



Malton Neighbourhood Services

ANNUAL REPORT

April 2022 - March 2023



EXECUTIVE DIRECTOR AND BOARD CHAIR MESSAGE

Over the past year, Malton Neighbourhood Services has continued to adjust to the devastating impact of COVID-19 and our ability to continue providing services to our communities. As we shift back to in-person services, we adapted to working through a hybrid service delivery model to ensure optimal service delivery and staff and client safety. Strong partnership with stakeholders allow us flexibility and support which benefited the community ravaged by COVID-19 and ongoing community needs. As the central community service agency in Malton since 1975, MNS has developed a broad range of services in the community and continue to advocate for the most vulnerable residents in our community. Mental health support ,food security and housing are still among the highest priority needs areas highlighted amongst our clients.

MNS remained committed to social justice and is involved in advocating for human rights by participating on several tables addressing inequities in reference to Anti- Black Racism and Systemic Discrimination aimed at engaging leaders in tackling Anti- Black racism in actionable ways. As a recognized community leader in the we are actively engaged as a member of various advocacy and social development committees including Peel Newcomer Strategy Group Service Delivery Network and IAOP tables. We also sit on a variety of tables that address Seniors Issues, Violence Against Women, Youth Mental Health, EarlyON and Anti- Black Racism and Systemic Discrimination .

We are encouraged and value the support of partners including: YWH Ontario, Rapport/ECLYPSE, Achev., Canadian Mental Health Association , Wellfort Health Centre,Punjabi Community Health Services, Our Place Peel, AYSP, Catholic Family Services, City of Mississauga Parks and Recreation and Peel Police with a common goal of expanding integrated youth services such as mental health, addiction, housing , employment , recreation art and access to primary health care in Peel Region

We have been collaborating diligently with these partners to strategically collocate services in the Malton Youth Hub with support from Youth Wellness Hub Ontario.

Our Family Services, which included EarlyON programs and Black Parenting Programs were innovative in the delivery of online programming. The Black Parenting Program expanded to include Black Loud and Proud Program which facilitated an open-forum platform for solutions-based discussions on being a member of the LGBTQ youth community. In 2017, the BYAP provided 3-year funding to seven programs and three centres under the Innovative Supports for Black Parents (ISBP) initiative. Research demonstrates that culturally relevant and responsive parenting supports can lead to positive outcomes for Black children as well as parents and/or caregivers. In particular, parenting supports that are culturally relevant and responsive have been found to promote resilience in parents and children and reduce early development of anti-social behaviours in children (e.g., acting out at school or at home). Research has also identified a need for spaces for Black families to gather and access culturally relevant information and support, with a focus on developing healthy relationships as well as parenting and problem-solving skills within families.

Our strategic plan continues to guide our overall organization development and service delivery strategies. Our strategic directions remain focused on five key themes:

1. Community Impact
2. Learning Organization
3. MNS Influence and Awareness
4. Strategic Partnerships
5. A Strong Foundation



We remain committed to improving access, capacity, and quality of services to continue building vibrant engaged communities for those we serve.

Our core services comprise various settlement, community services, youth programs, women advocacy initiatives, Early Child Development and Family Development. MNS continues to address structural and systemic racism, damaging stereotypes and prejudice that negatively impact how minorities in Canada are treated when accessing services. This web of discrimination, prejudice and racism impacts equitable access to services and contributes to poor life outcomes for children, youth, and families.

The large new immigrant community benefits from our partnership with Immigration Refugee and Citizenship Canada (IRCC) which funds our settlement programs that enable us to address the many needs of newcomers in the community. Our support includes helping newcomers develop English language and integration coping skills, as well as job search, and career-based skills. We also assist newcomer students and parents in navigating the school system, offered to newcomers in the Malton community and is delivered through our Language Instructions for Newcomers to Canada, Job Search Workshops, and Settlement Workers in Schools programs.

Our Second Settlement services is funded through the Ontario Ministry of Labour, Immigration, Training and Skills Development

Our Anchor agency status with The United Way of Greater Toronto confirms our status as the preeminent service agency in Malton. MNS continues to operate one of the first clients involved in advocacy groups through the Malton Community Building Project. The Ministry of Children and Youth Services continues to recognize engagement and access to counselling services as an ongoing challenge for youth in our community and has maintained funding for our Youth Outreach and Clinical Youth Outreach programs, which provide much needed services to the more vulnerable segments of our community.

Our annual events calendar continues to include events to address social development, community development, and provide opportunities to address social isolation. We hosted 1 virtual annual event and in person events that was entertaining and educational such a Black History Month Celebration, International Women's Day, and South Asian Heritage Day.

VISION

Malton Neighbourhood Services is dedicated to supporting the creation of connected, safe, and strong communities by offering and engaging in activities that recognize and respect the diversity of the neighbourhoods it serves.

MISSION

Malton Neighbourhood Services is committed to the development and promotion of opportunities for those it serves through the sharing of information and resources; training and education; formation of partnerships; and participating in initiatives that support and empower communities to work collectively on issues to improve the quality of life.

WHO WE ARE



Malton Neighbourhood Services (MNS) is a non-profit, charitable organization that has provided settlement and community support services since 1975. Our staff can offer services to many language and cultural groups including: Somali, Twi, Hindi, Punjabi, Urdu, Tamil, Arabic, Tagalog, Spanish, and Italian. We also serve clients from the Caribbean and Africa.

NEWCOMER SETTLEMENT SERVICES

Assist newcomers to Canada settlement and integration into Canadian society by helping clients navigate a host of new information, community and government services.



Settlement Workers in Schools (SWIS)

Support newcomer students and families to integrate into the education system and their new community.

Community Connection – Assist newcomer to make connections in their neighbourhoods

EMPLOYMENT SUPPORTS

- Provide job search supports, including a program tailored for immigrant women
- Assistance with career counselling, resumes, Job interviewing, social media, networking and cover letters, job search actions plans

LANGUAGE INSTRUCTIONS FOR NEWCOMERS TO CANADA (LINC/CHILDMINDING

- Focus on developing listening, speaking, reading and writing skills
- Part-time and full-time classes are available year-round, with day and evening classes
- Improve English pronunciation Prepare for the Canadian Citizenship test, TOEFL and IELTS
- Eligible students may receive free childcare for children 19 months to 6 years old and bus tickets for Mississauga/ Brampton Or TTC

SENIORS SERVICES

- **Caribbean Seniors Program**
 - Seniors participate in Trips, Crafts, Games, Gentle exercises, Social activity and more
- **Italian Seniors**
 - Seniors participate in trips, Games, Social Activity

INNOVATIVE MNS PROGRAMING EARLYON



YOUTH SERVICES

With the goal of removing barriers to the access of support for youth in our community, Malton Neighbourhood Services offers wrap-around service delivery through our four youth programs to provide comprehensive youth-driven programming.

- **Malton Youth Wellness Hub**
 - One-stop-shop for youth aged 12-25, to address their needs related to mental health, substance use, primary care and more.
- **Youth Justice Support Reintegration**
 - Provide supports to youth ages 12-17 in conflict with the law.
- **Youth Outreach Services**
 - Assist “hard-to-reach” youth ages 12 to 21 and their families connect with supportive services in Malton and across Peel Region
- **Clinical Youth Outreach Services**
 - Support to “hard-to-reach” youth ages 12 to 21 and their families in Peel Region who may be experiencing concerns with their mental health and who are disconnected from mental health services

- **After School Program:**

- Physical Activities with wellness and personal Health Education

- **Youth Academic Support:** Support for students in grades 1-8 who need help with their homework & school assignments.

- **Black Family Support Program**

- Developed for parents /caregivers to build on cultural identity, values and practices.
- Families have a structured environment in which their younger children can enjoy drop-in play-based learning experience while the parents are in group sessions.
- Providing information and communication skills to navigate systems such as Children's Aid Services, education and Criminal Justice System

- **Womens' Advocacy and Support Services**

- Offer free and completely confidential referral and supportive services for women and children who have experienced abuse.
- Safety planning
- Referrals to community supports and resources such as Legal clinics, shelters and Housing

- **Black Loud and Proud**

- The staff are Peer Support workers helping them through some of the challenges they face disclosing or reconnecting with family after disclosing and making appropriate referrals

EARLYON CHILD AND FAMILY CENTRE

Welcome to Malton Neighbourhood Services' EarlyON Centres, serving the Bramalea, Cottrelle, Malton and Sunny Meadow areas. EarlyON Centres provide free early learning programs for parents and caregivers with children birth – 6 years of age

A fun place to play, explore, sing and read to support children's social, emotional and learning development



- Child and parenting focused services and programming

- Programs that promote activities for parents/ caregivers to interact with their children
- A place for families to connect with other families increase community awareness, getting to know your neighbours and speak to other adults around parenting experiences

Community Action Program for Children (CAPC)

- Aims to improve healthy child development by improving parenting skills and parent-child relationship
- CAPC offers a positive learning experience for children (aged 0 -6) and their families.

Additional MNS Services

- Free Legal Clinic
- Commissioner of Oath
- Free Dental Clinic
- Citizenship Class
- Computer Access

SUCCESS STORIES

This program takes a holistic approach to working with seniors. Jane (not her real name) was encouraged by a friend and current MNS Caribbean Seniors program participant to attend the group. She reluctantly participate, but upon encouragement from staff, her friend and participants she came out of her shell. It took time, but staff ensured she felt safe and in a non-judgmental environment that allowed her to engage at the level she was comfortable with. These stimulating workshops were delivered by staff and external partners. Topics include seniors abuse, self-care, nutrition, well-being, healthy socialization, exercising and a “Feeling Circle”. With these tools, Jane was able to identify that she was abused and that she needed help in order to live her golden years in positive and healthy ways.

She sought the help of a senior’s program staff, who is also a staff in our Violence Against Women program. Through a combination of both programs, Jane was provided one-on-one support, and a Safety Plan that taught her ways to be safe in all areas. She worked hard on herself, we referred her to a lawyer and assisted her with obtaining social housing based on her income, She was finally able to divorce her abuser. In her words, “

“I’m free girl! It was a good thing when I took my friends’ advice and came to the Seniors group. Thanks for the education, patience, support and help you gave me. I used it to help myself. I am forever grateful. I’m in a good place now, I meet my kids and grandkids far away from where I live so they cannot tell my ex-husband where I live. I also stop off somewhere else before I go home to make sure that they are not trailing me. Thank God for MNS, staff and support you gave me so I can sleep safe and free at night.”

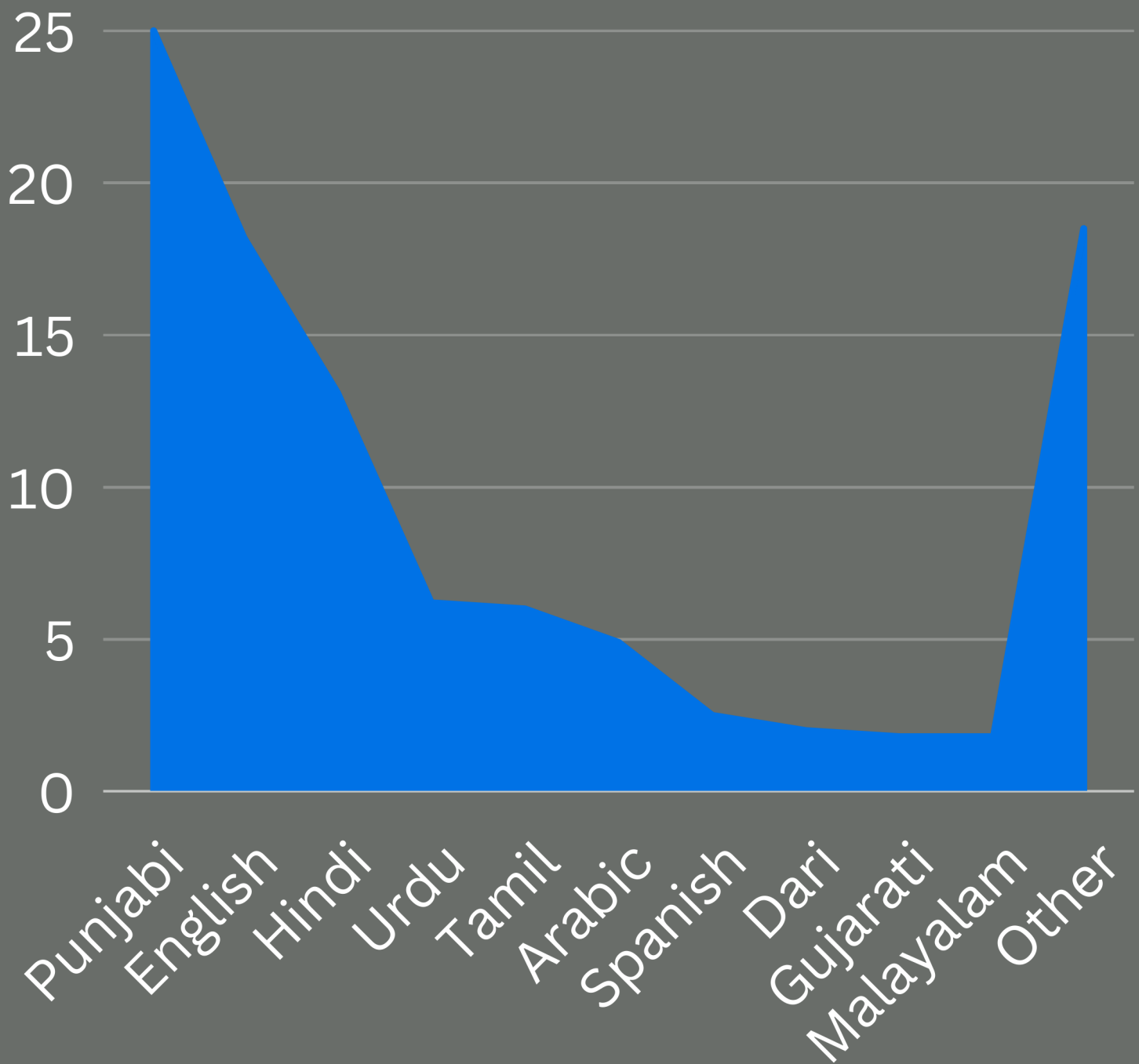
2023

SUCCESS STORIES

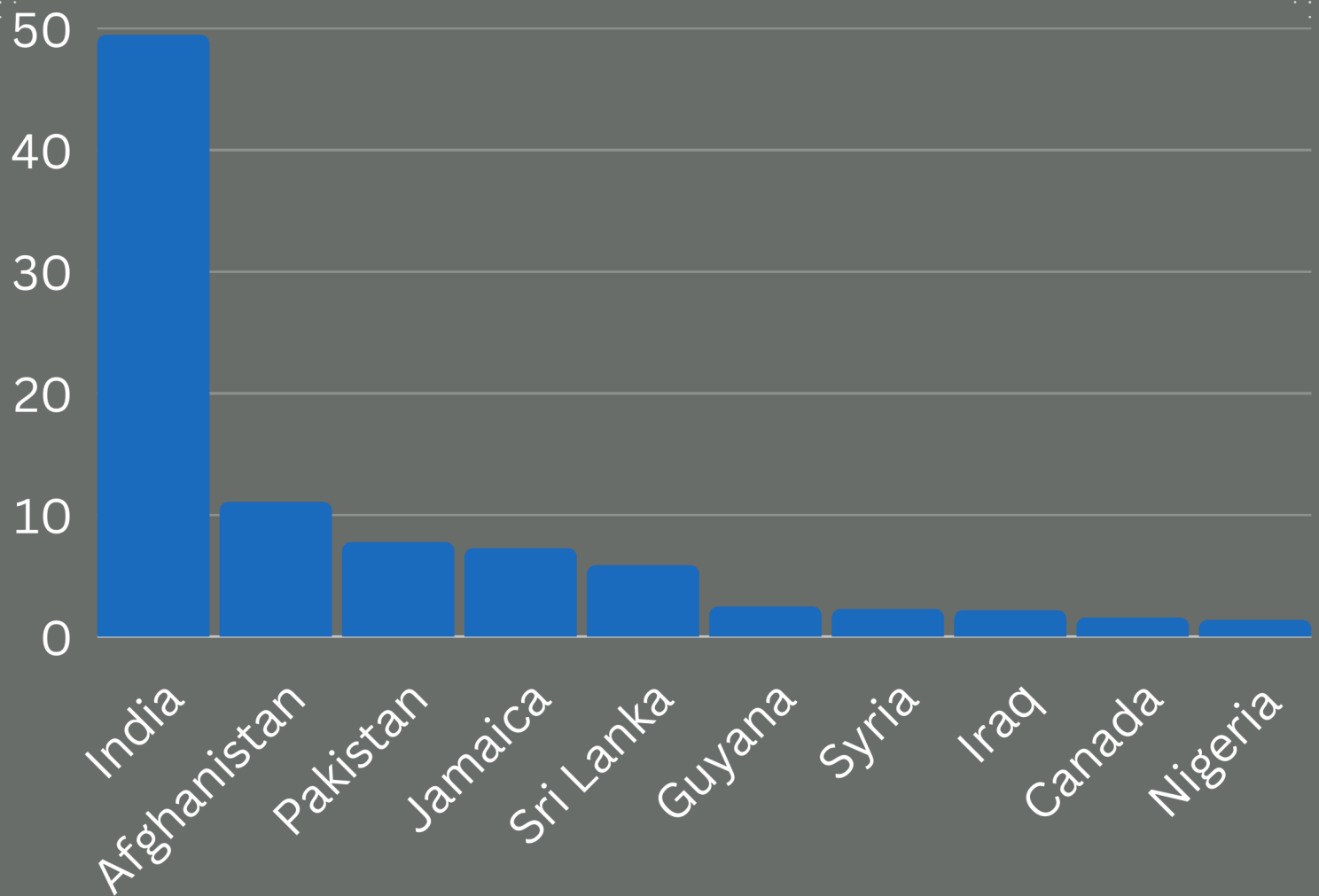
Jamie - not the client's really name.

Jamie is a youth who has recently started middle school. Jamie enrolled in the MNS Mentorship Program, there was the opportunity to develop valuable skills related to leadership, conflict management, and self-care. Initially Jamie was quiet and rarely participated in program sessions. However, as time went on, Jamie gradually started opening up and shared the experience of being bullied in classes. Eventually Jamie felt empowered enough to speak up about the bullying, and attributed the newfound courage to the safe and supportive environment provided of the Mentorship Program. Jamie expressed that being a part of the program was the highlight of the day. With the guidance and support of the youth worker and placement student, the Jamie mustered the strength to approach the teacher and address the issue of bullying. Thanks to the proactive approach, Jamie was able to resolve the problem being facing. This positive outcome can be credited to Jaime's growing confidence and support received from the MNS Mentorship Program and the Youth Outreach Worker Program.

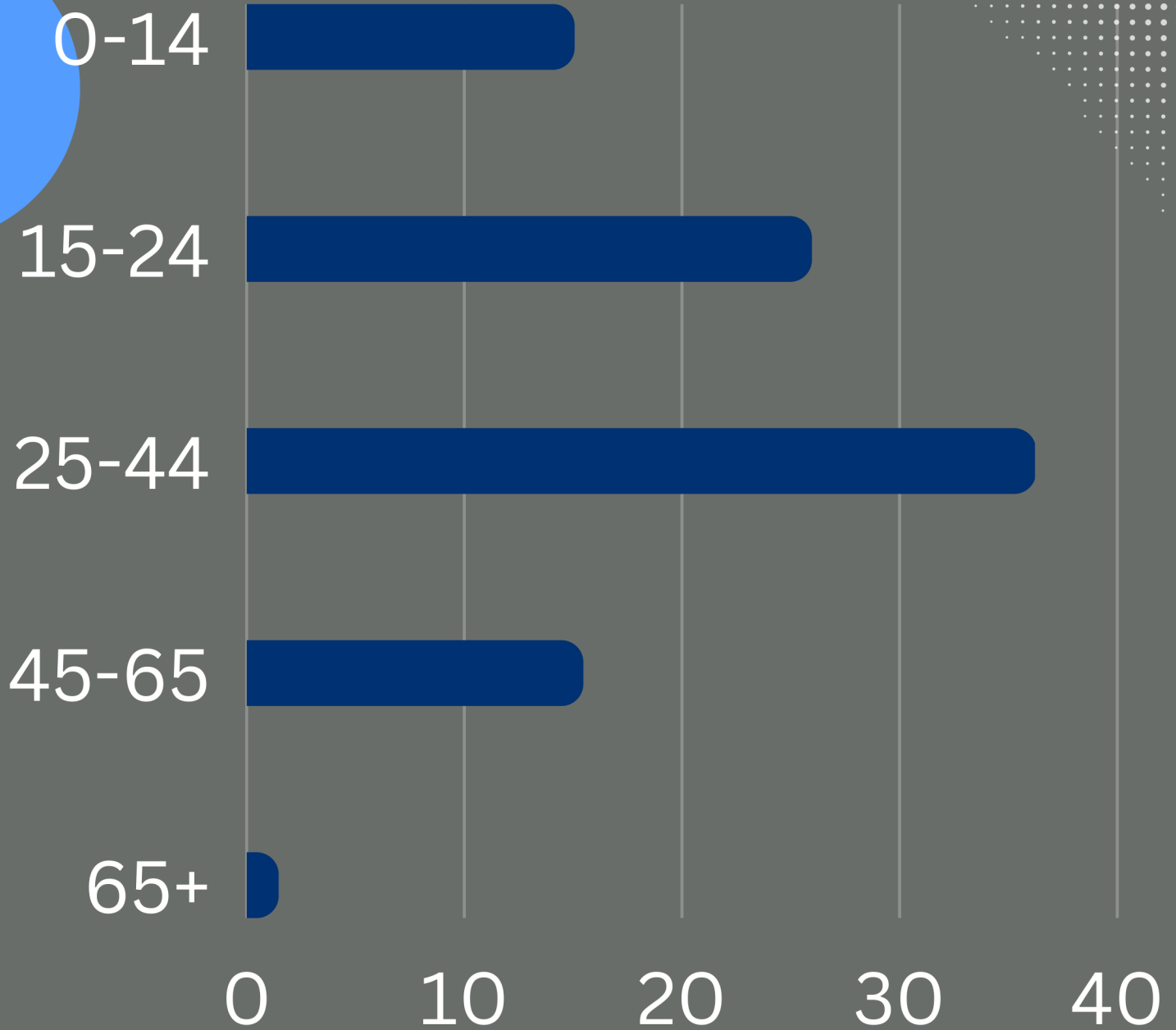
TOP 10 LANGUAGES SPOKEN BY CLIENTS



TOP 10 COUNTRY OF BIRTH



AGE

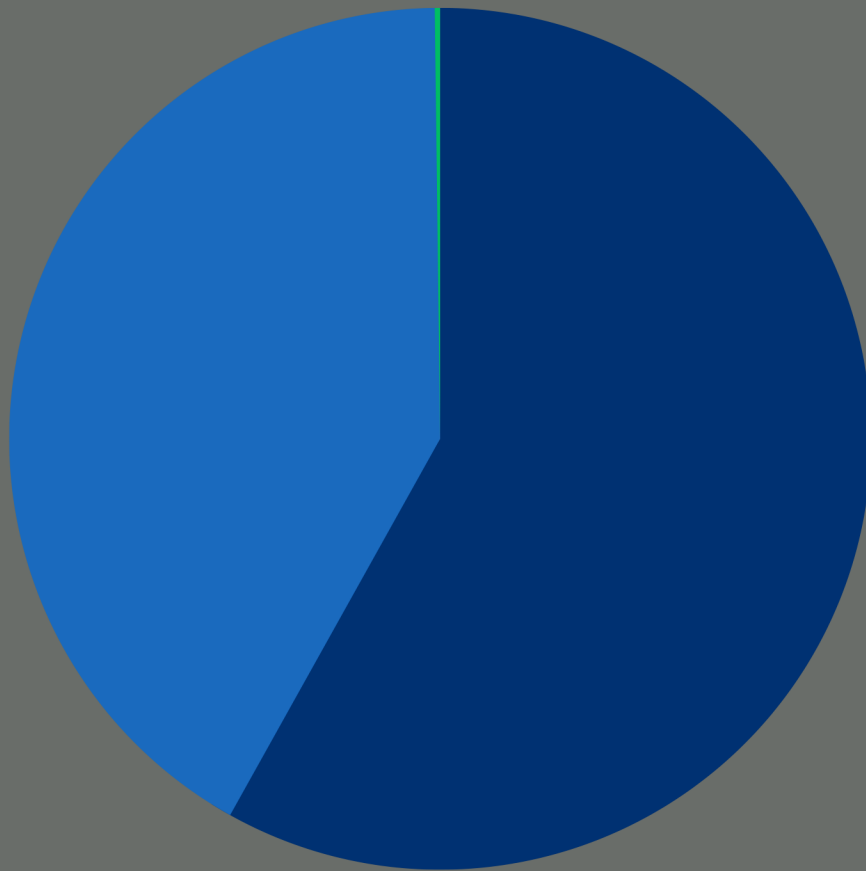


GENDER

Undisclosed
0.2%

Male
41.7%

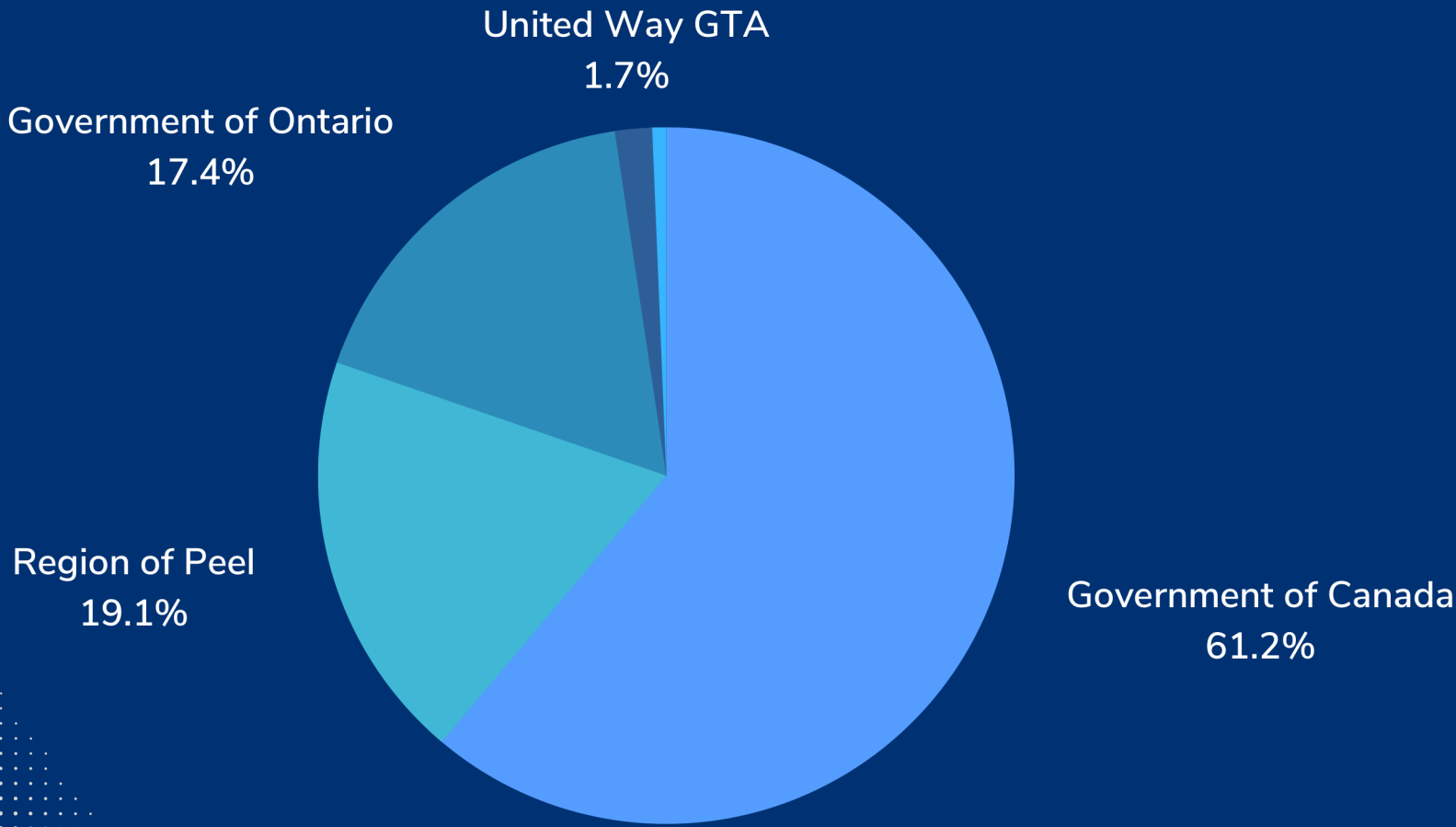
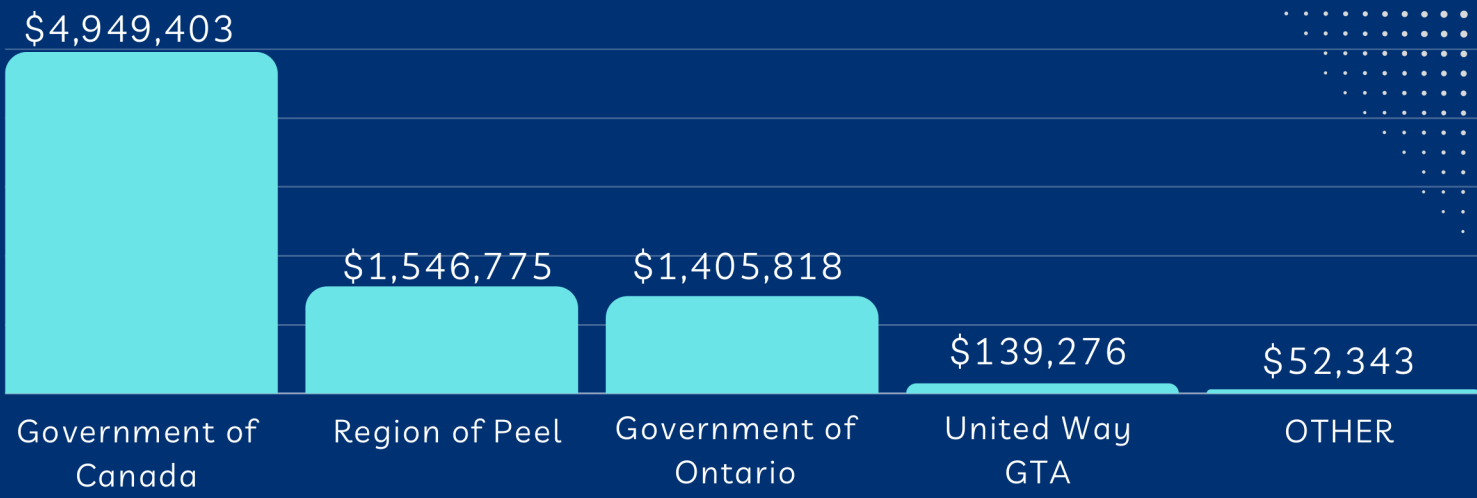
Female
58.1%



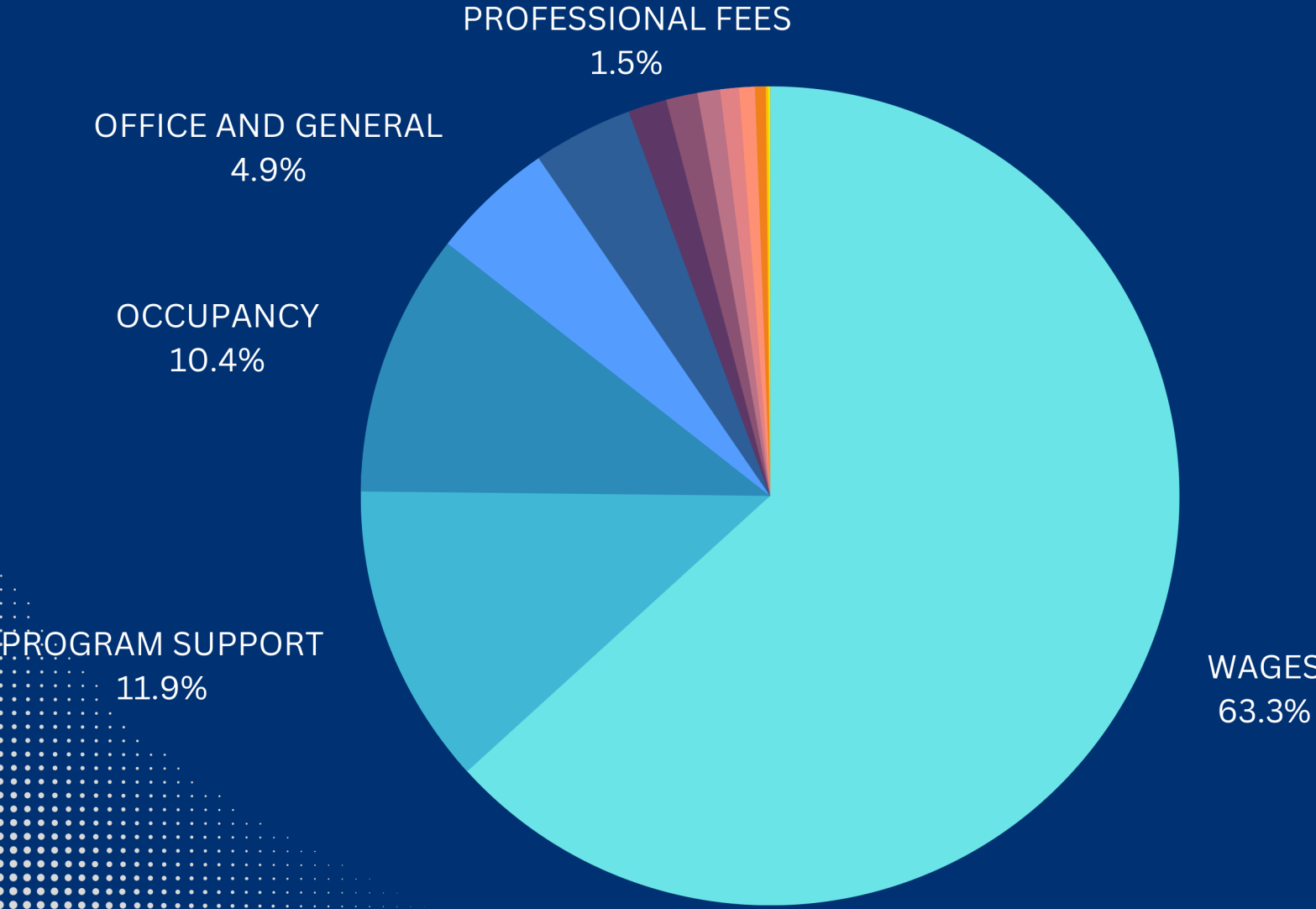
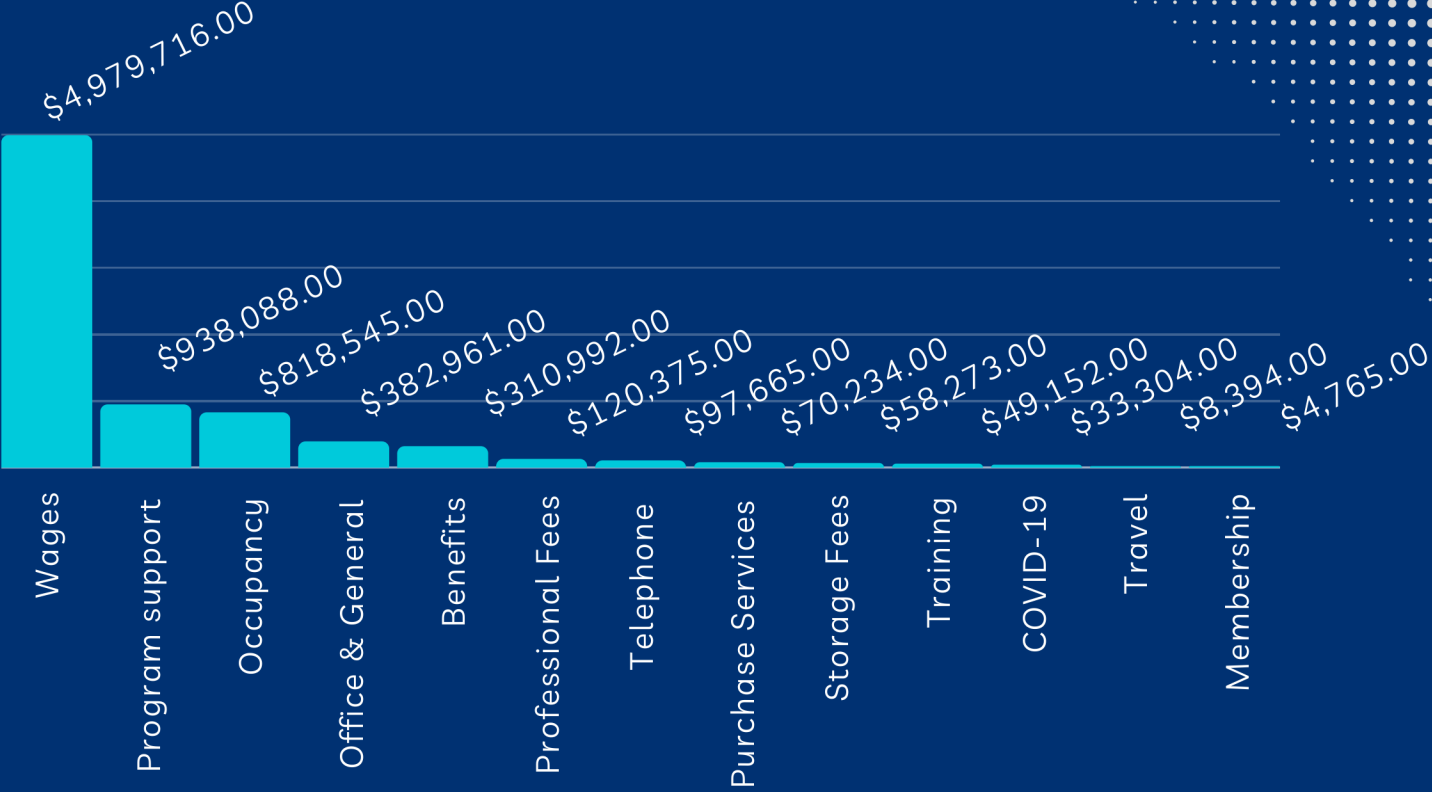
FINANCIALS



2022-2023 Income



2022/23 Expenses



FUNDERS AND SUPPORTERS

Malton Neighbourhood Services (MNS) acknowledges and thank our generous funders for their ongoing contributions that allows MNS can provide much needed supports to those individual that are most in need in our communities.

GOVERNMENT OF CANADA

Immigration, Refugees and Citizenship Canada (IRCC)

- Language Training for Newcomers (LINC)
- Settlement Workers in Schools (SWIS)
- Immigrant Women Pre-employment Program
- Client Support Services
- Information and Orientation
- Community Connections
- Orientation to Ontario
- Support Services

REGION OF PEEL

- EarlyON
- Community Investment Projects



GOVERNMENT OF ONTARIO

- Ministry of Children, Community and Social Services
- Violence Against Women (VAW)
- Youth Justice Re-integration
- Youth Outreach Workers (YOW)
- Enhanced Youth Outreach Workers (EYOW)
- Newcomer Settlement Program

Ministry of Labour, Training and Skills Developmentn

Ministry of Citizenship and Immigration

Employment and Social Development Canada

- Canada-Ontario Job Grant

Ministry of Colleges and Universities

Public Health Agency of Canada

United Way Greater Toronto

- Anchor Funding
- Youth Coordinator
- Caribbean Seniors' Progra



BOARD OF DIRECTORS

Our Board of Directors continues to be instrumental in providing governance and oversight to guide the organization. As a Board, our position is to clearly articulate the organization's mission and to maintain its goals. We continue to build a competent and fluid Board whose membership continues to reflect the community.

MNS continues to be a Service Hub in the Malton Community, and a regional stakeholder forging great partnerships with various stakeholders across Peel Region. We look forward to our continued growth and ongoing relationships with our many friends and partners.

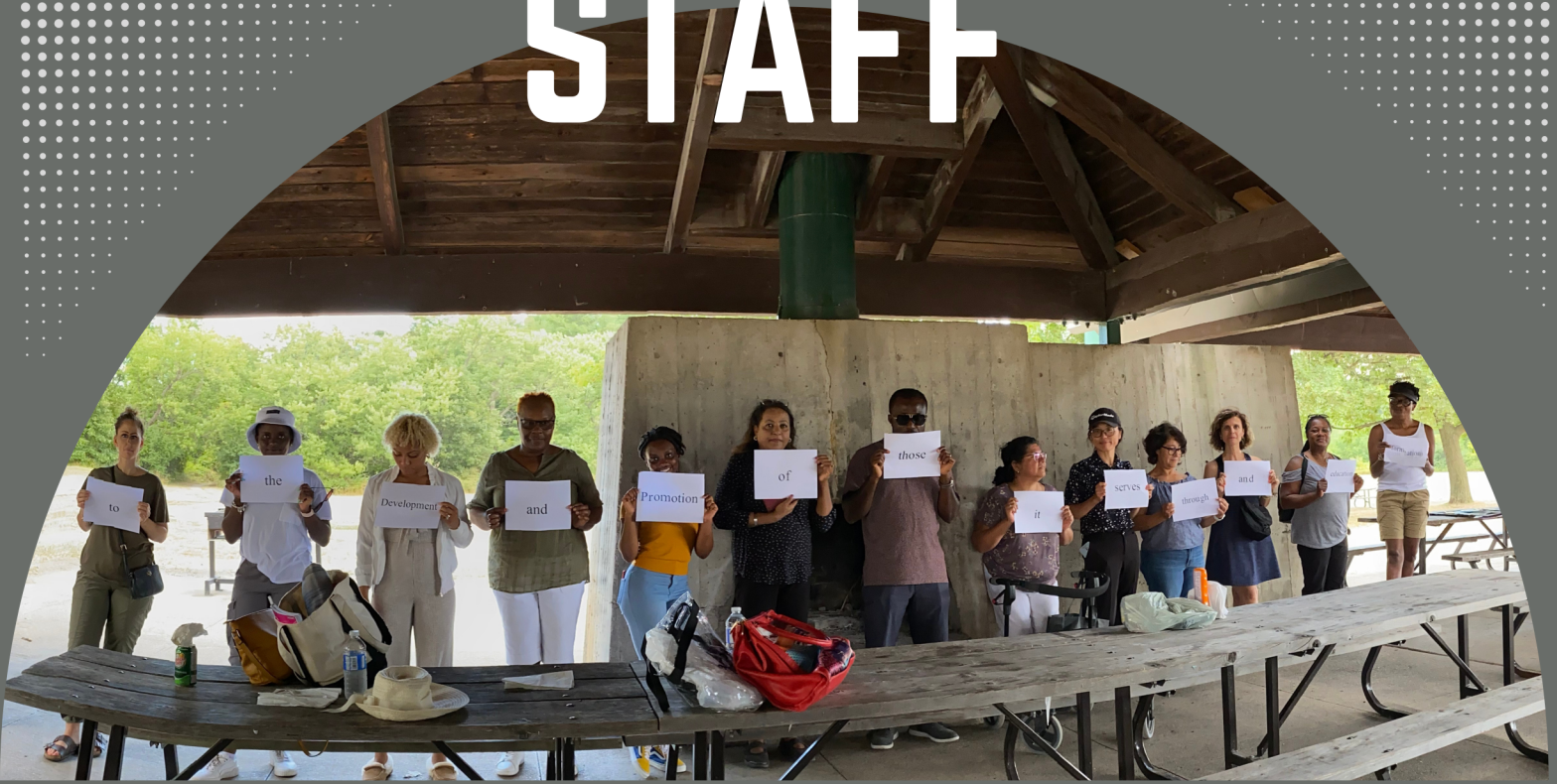
MNS through the Board and Executive Director are committed to meeting the needs of our community with the support of our staff, volunteers, and partners.

As our motto says, we are "People Helping People," which remains the foundation guiding principle of how we will continue to support and strengthen the Malton community.

BOARD OF DIRECTORS

Chair	Kester Hunte
Vice Chair	Lashell Eaton
Treasurer	Jason Gogna
Board Member	Adebosipo Ademakinwa
Board Member	Shane Bourne
Board Member	Natalie Dias
Board Member	Mellisa Demille
Board Member	Velisha Johnson
Board Member	Shawn Matadeen
Board Member	Angela Spencer
Board Member	Michelle Walton
Board Member	Sheldon Whervin

STAFF



Without our experienced, dedicated, and passionate staff the delivery of quality engaging programs would not be possible. Our staff continues to grow and develop, and we have made a concerted effort to improve staff capabilities. Our staff chose to be represented by a union and selected CUPE as their representative. MNS and CUPE 5480, came to an agreement March 29, 2023 on our first agreement.

MNS continues to be on the front lines advocating for improved access to services for various communities and demographics. MNS is positioned to meet the increasing needs for counselling capabilities in children, youth, family, and seniors' programs.

The Board of Directors would like to acknowledge the contribution of our staff, which includes Settlement, LINC, SWIS, YOW, EYOW, YWH, Community, Reception, Black Parenting Program, Administrative Support and Finance, EarlyON, KIOSK, RAP, HR, VAW, Communications, Community Development, RSSP and Black Loud and Proud.

LEADERSHIP TEAM

Executive Director	Jacquie Lewis
Director Of Finance	Ebenezer Addei
Director of Programs and Services	Michael Raymond
Director of Family Services	Karla Bailey
Manager of Human Resources	Sheena Tyson
Manger of EarlyON	Elvira Miceli
Manager of EarlyON	Dhriti Chhabra
Manager of LINC	Nayana Sangha
Manager of Settlement	Ricardo Gascon
Manager of Youth Wellness Hub	Lisa McDonald



MALTON
NEIGHBOURHOOD
S E R V I C E S

THANK YOU!

