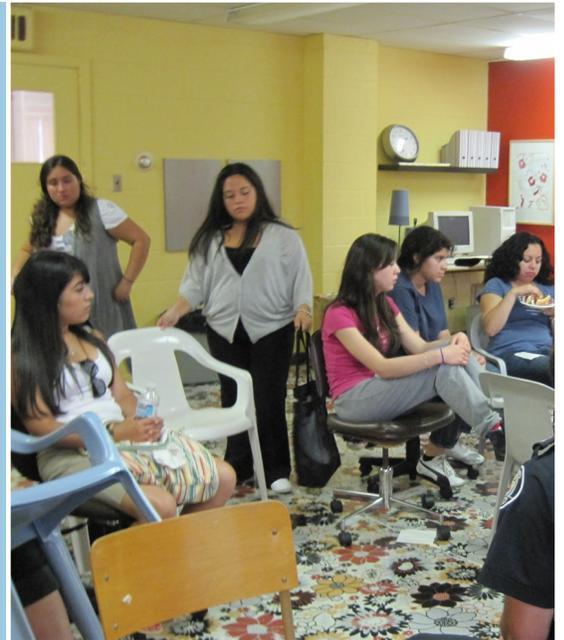


“REFRAMING LIVES, RENEWING HOPE”



ANNUAL REPORT

2011

**Manantial Neighbourhood
Services, Inc.**

Our Mission

MNSI 's vision is to become a leading community-based agency that promotes and supports active, healthy and safe lifestyles among individuals and families living in north-west Toronto, with a particular focus on immigrants, seniors and youth.

Executive Director's Message

We are pleased to share with you our 2011 Annual Report. 2011 represented a challenging year during which, through the commitment and dedication of its staff and volunteers, Manantial continued to reach and serve the immigrant community located in northwest Toronto in important ways. Significantly, Manantial continued to serve many clients living in one of Toronto's 13 "priority" neighbourhoods, as identified by the United Way of Greater Toronto.

Manantial demonstrated its strength, and capacity in the community through various success stories in throughout 2011. We achieved excellence in program delivery and improved the quality of life of many residents. Manantial is a place where families, seniors, women, and youth learn to socialize and flourish. We have developed strong ties with our local community and local organizations, resulting in shared success and valuable work experiences.

I would like to thank the staff, students, volunteers, and Board of Directors of Manantial who invested so much of their time, talents and skills to our organization and the community. Their resilient commitment continues to inspire, and to expand our vision.

Early last year, we launched a plan to establish Manantial's first Latin American shelter for women in Toronto, and currently we are taking the initiative to the next level. Since the onset, our aim has been to promote family reunification and reintegration, where possible, while providing a temporary space for victims of domestic violence to heal and gain the skills and confidence they need to be safe at home and contribute to a strong and healthy family environment. We believe that if we work together, we will help strengthen immigrant families in need and improve their quality of lives in Toronto.

Collaboration with different sectors of the community continues to contribute to the well-being of the immigrants we serve. A strong and healthy family and community needs strong family relationships, a safe environment and a strong and supportive society.

Our clients refer to Manantial as a place of harmony; a place where they are embraced by friendship and compassion, and where their concerns are looked after. Thankfully, our accomplishments have been possible due to generous support and trust of our donors: the Government of Canada, the City of Toronto, Emmanuel Hispanic Church of the Nazarene, foundations, and individual donors.

Many thanks to the countless individuals that have given and continue to give, their hearts and energy to make Manantial a place of positive transformation in the community.

Belkis Fernandez
Executive Director

2011 at a glance....

This past year was a time of growth at Manantial. With the commitment and dedication of its staff and volunteers, Manantial has continued to reach and serve the diverse community of northwest Toronto.

We recognize—and are continually inspired by—evident changes in the lives of many community members as a result of our programs and services. Manantial is a place where seniors, youth, women and families can learn and flourish.

Together, we are making things happen. In 2011, through Manantial:

- **100** families and individuals received crisis counseling
- **237** individuals received education awareness on HIV/AIDS prevention.
- **47** immigrant youth participated and benefited from youth programs.
- **60** seniors were served through “The Blossoming Seniors” program
- More than **150** immigrants benefited from settlement and referral services.
- **60** individuals received information, education, and health services through the Annual Health Fair.
- **30** women in the community gathered together to celebrate the “Women's International Day”
- Some **50** widows and orphans from the community were contacted, served and nurtured through compassionate care through the “Heart to Heart” program.
- **36** volunteers gave back to the community through different Manantial programs and events; a total of **1,880** volunteer hours were provided.
- Students from George Brown College and Seneca College contributed more than **1,600** hours of volunteer work through the student placement program.
- **60** residents attended the Annual Fundraising Dinner dedicated to raising funds for the first Latin American shelter in Ontario.

BOARD OF DIRECTORS 2011

Belkis Fernández (Executive Director)

Jonathan Mousley (Chair of the Board)

Carlos Jerez (Treasurer)

Rossana Lopez (Secretary)

Maira Jimenez

Carlos Coloma

Felix Sano

Youth Support programs:

Funding provided through the City of Toronto's Access-Equity and Human Rights



Poem - Discrimination

You see colour
I see heart
Every word I hear
Is pushing us apart
Feeling out of place
Not in the norm
But what I see is someone I adore
Following the crowd is not what we're about
Out of the chains we must break out
Holding hostage what we believe
To those around us that we must please
Red, white, yellow, black or blue
Are we always going to be told what to choose
How much time must we waste
To listen to those who have disgraced
The way we think
Don't you know there's just one human race
No matter what form of face

Tanya Solis

Due to ethnic and racial diversity within the communities that Manantial serves, Manantial staff recognizes the importance of maintaining and nurturing positive relationships among the different groups of immigrant youth.

There are many visible and invisible discriminatory barriers that affect the daily lives of youth. Manantial continues to work to ensure that youth are aware of and assert their rights to non-discrimination and are motivated to realize their full potential despite any such barriers they may face.

In 2011, the many youth who participated in Manantial's "A Better Way, A Better Life" youth support program created and developed a DVD with the theme "Youth United Against Racism". The objective was to spread racism awareness to younger generations, stop racism and promote community harmony and interaction.

A new program, "Voices of Hope", is currently being implemented. The purpose of this youth support group is to continue to reach immigrant youth, promoting awareness of racism, discrimination and violence. This program also seeks ways to eradicate prejudice in all its forms. Through this program, youth will gain an opportunity to develop leadership skills and trust, and seek peer support. More than 47 immigrant youth have been assisted by and benefited weekly by these youth programs.

“The Blossoming Seniors” Program

**Everyone counts:
Teamwork - Leadership - Social
interaction - Networking**



“Manantial staff always welcomes me with a smile and has helped me to overcome my fears. At my age, I feel happy and inspired to learn, play, keep active and stay engaged”

Blossoming Seniors Program participant



Manantial recognizes that the population within the communities it serves is steadily ageing. Support structures therefore need to be put in place to help to promote mental and physical health and well-being among seniors. Seniors need help and motivation to contribute to their own sense of personal fulfillment, benefiting their communities at the same time.

Manantial’s seniors program continues to flourish thanks to “**The Blossoming Seniors**” program sponsored in part by the Government of Canada’s New Horizons for Seniors Fund. This program has allowed more than 60 seniors to gather weekly and take part in educational workshops which help to improve their knowledge of how to live a healthy lifestyle. In addition, seniors actively participate in physical exercises, library and other trips and computer classes to stimulate good health, learning opportunities and increased socialization.

By involving seniors with their peers and providing them with education about—and awareness of—health issues, Manantial promotes positive lifestyle choices, thus improving their well-being and allowing them to remain active, contributing members of their family and community.

Sexually Transmitted Disease: Getting the message out in the community.



The prevalence of sexually transmitted diseases such as HIV and AIDS has been increasing within the Latin American community in Canada, and immigrants from the Caribbean and Latin America are identified as populations most “at risk” of contracting these diseases.

For this reason, Manantial continues to implement educational campaigns to prevent the spread of HIV/AIDS, with support provided by Toronto Public Health. 237 individuals attended workshops, presentations and sessions in 2010/2011 through the City of Toronto’s AIDS Prevention Community Investment Program.

In addition to teaching safety and prevention strategies, Manantial continues to reach out and conduct awareness-raising activities related to the stigmatization of people with HIV/AIDS/STIs. Manantial also continues to provide initial counseling and personalized information, as well as referrals to health agencies.

In addition, Manantial has designed two resources for use by Spanish-speaking immigrants: a brochure and article providing information on HIV/AIDS/STIs prevention and stigmatization in Spanish. Manantial has also conducted preliminary research regarding the planning and designing of a future web-blog.

Counseling Services

Manantial has continued to help Latin American immigrants through its counseling services. These services provide support to families in crisis and to those suffering from—as well as engaging in—domestic violence.

In 2011, Manantial assisted more than 100 women, men, and youth through counseling, giving them the support and hope they need to move forward with their lives and sustain a better future.

As the number of victims of domestic violence continues to increase, Manantial has identified the need to establish Toronto’s first “Latin American Shelter” where Hispanic women and children can be assisted in a linguistic and cultural environment that may be more familiar to them. The shelter is proposed to help to restore the lives of women and children who are the victims of domestic violence and/or abuse through the practice of compassionate care.

At the same time, Manantial is committed to assisting the perpetrators of domestic violence to understand the impact of their actions and helping them to channel their frustrations in appropriate ways with the aim of turning their lives around through compassion-based counseling.

Encouraging Newcomers and Immigrants

Settlement and referral services are an essential element of support for new immigrants. They are provided by Manantial with the explicit purpose of helping immigrants to settle and adjust to their new life in Toronto. Services provided include help filling out forms and applications, assistance contacting a variety of social services and government offices, language interpretation and translation of documents, and access to clothing banks and food basket provisions.

In 2011, more than 150 immigrants benefited from these services.

Caring for Widows and Orphans: The “Heart to Heart” Program

Manantial staff was concerned about the suffering and isolation experienced by some members of our community when one recently lost a loved one. Motivated to address this evident need, Manantial implemented a program in which widows and orphans are nurtured through compassionate care. The support and assistance is administered through phone calls, counseling support, visits and special lunch meetings during, participants dine together and share experiences, helping them to recognized that they not are alone.

This program conveys to those who have recently lost a loved one that they are an important part of the community. In 2011, some 50 participants have benefited from this program.

Volunteers and student placement program

Volunteering is an important element of support to not-for-profit agencies, and all the more so for a small organization like Manantial. Volunteering helps both the volunteer and the agency by allowing each to gain knowledge from the other. Volunteering allows a person to participate and learn new ideas and contribute to their community. It is a wonderful way to meet new people and to formulate new friendships.

Manantial has been blessed with wonderful volunteers this past year, all of whom have given much of themselves and have contributed to achieving the many successes realized by the agency in 2011.

In 2011, Manantial has welcomed 36 volunteers who gave more than 1,880 hours to various activities and events. During the past year, Manantial also welcomed four college students seeking to complete their student placements, with more than 400 hours posted per student. This year’s students hailed from George Brown College and Seneca College. These students bring with them considerable professionalism gained through their area of study.

Annual Health Fair

Approximately 60 participants attended this year's Annual Health Fair, held on August 11, 2011. Once more, the contribution of the Immigrant Women's Health Centre Mobile clinic was the key to the fair's success.

Taking advantage of the various health information and services offered, 14 women from the community took a PAP test offered by the Mobile Clinic.



A major component of the health fair was a series of public health workshops provided with the assistance of the Toronto Fire Department, Toronto Police 31 Division, Alzheimer' Society of Toronto, Toronto Public Health, Canadian Institute for the Blind and the APLUS Institute for Dental Hygiene.

In addition, officers from the Toronto Police gathered together with youth to speak about violence prevention and drug abuse. The youth appreciated the time and effort the officers took to speak with them and interact with them on an informal basis.

"Annual Fundraising Dinner"

A heartfelt thanks to the community and friends who attended Manantial' Annual General Meeting and Annual Fundraising Dinner held on November 25, 2011. We thank everyone for working together to help make this successful event happen. It was a truly rewarding experience.



Thank You!

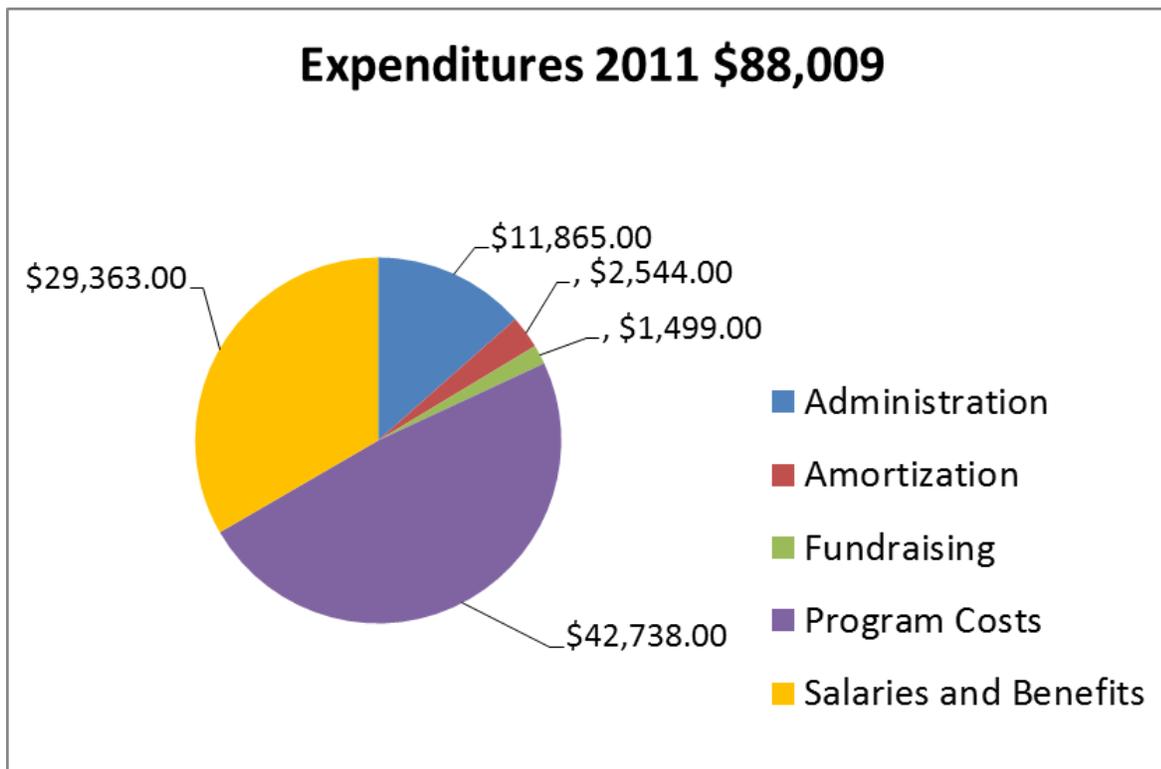
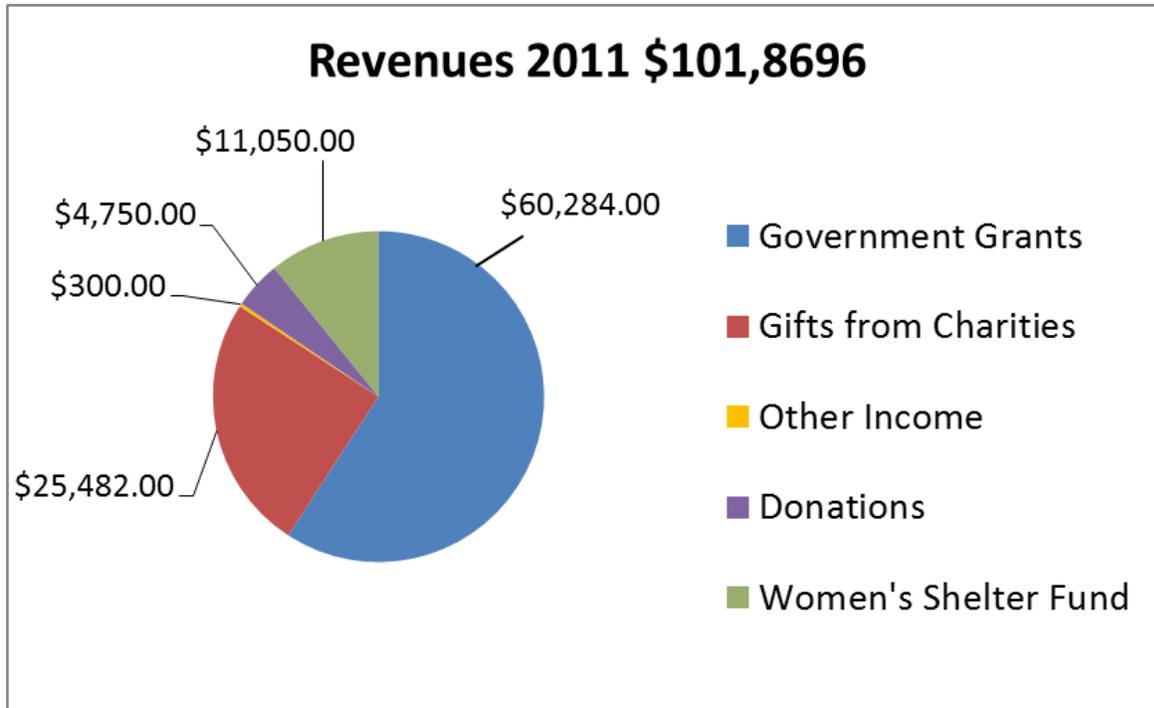
Manantial Neighbourhood Services is very grateful for the significant contributions provided by individual donors, churches and other generous funding partners. On behalf of those served by Manantial, we thank you for your support investing in the lives of members of the community.

A heartfelt thanks to the Federal government, the City of Toronto (Community Partnership and Investment program), the Emanuel Hispanic Church of the Nazarene, District Office of the Nazarene Church, and Bethel Church. We also thank those donors who request to remain anonymous.

Financial Statement Summary

Statement of Operations for the year Ended September 30, 2011

See Audited Financial Statements dated September 30, 2011





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