, 416-756-1040	<ul style="list-style-type: none"> • Senior-specific health services • Long-term care

Appendix O

Housing Services Listings

Organization	Services
Community Information Centre Fairview, Fairview Mall 1800 Sheppard Avenue E, North York, ON, M2J 5A7, 416-493-0752	<ul style="list-style-type: none"> Local rental housing information & listings
Somaliland Canadian Society 1761 / 1751 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2588 *Somali community focus	<ul style="list-style-type: none"> Information & referral on housing issues
Willowdale Community Legal Services 245 Fairview Mall Dr, Ste 106 Toronto, ON, M2J 4T1, 416-492-2437	<ul style="list-style-type: none"> Tenant legal advice and representation

Appendix P

Language Training & Supports Listings

Organization	Services
Advent Lutheran Church 2800 Don Mills Road, North York, ON, M2J 3B6, 416-493-1435	English Circle for Newcomers
Cliffwood Manor 4000 Don Mills Road, Toronto ON M2H 3N2, 416-338-4300	Adult English as a Second Language (ESL) – Beginner & Higher levels
Don Valley Bible Chapel 25 Axsmith Crescent, North York, ON M2J 3K2, 416-491-6421	<ul style="list-style-type: none"> Adult English as a Second Language (ESL) English conversation cafe English movies to improve listening skills
Fairview Public Library 35 Fairview Mall Drive, Toronto ON M2J 4S4, 416-395-5750	<ul style="list-style-type: none"> Adult English as a Second Language (ESL) – all levels English Can Be Fun (ECBF) English conversation circle
Formosa Evergreen Senior Citizens Centre 3680 Victoria Park Ave. Unit 6. North York, M2H 3K1, 416-497-3331	Adult English as a Second Language (ESL)
Georges Vanier Public School 3000 Don Mills Road, Toronto, ON, M2J 3B6	<ul style="list-style-type: none"> Adult English as a Second Language (ESL) – Beginner & intermediate levels Test Of English as a Foreign Language (TOEFL) Test of Written English (TWE)
Hillcrest Library – Care for Seniors Program 5801 Leslie St. Toronto, ON, M2H 1J8, Contact: Jackie Liang, 416-502-2323 x. 6259	Day-to-Day English for Mandarin speaking seniors
Immanuel Baptist Church 1100 Finch Avenue East, North York, ON, M2J 2X4, 416-494-3155	Adult English as a Second Language (ESL)
Pineway Public School 110 Pineway Blvd, North York, ON, M2H 1A8, 416-338-4300	Adult English as a Second Language (ESL) –Multi-level classes
Pleasant View Public Library 575 Van Horne Avenue, Toronto, ON, M2J 4S8, 416-395-5940	<ul style="list-style-type: none"> Adult English as a Second Language (ESL) – all levels English Can Be Fun (ECBF)

Appendix P

Language Training & Supports Listings

Organization	Services
Seneca College Newnham Campus 1750 Finch Avenue East, Toronto ON M2J 2X5, 416-491-5050 or 416-493-4144	Adult English as a Second Language (ESL) – Free to anyone under 21
Steeles View Public School 105 Bestview Dr, North York, ON, M2M 2Y1, 416-338-4300	Adult English as a Second Language (ESL) – Beginner & Intermediate
St Leonard Catholic School 100 Ravel Rd Toronto, ON M2H 1S9	Adult English as a Second Language (ESL) – Multi-level classes Test Of English as a Foreign Language (TOEFL)
TDSB's Enhanced Learning Training for Financial Services 515 Consumers RD Suite 103, Toronto, ON, M2J 4Z2, 416-395-8270?	Enhanced and specialized language training (ELT)
Victoria Park LINC Centre (TCDSB) 2 Lansing Square Suite 102 North York, ON M2J 4P8, 416-397-6591	Language Instruction for Newcomers to Canada (LINC) Levels 1-7
Working Women Community Centre 5 Fairview Mall Dr, Ste 478, Toronto, ON, M2J 2Z1, 416-494-7978	Language Instruction for Newcomers to Canada (LINC) Levels 1-7 English Conversation Circle

Appendix Q

Orientation Information & Referral Listings

Settlement & Educational Partnerships Toronto (SEPT):

Site	Workers	Languages	Hours
A.Y. Jackson Public School 50 Francine Dr, North York, ON, M2H 2G6	3	<ul style="list-style-type: none"> Chinese, English Farsi, English Korean, English 	<ul style="list-style-type: none"> Mon & Thur 9am-4pm Wed 9am-4pm Fri 9am-4pm
Dallington Public School 18 Dallington Dr, North York, ON M2J 2G3	2	<ul style="list-style-type: none"> Farsi, English Chinese, English 	<ul style="list-style-type: none"> Mon 9am-4pm Wed 9am-4pm
Ernest Public School 150 Cherokee Blvd, North York, ON, M2J 4A4	1	<ul style="list-style-type: none"> Chinese, English 	<ul style="list-style-type: none"> Mon & Thur 9am-4pm
Fairview Public Library 35 Fairview Mall Drive, Toronto ON M2J4S4	2	All languages (changes on a weekly basis)	<ul style="list-style-type: none"> 4 days per week SUMMER ONLY
Forest Manor Public School 25 Forest Manor Rd, North York, ON, M2J 1M4	4	<ul style="list-style-type: none"> Farsi, English Arabic, English Chinese, English Urdu, Hindi, Sindhi, English 	<ul style="list-style-type: none"> Mon 9am-4pm Tues 9am-4pm Tue & Wed 9am-4pm Thur & Fri 9am-4pm
Georges Vanier Public School 3000 Don Mills Road, Toronto, ON, M2J 3B60	3	<ul style="list-style-type: none"> Russian, Ukrainian, English Farsi Chinese 	<ul style="list-style-type: none"> Mon & Fri 9am-4pm Tue & Thur 9am-4pm Wed 9am-4pm
Lescon Public School 34 Lescon Rd North York, ON, M2J 2G6	2	<ul style="list-style-type: none"> Arabic, English Chinese, English 	<ul style="list-style-type: none"> Wed 9am-4pm Fri 9am-4pm
Pleasant View School 175 Brian Dr, North York, ON, M2J 3Y8	2	<ul style="list-style-type: none"> Chinese, English Korean, English 	<ul style="list-style-type: none"> Tue 9am-4pm Thur 9am-4pm
St. Timothy Catholic School 25 Rochelle Crescent, North York, ON, M2J 1Y3	1	<ul style="list-style-type: none"> Spanish, English 	<ul style="list-style-type: none"> Mon 9am-4pm
Woodbine Junior Public School 2900 Don Mills Rd, North York, ON, M2J 3B6	3	<ul style="list-style-type: none"> Urdu, Hindi, Sindhi, English Arabic, English Farsi, English 	<ul style="list-style-type: none"> Mon 9am-4pm Thur 9am-4pm Fri 9am-4pm

Appendix Q

Orientation Information & Referral Listings

Organization	Services
Afghan Association of Ontario 100 Tempo Avenue, Suite 305, Toronto ON, M2H 2N8, 416-744-9289 *Afghani community focus	<ul style="list-style-type: none"> • Newcomer orientation & integration • Settlement information referral • Assistance filling out forms
Alternative For Her Community Centre 1751/1761 Sheppard Ave. East Toronto, ON M2J 0A5 By appointment only @ tafhcc@yahoo.com	<ul style="list-style-type: none"> • Settlement information & referral
Armenian Relief Society Social Service Office 45 Hallcrown Pl, Toronto, ON M2J 4Y4, 416-495-0644 *Armenian community focus	<ul style="list-style-type: none"> • Newcomer orientation, translation and interpretation services • Information and referral services
AWIC Community and Social Services 1751/1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-499-4144	<ul style="list-style-type: none"> • Weekly Newcomer Orientation Sessions • Settlement information & referral
Canadian Arab Federation 1057 McNicoll Avenue Toronto, ON M1W 3W6, 416 493-8635 or 1-866-886-4675 *Arabic community focus	<ul style="list-style-type: none"> • Orientation information & advice
Community Information Centre Fairview Fairview Mall, 1800 Sheppard Avenue E, North York, ON, M2J 5A7, 416-493-0752	<ul style="list-style-type: none"> • Information and referral centre: • Orientation & settlement information and referral
Centre for Information and Community Services of Ontario 1751/1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-598-2080 By appointment only	<ul style="list-style-type: none"> • Information and referral centre: • Orientation & settlement information and referral
Fairview Community Health 5 Fairview Mall Dr, Ste 357, Toronto, ON, M2J 2Z1, 416-640-5298	<ul style="list-style-type: none"> • Settlement information & referral • Support group activities
Harriet Tubman Community Organization 1751/1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2044	<ul style="list-style-type: none"> • Newcomers Program • Information & Referral • Counselling
Iranian Women's Organization of Ontario 1751/1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-9566 By appointment, *Iranian community focus	<ul style="list-style-type: none"> • Settlement services • Support group & counselling • Information and referral
Senior Tamils Association 1751/1761 Sheppard Ave. East Toronto, ON M2J 0A5 By appointment, *Tamil community focus	<ul style="list-style-type: none"> • Information & advice for Tamil seniors
Somaliland Canadian Society 1761/1751 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2588 *Somali community focus	<ul style="list-style-type: none"> • Settlement information & advice • Legal referrals, advocacy
Willowdale Community Legal Services 245 Fairview Mall Dr, Ste 106 Toronto, ON, M2J 4T1 416-492-2437	<ul style="list-style-type: none"> • Legal referral, advice and representation
Working Women Community Centre 5 Fairview Mall Dr, Ste 478, Toronto, ON, M2J 2Z1, 416-494-7978	<ul style="list-style-type: none"> • Settlement Services in Chinese and Farsi • Newcomer Information and Referral

Appendix R

Recreation Listings

Community Centres:

Facility	Indoor Pool	Outdoor Pool	Arena	Multi-purpose Rooms	Gymnasium	Kitchen
Cummer Park Community Centre 6000 Leslie Street	✓		✓	✓	✓	✓
McNicoll Community Centre 155 McNicoll Ave.					✓	
Oriole Community Centre 2975 Don Mills Road W.		✓	✓	✓	✓	
Pleasant View Community Centre 545 Van Horne Ave.		✓	✓	✓		
Seneca Village Community Centre 1700 Finch Ave East				✓	✓	✓

Recreation Programs:

Organization	Services
Armenian Relief Society Social Service Office 45 Hallcrown Pl, Toronto, ON M2J 4Y4, 416-495-0644 *Armenian community focus	<ul style="list-style-type: none"> Armenian Youth Centre activities Boy & Girls Scouts Martial Arts Chess Club Art classes
AWIC Community and Social Services 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-499-4144	<ul style="list-style-type: none"> Seniors Yoga Group
Formosa Evergreen Senior Citizens Centre 3680 Victoria Park Ave. Unit 6. North York, M2H 3K1, 416-497-3331	<ul style="list-style-type: none"> Calligraphy and painting Paper and pressed flower crafts Chinese knots Mah-Jong, music Tai Chi Yuan Ji dance and line dancing Badminton and table tennis
Harriet Tubman Community Organization 1761 Sheppard Ave. East Toronto, ON M2J 0A5, 416-496-2044	<ul style="list-style-type: none"> Heritage Summer Day Camp
Villawayz Arts Studio (Art Starts Program) 20 Adra Villaway, Toronto, ON M2J 4K5, 416- 994-5313	<ul style="list-style-type: none"> Community Arts programs for youth

Libraries:

Library	Services	Type of Facilities
Fairview Public Library (District Branch) 35 Fairview Mall Drive, Toronto, ON M2J 4S4	Population Served: 50, 420 Collection Type: Extensive collection in multiple languages Services and programs include; user education centre, adult literacy centre, private study booth, children's story room, reading support programs, exhibit/art gallery, internet workstations, rental space for meetings	<ul style="list-style-type: none"> 6 meeting rooms with access to shared kitchens 3 kitchens 260 seat theatre, including dressing rooms, piano and after hours security
Hillcrest Public Library (Neighbourhood Branch) 5801 Leslie St. Toronto, ON, M2H 1J8	Population Served: 31, 555 Collection Type: Adult and children's multilingual collections Services and Programs include; 12 internet workstations, library seating for 44, adult ESL supports, language learning kits	<ul style="list-style-type: none"> Auditorium with seating for 100 Kitchen
Pleasant View Public Library (Neighbourhood Branch) 575 Van Horne Avenue, North York, ON, M2J 4S8	Population Served: 12, 981 Collection Type: Adult multilingual collections Services and programs include: 7 internet work stations, large print terminals/workstations, adult literacy programs, homework club, youth advisory group, library seating for 50	<ul style="list-style-type: none"> Auditorium with seating for 100 people Kitchen

Appendix S

Animator Biographies

Belinda

My name is Belinda and I am from China. I moved to Canada in 2005 and have worked and studied here since then. There are many things I like about living in Canada. I love the multi-culture of the city and I love the peacefulness and beauty of the country. Of course, I experienced challenges to moving to Canada too: looking for work, language barriers, and missing my family and hometown. I improved my English in LINC School at Working Women Community Centre, and started working on the LIP project after I graduated from LINC Level 5. I love this project and have been very proud to be involved in doing meaningful research for our community.



Elmira

My name is Elmira Mammadova. I'm from Azerbaijan. I worked as a Manager of Customer Services for banks in Moscow and Azerbaijan for thirteen years before moving to Canada. I moved to Canada in 2007 with my family and after 6 months I started working as a bookkeeper. Unfortunately, I found bookkeeping very boring and decided to change my career. Canada is a multicultural country and I realized that it would be very interesting for me to work with immigrants and refugees. I returned to school to get a diploma of SSW Immigrants and Refugees. I did my placement at Working Women Community Centre and started my career as a Community Animator for the LIP project. After 1 year I got part-time job at a rehabilitation centre as a Case Worker. I also decided to set up my own business and now I run a cleaning company, with many regular clients. I'm very happy with it. This year I've graduated from Seneca College and my long-term goal is to get a SSW position in my field. So, I'm a happy immigrant!



Linda

My name is Linda Cheng. I come from China, and I have been living in North York for 5 years. Being an immigrant to Canada, I have a strong understanding of the challenges that face newcomers when they arrive in the city. I am very happy that LIP came into existence in our community in order to help newcomers. I like this project because it has gathered newcomers together to record their needs and suggestions for change, and put it in a strategic plan for local community service organizations and Citizenship and immigration Canada. I have noticed that a lot of newcomers paid attention to our LIP project, they attended our focus groups and community meetings and enjoyed it. This project has also especially benefited my confidence and encouraged me that positive changes in our neighbourhood will come soon.



Safia

My name is Safia Kanwal and I moved from Pakistan to Canada in 2000. I have had kids, worked and studied here since then. There are many things I like about living in Canada. I love the existing multi-cultures of Toronto, where everybody feels like at home and I love the four different weathers here. I also find many things challenging about being here, including settling here, having kids and taking care of them. In 2007 I graduated from the University of Windsor with Bachelors in Education, and I started working on the LIP project from 2009 to 2011. I have loved working for this project, and engaged in many activities including asset mapping, outreach, facilitating community consultation and advisory panel meetings. My favorite part during my stay with LIP was working with the wonderful team, who have been great co-researchers and also the friends I made, who were immigrants from different places, some of whom I met on the street. We learned from each other and they actively participated and felt relaxed and enjoyed sharing their ideas over the past 18 months.



Shirin

My name is Shirin and I am from Iran. I speak Farsi and Kurdish. I moved to Canada in 2007, as a single mom with three kids. I have a bachelor degree in Social Science, evaluated by the University of Toronto. I got many different certificates and a lot of job experience during this time. I am studying at George Brown College at the present time to get my Community Service Certificate. I started working on the LIP project eighteen months ago, and it has been one of my favorite jobs. I really like the project because of its goal to improve newcomer life. I liked my friendly team and my manager. I love Canada because of the multi-culturalism, safety, freedom and individual respect.



