

# THE GOOD NEIGHBOURS' CLUB

ANNUAL REPORT 2010



## DIGNITY FOR EVERYONE

The Good Neighbours' Club continues to make its facilities and its programming accessible to as many as possible.

We continue to see an increase in members with disabilities. We continue to try and meet their needs. We are proud that most of our facilities are wheelchair accessible, including our dining room, our recreation areas, our clothing room and our computer lab.

We use our Rotary Club of Toronto van to pick up persons who would otherwise find it difficult to make their way to the Club, and of course we continue our Meals-on-Wheels service to those of our housebound members.

Disabilities come in many different forms, and The Good Neighbours' Club is an everyday place of acceptance for those with varying physical, emotional, social, and psychological needs who find a home-away-from-home at 170 Jarvis Street.

The Good Neighbours' Club also continues to be a front-line leader in removing barriers of racism,



GNC: RECOGNIZING ABILITY

ageism, and classism, by bringing together members from all parts of the world and from every conceivable background. Our Club is a place that not only welcomes but creates good neighbours here in our community and our city.

Did we say that we're proud of our members?

## THE GOOD NEIGHBOURS' CLUB: MUCH MORE THAN A DROP-IN CENTRE

The Good Neighbours' Club is a home-away from home for our members, a place of genuine acceptance and belonging. We become this home-away-from-home by offering what many of us take for granted, such as:

- Mail & Phone Services
- Meals
- Emergency Clothing & Footwear
- Laundry & Showers, Barber
- Friendly Visits in Home or Hospital
- Recreational & Social Activities
- Educational & Training Programs, including Computer Access Training
- Nursing for Diabetes and Foot Care
- Counselling & Crisis Support
- Housing Support
- Transportation
- Service for those with Psychological and Concurrent Disorders

And we're proudest to say that we not only offer these services *to* our members, but that we offer them *with* our members, as they volunteer and truly make The Good Neighbours' Club *their* Club.

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JUNE 9, 2011



## NAVIGATING THE WINDS OF CHANGE

It is said that change is the only constant. That certainly has been the case for the Good Neighbours' Club in this past year.

Our Chair **Charles Hill** resigned from the Board recently when it became apparent that his current work in Saudi Arabia would not permit him time in Toronto to devote to Good Neighbours' Club duties. Chuck has been extremely dedicated to the Club for many years. He has left his mark as fundraiser, visionary and leader.

We recently mourned the death of two former Board Chairs, **Lt Col Tom Marshall, and Major Sonja Skil**. Their dedication to the club continued long after their duties ended. We are grateful for the continuing legacy of their leadership.

Challenges have undoubtedly been present throughout all 78 years of the Club's operations. We are fortunate to have the effective strategic guidance of our Executive Director, **Dr. Bruno Scorsone**. His endless good humour has seen us through dark and difficult days caused, particularly, by a building in need of more care, repair, and funding than we can provide.

He has been ably assisted by **Lauro Monteiro** as Director of Operations. Lauro continues to lead us, with great determination, through a very long period of building repair required due to major flooding earlier this year. **David Bruce** will soon resign from our Board to join our staff as Director of Human Resources and Administration. We welcome his strategic thinking and boundless enthusiasm.

We truly appreciate *all* of our staff and our case-, support-, & health-workers, along with our invaluable volunteers. Our doors couldn't open without them!

That being said, I cannot close without paying tribute to our members. They always look out for others in need. Each year they hold a December Toy Drive that helps brighten Christmas for needy children. This year,



GNC: SERVING WITH PRIDE

following the catastrophic disasters in Japan, they created the 'Tokyo Dough' campaign and raised over \$1000.00 to aid the efforts of the Canadian Red Cross in housing homeless survivors.

Because of our members, and for our members, we cannot fail in our daily endeavour to keep the Good Neighbours' Club operating.

*Adrienne McLennan*  
**Chair of GNC Board**

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GNC: FROM ISOLATION...

## LOOKING AHEAD INTO 2011: MOVING IN THE RIGHT DIRECTION

- expanding the range of health and social services offered to our members
- renovating our facilities for increased safety, comfort, and further expansion of services offered
- providing for skills-training and confidence-building through paid and volunteer work at the Club
- strengthening the organization through governance review, recruitment, and systems development
- expanding our network by building productive relationships with agency partners and community funders

## WHY WE DO WHAT WE DO

The Good Neighbours' Club is located in an older, city-owned building that is still standing though long past its prime. Our operating budget, given the service we provide our community, is very modest. Still, we continue to serve our city: we have remarkably capable individuals on staff. We are also fortunate in that scores of talented and generous volunteers donate time and resources for the work we do. Our motivation for working and volunteering at the Good Neighbours' Club is that hundreds of older, homeless and marginally-housed men come to our centre every day: we know we are needed.

Some elderly men come for the good meals we provide, some to see a health worker or a social worker, others for warm clothing or shoes, and others for a safe place to receive mail or make a phone call. All of them come and keep coming because they know that at the Good Neighbours' Club they are genuinely welcome. The practical services we provide to those who are marginalized in our society are always appreciated and often life-saving. The welcome, the acceptance, and the respect we show the men who come to our centre renews a sense of worth in those who are socially isolated and often in despair.

Our men have faced significant challenges in their lives and have complex needs. Because we care for our men, we work with them to resolve what troubles them. In the year 2010 we have expanded our counselling services for the men who come to our centre and for the frail elderly men who are isolated in rooming houses or who sleep outdoors. Collaboration with other service providers has allowed us to host the services of housing workers, mental health workers, concurrent disorder workers (for those with psychological and addiction issues), and nurses. Volunteer dental hygienists, barbers, musicians, and graphic artists have helped us improve the quality of life of many of our members. Social Work interns from Ryerson University and the University of Toronto have also assisted us in extending our community outreach work by identifying our club members' needs and accessing needed resources.





...TO FRIENDSHIP & BELONGING

In 2010 we received a major Federal grant to renovate the washrooms, laundry and shower facilities at our centre. We also applied to The Rotary Club of Toronto for an additional grant to renovate our second floor and establish The Rotary Wellness Centre where professionals from various service organizations can assist our men.

Unseen by most but critically important, during the past year we have reviewed and strengthened our organizational governance and operational infrastructure, so that we can work more effectively with other service partners. We expect the coming year to be one of further improvements in the life of "the Club."

In all these ways we are fulfilling our mission: we are helping older, socially isolated and marginalized men know that they are valued as fellow citizens and welcome in our community.

*Dr. Antonio Bruno Scorsone*  
**Executive Director**

## SUMMARY FINANCIAL STATEMENT

### Operating Revenue

United Way.....	\$179,520
City of Toronto.....	122,236
Toronto Central LHIN.....	345,848
Other Grants.....	23,500
Donations.....	90,598
Fundraising.....	11,261
Members' Fees.....	23,014
Vending Machine Profits.....	893
Woodgreen Community Services Fees.....	100,853
Interest.....	126
<b>Total Operating Revenues.....</b>	<b>\$897,849</b>

### Operating Expenses

Salaries and Wages.....	\$469,919
Employee Benefits.....	113,460
Building Occupancy Costs.....	78,722
Pension Expense.....	21,986
Food and Small Wares.....	36,439
Office and General Supplies.....	36,250
Clothing and Personal Needs.....	17,961
Promotional Expenses.....	12,276
Travel and Vehicle Operations.....	12,649
Health and Safety Costs.....	9,054
Professional Fees.....	5,520
Computer Costs.....	4,185
Board & Committee Costs.....	1,555
<b>Total Operating Expenses.....</b>	<b>\$819,976</b>
<b>Net Revenue.....</b>	<b>\$77,873</b>