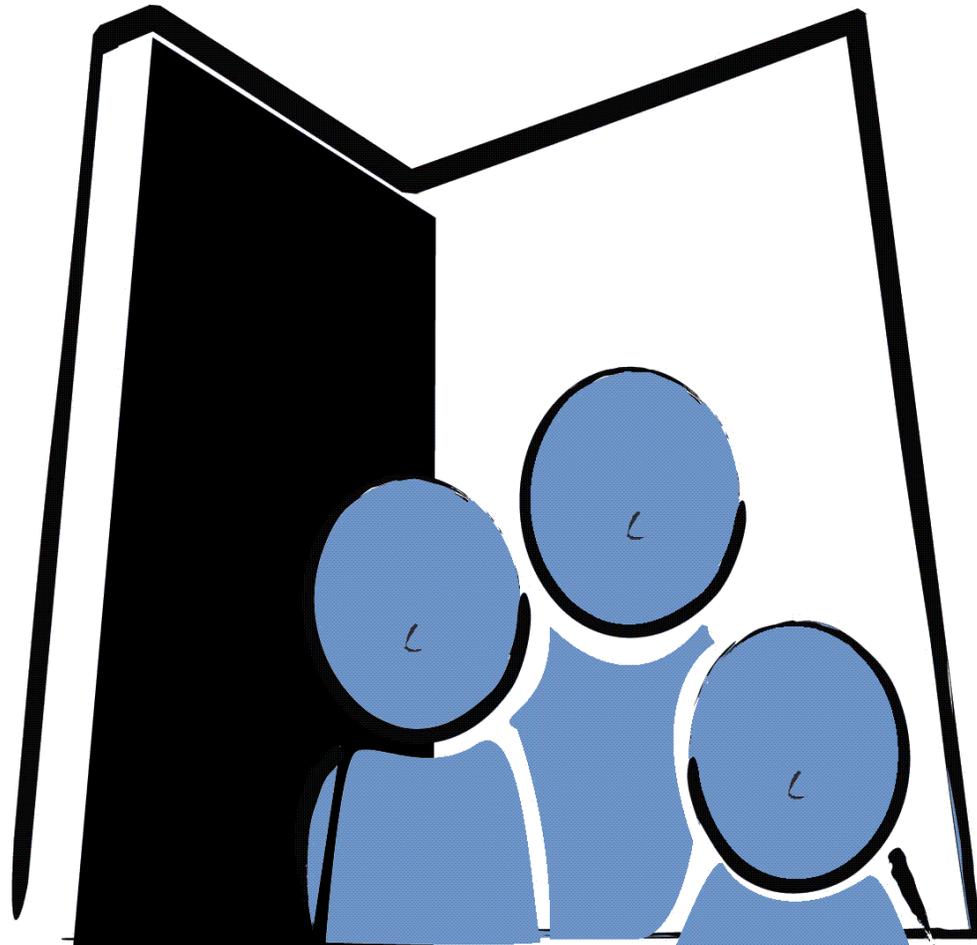


Weston King Neighbourhood Centre

Annual Report 2008



WESTON KING
NEIGHBOURHOOD CENTRE

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1.0 Agenda

Date: Tuesday, April 28, 2008

Time: 7:00 p.m.

Place Central United Church Basement

- 1.0 Opening and Welcome - by Chair of Board, Robert Nobel (1 Min)
- 2.0 Meeting Properly Constituted (1 Min)
- 3.0 Approval of Agenda (4 Min)
- 4.0 Approval of Minutes of Annual General Meeting for Fiscal 2007 (3 Min)
- 5.0 President's Report on Activities of Corporation (1000 Min)
- 6.0 Review of Financial Statements
 - 6.1 Fiscal Year 2008 (10 min)
 - 6.2 Appointment of Auditor for the next Fiscal Year. (3 Min)
- 7.0 Approval of Acts of Board of Directors (3 Min)
- 8.0 Election of Board
 - 8.1 WKNC Members identifying as United Church Members (5 Min)
 - 8.1.1 Presentation of Nomination Committee
 - 8.1.2 Listing of members who previously indicated their desire to be Board members.
 - 8.1.3 Acceptance of names from the Floor.
 - 8.1.4 Presentation of Candidates
 - 8.1.5 Election of Board Members
 - 8.2 WKNC Members not Identifying as United Church Members (10 Min)
 - 8.2.1 Listing of members who previously indicated their desire to be Board members.
 - 8.2.2 Acceptance of names from the Floor.
 - 8.2.3 Presentation of Candidates
 - 8.2.4 Election of Board Members

(50 minutes)

- 9.0 Other Business
- 10.0 Call meeting for Newly Elected Board of Directors

WESTON KING NEIGHBOURHOOD CENTRE
2007 ANNUAL GENERAL MEETING
HELD TUESDAY MAY 13, 2008, 7:00 p.m.
2017 WESTON ROAD, WESTON ONTARIO M9N 1X2

Members and guests received a copy of the Annual Report 2007, an Agenda for the meeting and a voting slip (voting members only) when they signed in at the door.

1. Opening and Welcome:

The President of the Board, Lang Moffat brought the meeting to order at 7:20. He announced that there were not sufficient people present to create a quorum. (3 short)
Present were eight guests, six board members, two staff, one peer worker and 11 members (total 17 of 46 members)

2. Introductions:

The President introduced Greg Passerella, who acted as chair for the meeting, Debbie Camilo, City Councillor Frances Nunziata's office and Linda Brown, Chair of Central United Church Council.

3. Appointment of Secretary for the Meeting:

Barbara Bisgrove, the 2008 secretary to the Board, volunteered to take the minutes of the meeting. This was acceptable to the members.

4. Approval of the Agenda:

Linda Brown moved, seconded by Sylvia Keyes that the Agenda be approved.

5. Approval of the Minutes:

There were no questions regarding the minutes; however without a quorum they could not be accepted

6. President's Report:

Lang Moffat, the President, presented his address (to be documented) He mentioned it had been a challenging year from which he felt the organization had emerged wiser, stronger and more committed.

He said he was optimistic about the future because of the people associated with the organization who care about the community, the participants who inspired people, the dedicated frontline workers – Crystal, Ken and John – and the peer workers - Kelly, Richard and Christine - the Board members who as volunteers offer invaluable contributions, and the partners and funders.

Lang said he felt the Board of Directors had had a tough year with cut backs in funding resulting in having no senior staff to offer oversight. This led to the formation of the three person operational committee. During 2007 there has been a complete turn over of staff. He noted there is a high degree of cooperation between staff and Board.

He thanked Robert for the work involved in obtaining funding from Ontario Trillium Foundation and noted the ongoing efforts to get new funding.

The first fund raiser has been held with a Blues Night – bringing good artists to the community.

Lang thanked everyone for the opportunity he has had to be President for five years. He is now retiring from that position on the Board

7. Review of Financial Statements:

Rafael Dominguez, the Treasurer, retired in April, so Robert Nobel presented the Financial Statement, pointing out the health in having a variety of contributors, although the City of Toronto accounts for 50 percent of the funds.

He stressed the value of the free accommodation WKNC and its partners receive from Central United Church. He noted that where the figures appeared to indicate a shortfall it was purely the late cashing of cheques issued in 2006, but cashed in 2007.

8. Appointment of the Auditor:

The appointment could not occur without a quorum

9. Vision, Mission and Values:

At the last AGM the membership had asked that further revisions and consultation occur, and this has happened which was appropriate with new staff, and it will continue to occur at regular intervals. No approval was needed. Robert also urged that members visit the WKNC website regularly for information.

Questions were asked about the use of the word “queer” and the statement regarding being disadvantaged by race, religion or history. Robert said he suspected the move was towards removing lists, but the board would take the comments under advisement.

10. Approval of Acts of the Board of Directors

It was explained that this was a formality and legal requirement that unburdened directors from liability. There could not be a vote.

11. Election of the Board:

While this election could not occur Lang brought the news that, after many years of lobbying, he was pleased to announce that from now on the Board could act to accept people in good standing, who are not United Church members for the purposes of the requirement for the Board to have 50 percent plus one Board members approved by the church. This offers more flexibility and wider representation on the Board. The approval process is to be documented (e.g. person is known to the Board long enough to show they understand the position of liability, standards and point of view of the church.)

Without the vote, the current Board will continue until replaced.

12. Move to Adjourn

The meeting was adjourned at 9:00, having completed the business of the gathering that was possible without a quorum. The membership will be informed about the next steps.

**WESTON KING NEIGHBOURHOOD CENTRE
2007 SPECIAL ANNUAL GENERAL MEETING (2)
HELD TUESDAY JUNE 10, 2008, 7:00 p.m.
2017 WESTON ROAD, WESTON ONTARIO M9N 1X2**

Members and guests received a copy of the Annual Report 2007, a copy of the President's speech as presented on May 13, 2008, an agenda for the meeting and a voting slip (voting members only) when they signed in at the door.

1. Opening and Welcome:

Robert Nobel called the meeting to order. He explained that at the previous meeting on May 13, 2008 there were insufficient members present to conduct the business of the corporation. However this time there were 29 members present of the potential 46 (63%). This meant that the meeting was properly constituted. In addition two staff and three guests were present.

2. Appointment of Secretary for the Meeting:

Barbara Bisgrove, the 2008 secretary to the Board, volunteered to take the minutes of the meeting. This was acceptable to the members.

3. Approval of the Agenda:

Donna Latimer moved, seconded by Becky Winder that the Agenda be approved. All members voted in favour, none were opposed.

4. Approval of the Minutes:

There were no questions regarding the minutes of the 2007 Annual Meeting.

Chris Brownhill moved, seconded by Robert Schell that the minutes be accepted as circulated. All members voted in favour, none were opposed.

5. Review of Financial Statements:

Robert Nobel started his explanation of the finances by announcing that another gift of \$2000 had been received from the Toronto Humber Rotary Club. He pointed out the tremendous value to the organization for receiving rent free accommodation from Central United Church to the value of \$45,000. He also encouraged members to note that the administrative costs were six percent, showing good management of the funds. Page 5 of the auditor's report appears to show a short fall; however, what actually occurs is that at year end there are cheques not cashed and over payments for staff EI and CPP were returned from the government, etc.

Robert Nobel moved, seconded by Robert Schell that the membership approves the audited financial statement as presented in the report. All members voted in favour, none were opposed.

6. Appointment of the Auditor:

Lawrence Pushee moved seconded by Cathy Leask that the membership nominates William Emond C.A. as the auditor for Weston King Neighbourhood Centre. All members voted in favour, none were opposed.

7. Approval of Acts of the Board of Directors:

It was explained that this approval was a formality and legal requirement that unburdened directors from liability.

Terry Long moved, seconded by Robert Schell, that all acts, payments and proceedings of the Directors and Officers of the Corporation since its last Annual General Meeting, as set out in the minutes of the meetings of the Directors or in the Reports and Financial Statements submitted to this meeting, be approved and confirmed. All members voted in favour, none were opposed.

Chris Brownhill made a motion of thanks to the current Board of Directors for all the work they have undertaken in the past year. This was greeted by applause.

8. President's Report:

A copy of the report given verbally on May 13, 2008 had been circulated to the members. Lang Moffat asked if there were any questions regarding the report. There were none.

Linda Brown moved, seconded by Ann Maclean that the membership accepts the President's report as written. All members voted in favour, none were opposed.

9. Election of the Board:

Nominations were called and those agreeing to stand for election were listed on a board.

Ann Maclean
Barbara Bisgrove
Lang Moffat
Louise Hope
Peter McKenzie
Robert Nobel
Sylvia Hampton
Timothy Barlow

(The affiliations of this group meet the requirements of the United Church of Canada.)

Lawrence Pushee moved, seconded by Donna Latimer, that nominations for director be closed. All members voted in favour, none were opposed.

Questions were called for. It was noted that under the by-laws the Board can consist of no more than 15 directors, 11 being the ideal number.

Chris Brownhill moved seconded by Linda Brown that the membership elects the entire slate as presented. All members voted in favour, none were opposed.

10. Move to Adjourn

Linda Brown moved that the Special Annual General Meeting of the Weston King Neighbourhood Centre be adjourned.

4.0 President's Message for 2008 AGM

It is hard to remember the challenges that were surmounted in the past year, surrounded as we are by the challenges of today. One purpose of the Annual meeting is to reflect on the success and growth that we have had in our recent past.

The 2008-year has seen many small but significant changes in personnel and policy for WKNC. These changes have been consistent with the Strategic Plan of a few years ago, which recommended that we focus on doing what we do well, but doing it better.

As part of our moving forward, we did our first ever fundraiser! A Blues Concert organized by one of our board members. While we did not raise a large amount of cash, we had a good time and raised the organization's profile in the community. We are hoping to have another one soon.

Our staff changes occurred in the AIDS envelope. Our Harm Reduction worker, Crystal, had an incident with the police in April which threw her off balance enough that she felt it was time to leave us. As a board, we spent the summer re-evaluating the whole Harm Reduction program and WKNC's place in it. We decided to continue the program, but with better controls and tighter philosophical direction. We then went through a hiring process and hired Vicki in the fall, who brought some new life and perspective to the program.

One of the outcomes of the re-evaluation of the Harm Reduction program was the decision to treat it as not something separate from the Drop-In, but as an integral part of the operation. To paraphrase Ken, by feeding people and keeping them healthier, the Drop-In is inherently in the business of Harm Reduction. So we are re-casting the role as "Drop-In Worker in charge of Harm Reduction". As we go forward, the Board, Staff and Membership will continue to learn from what works and what doesn't and refine our programs to best serve our member's needs.

As one of the primary deliverables of the Drop In is healthful Food, WKNC had been experimenting with a Food / Volunteer Coordinator role since September 2007. We received funding from the Ontario Trillium Foundation for this role during 2008 and were able to hire John based on his success as a relief worker in the Drop-In.

Last but not least, is our anchor and strength, Ken our primary Drop-in worker. With his wisdom and calm, friendly demeanor, he has greatly enhanced the quality of our program delivery. We thank all of our staff, past and present for bringing us to this juncture.

There have been changes in the Board of Directors. The biggest one is the retirement of Lang as President. Lang has been part of this organization from the outset and it has been his belief in the need for these programs and his tenacity that have helped make it real. His philosophical guidance and experience has not been lost as he has continued on as Board member. Many thanks to Lang for his contribution to the life of this organization.

A new executive formed after the last AGM with Ann as Vice-President to add to her role as Tuesday night food manager and volunteer cook organizer. Louise took over from Rafael as Treasurer and Barbara continued her superlative work as Board Secretary Extraordinaire. Peter took on the role of Privacy officer and Sylvia continued in her role as Equity.

The Board's Operations Committee structure has solidified to the point that it has become a second board meeting. This monthly meeting, specific to operations and attended by staff, has become part of the management culture. The allocation of Board members for each day the Drop-In is open has proven to be an excellent structure for a small organization like ours. We can have Board oversight and some level of daily supervision. The Board becomes closer to the membership, forms relationships and can see the realities of the job. It has been a powerful contribution by Board



members who allocate their time to work alongside the staff to ensure that the Drop-In members enjoy a sense of community.

The Mentor program with staff has also become solidified. Linking each staff member with a specific Board member has spread out the supervisory duties and given staff some of the counseling, wisdom and support they need to perform. Thanks to Tim, who has done heroic duty in this area, as well as all the other members of this group, Sylvia, Lang, and Barb.

Last year, looking to the future, we were encouraged by the Toronto Drop In Network (TDIN) unpublished report to ask for a second drop in worker when we applied for 2009 funding in July. The City made a big vote of confidence in us and gave us more than what we asked for. We appreciate their confidence in us in doubling their allocation. Included with this funding was the extension of the hours to include Wednesdays, Saturdays and Statutory Holidays.

We also applied for a capital grant to rebuild the volunteer room into a modern sizeable kitchen and workspace for volunteers. Again, the City has given us a major vote of confidence by granting that request to the tune of \$105,000. You can see our new kitchen, which is almost finished, when you visit.

In our current future, we expect to use this kitchen to expand the scope of the food and volunteer programs we offer. The new second drop in worker, Myriam, is applying incredible creativity to programs for our members. Our new Harm Reduction drop in coordinator Kim, and her worker Sarah have injected a new energy and confidence into that aspect of the program.

We have expanded our physical space. As part of the construction project, our landlord, Central United Church, graciously allowed us to use the larger space on a continuous basis while they moved other users to different rooms; so we have almost doubled our daily square footage. The minimal cost to the Center of the usable space allows the organization to remain viable and makes a tremendous contribution to the community as a whole.

Now that we have achieved a critical mass of space and people, we plan to start applying to other funders for core funding. Expanding the scope of the Housing services and slowly extending the scope of other programs, especially in the areas of mental health, will address two critical areas of service need. The future looks bright for us as an organization and it is due to the contributions of many people: Staff, Board, Volunteers, and the membership.

5.0 Report from the WKNC Board

Staffing and Programs:

All the staff are responsible for written reports to the funders and board of directors, for maintaining the statistics related to their programs, attending trainings, building partnerships with other agencies and attending local and city meetings to both raise the profile of the work WKNC is achieving and to share information with their colleagues in this very stressful, hard-working sector of society.

- Drop-in Program: Run by Ken Theobald, the program has settled into a well-run routine of services – food, healthcare (nurse, showers, laundry) counseling, housing and shelter referral, clothing (new and used), toiletries, use of telephone, computer, fax and newspapers, lists of available housing, etc. transportation assistance and the provision of a friendly, safe location for people to socialize. During the year approximately 850 referrals are made for housing, detoxification and addiction treatment, mental health services, medical services, income support, employment support, legal services, settlement services and other food programs. Incarcerated program participants telephone the drop-in to contact their friends, while staff visits the prisons. Ken hires relief workers on a daily basis when he needs assistance. In December the City requested that the drop-in open for six days a week, including Statutory Holidays, so the over 165 visits a week will increase. 2009 will see a second much-needed drop-in worker hired to support this program. This year, Laura Albanese M.P.P. was on hand as the newly installed air conditioning was ceremoniously turned on. This was funded by the Ontario Trillium Foundation in response to an application from WKNC; so the homeless and under-housed can come in to keep cool during heat alerts. During cold alerts we offer warmth and TTC tokens to get to shelters.
- Harm Reduction Program: Run by Crystal Smith for the first half of the year and by Vicky Kidd for the second half, the program centres on maintaining the health of the sex workers and substance users in the community – in-house training, counseling and monitoring, and conducting outreach in the streets, bars and buildings frequented by people also in need of the condoms, needle exchange and safe use crack use kits that are provided at the drop-in. Outreach also encourages people to visit the drop-in for the broader range of services. Peer workers, applying for the job from the participant population, are hired on an hourly basis to assist the staff person to make contacts during outreach, to make the kits, and to counsel people in the drop-in. This also means that the staff has a close relationship with these individuals and can assist them in making life changes when they are ready.
- Food/Volunteer Program: Run by John Marshall, the program ensures nutritious food (over 12,000 meals consumed on the premises a year) is available when the drop-in is open, which in turn assists in maintaining good health. To provide the food, John trains volunteers in food handling, preparation and service under the Toronto Public Health rules. Volunteers also maintain the clothing room, help unload the food delivery trucks, maintain the space, teach skills and lend a hand in activities such as cleaning out rooms, moving furniture, etc. Volunteering helps people learn to work as a team and boosts self-esteem. They tend to bond with each other and continue to support each other outside the drop-in. John and his volunteers watch impatiently as the contractors create \$100,000 renovation to the lower kitchen to expand its usable space, update its equipment, improve the safety and allow for more people to contribute to the work and benefit from the volunteer experience.
- Student Placement: The staff supervises student placements from various related programs in the universities and community colleges in the city. These students bring an enthusiasm, new ideas for consideration, and gain hands-on experience within the milieu of the community. It benefits everyone.

Board of Directors:

- Directors are elected annually by the membership at the Annual General Meeting. They then allocate positions between themselves. New directors can be accepted during the year, and then they stand for election in late spring. The Board operates under a mandate, vision and set of by-laws. It is also answerable to the various funders – City of Toronto, Ontario Trillium Foundation, Toronto West Presbytery Corporation – for its overall conduct in running Weston King Neighbourhood Centre according to their requirements.
- Each director has several ongoing responsibilities: running and representing the overall organization, supervising the staffing, hiring and firing, chairing meetings; managing the finances (e.g. budget of \$150,000, payroll, income tax receipts, audit, etc.); maintaining the minutes, correspondence, meeting planning, etc.; building and maintaining membership, developing policies and procedures and carrying them out (e.g. police checks, risk assessments); conducting the human resource activities (e.g. staff evaluation and training plans) liaison with the United Church of Canada, the City of Toronto and partner agencies, and so on. Some directors also assist the staff with funding applications, and attend meetings with the staff.
- Without the funding to hire a program manager, several board members act as daily volunteer supervisors of the three staff and the program, taking responsibility for decision-making and safety. They conduct daily debriefing with staff and report on-line to the Board to maintain a consistency in the supervision and a sharing of the day-to-day decisions and experiences. This reporting also alerts the next day's Board member on-site to the flash points to be monitored and the people who need additional support. These Board members are also members of the Operation Committee, which meets monthly with the staff to review operational issues and needs.
- All Board members attend a monthly meeting to conduct the business of the Board and monitor and approve the financial transactions. Every year, efforts are made for Board members to meet key people from the sector to learn from other agencies and experts in the field, to bring new information and learning to the decision-making individuals attend trainings and conduct information searches. All Board members are responsible for fund raising and advocacy and as such represent WKNC's position in public. A very enjoyable Blues Night was organized in April to bring the community together and raise awareness of WKNC.

2008 Board Members:

Robert Nobel, President
Ann Maclean, Vice-President
Louise Hope, Treasurer
Barbara Bisgrove, Secretary
Michael Kooiman

Sylvia Hampton, Equity and Membership
Lang Moffat, Past President
Lawrence Pushee
Tim Barlow
Peter MacKenzie, Privacy

2008 Departing Board Members

Liana Di Marco

Rafael Dominguez, Treasurer

WKNC Current Partners:

- a) Albion Neighbourhood Services: ANS comes to the Centre to provide outreach services, housing support and follow-up support to people in the area.
- b) Central United Church: provides rent-free space, janitorial services and renovations to the space. Congregational donations pay for the Tuesday evening community supper delivered in partnership with several local faith communities.
- c) Daily Bread Food Bank: DBFB provides a weekly fresh food delivery as part of the Nutritious Food to Drop-ins project.
- d) Harm Reduction in York and North York Coalition: Working with other agencies to identify areas of common concern the WKNC harm reduction staff with peer workers tour the streets, bars and crack houses delivering harm reduction supplies and weather related items such as mitts and hats in the winter.
- e) Partners for Access and Identification: PAID provided monthly replacement identification clinics for people who are homeless or under-housed. This service is used by many people from the community. However, in October WKNC was dropped from the schedule due to cutbacks so people are now directed elsewhere.
- f) Pathways to Healthy Families: An outreach worker provides Women's Day programming on such issues as safer drug use and safer sex practices, the Children's Aid Society and parenting. Staff also provides support for WKNC's harm reduction program through Advisory Committee participation.
- g) Safer Crack Use Coalition (SCUC): WKNC participates in this coalition of community members, service providers and people who use drugs that coordinates the development and distribution of safer crack kits as well as identifies gaps in the service delivery system for people using crack cocaine.
- h) Second Harvest: WKNC's food programs are supported by donations of food from Second Harvest. A truck comes weekly delivering surplus items from supermarkets, hotels and other donors to be used in preparing the meals served in WKNC.
- i) St. Elizabeth Healthcare: Arranged through the Toronto Central Community Care Access Centre (CCAC), St. Elizabeth sends a nurse practitioner to WKNC once a week. The foot care and blood pressure measurement are service much in demand with the drop-in participants/
- j) Syme-Woolner Neighbourhood and Family Centre: Syme-Woolner has provided a housing worker once a week for housing help including eviction prevention, finding subsidized housing, getting people into or out of shelters, advocacy with landlords, and housing searches.
- k) Toronto Drop-in Network: WKNC participates in this network of agencies providing drop-in services to identify areas of common concern and provide training support and opportunities for network development in the drop-in sector.
- l) Toronto Public Health - West Office: TPH provides community developers to provide guidance and support to WKNC Board of Directors and staff.
- m) Toronto Public Health – The Works: provides a sexual health worker and workshops in the drop in.
- n) West Park Healthcare Centre: Long-term residents have formed a Sandwich Samaritan group, which weekly makes and delivers 10 loaves of individually wrapped sandwiches for distribution during outreach work.
- o) Windfall Clothing Service: WKNC applied for membership in 2007 and was accepted starting May 2008. This service offers new clothing to clients.
- p) York Community Services: YCS acts as trustee of funds allocated to Weston King Neighbourhood Centre by the City of Toronto. WKNC and YCS have also partnered on a number of funding proposals in an effort to support coordination of services in York.

6.0 Financial Year 2008 (January 1 2008 - December 31 2008)

Changes

This year represents our fifth year of audited returns. Since January 17, 2003, we have several years of clean financial health. Our HIF funding is increasing gradually and our HIV/AIDS funding has increased by 25% starting in July 2008. Our 2009 HIF funding more that doubled and it is hoped that we can achieve multi year funding at this level starting in 2010.

In 2008, we received a 1-year capital grant from the City of Toronto to build a new kitchen on our premises. This represents a large financial vote of confidence in our organization and points to the long-term viability of our programs.

Income

Below is a graph showing the distribution of income from various sources.



Expenses

The primary program delivered is the Drop-In Centre. To do this requires the staff, hence the cost of staff (Salary, Benefits, Taxes) is the cost of program delivery. Rent is also part of Program Delivery, since the Drop-In is a physical space allocated for the use of Users.

- The Admin portion includes Utilities, Phone, Internet, etc. A portion (<10%) of the Program Supplies category is spent on Admin overhead of Office Supplies.

