

Touching LIVES

Transforming our community



2010 Achievement Report

Manantial Neighbourhood Services

OUR VALUES

Caring for the whole person-body and mind
Recognizing the potential of each individual
Accountability
Compassion
Integrity and Transparency
Accessibility
Respect and Dignity
Embracing diversity
Promoting a violence-free community

THE MORE WE CARE,
the more beautiful life becomes

MISSION STATEMENT:

Manantial Neighbourhood Services, Inc. (MNSI) is a non-profit charitable organization that provides crisis intervention and newcomer integration services primarily to immigrant individuals and families in the Jane-Finch, Sheppard, Lawrence and Keele-Wilson communities of Toronto.

Manantial is particularly focused on serving the needs of youth and women victims of violence, and also serves seniors as an important constituency.

Charity Number 82415 1070 RR0001

Message from the Board of Directors

Dear friend,

Receive a warm greeting on behalf of all those who in many ways have contributed to the good work done last year in Manantial Neighbourhood Services.

Manantial has been a living example of how an organization is growing and making its roots strong, both to strengthen its institutional structure and to develop work with people who have dedicated their lives, talents, energy, and time to the most dispossessed Hispanic immigrants within Toronto.

Every year, we want to recall that the word “Manantial” means a “Fountain of Clean Water”. The same way our spirit of work and dedication flows and is evident when you arrive at our agency. We have an engaging atmosphere where love, respect, and compassion are a vital part of our service to this community.

Our main purpose, consists not only in offering services to solve our clienteles’ problems, our vision includes a holistic approach, walk with the individuals with the intention of strengthening their ability to grow on their own, until their lives are transformed.

Many times, the life of an immigrant is a burden of sorrow, loss, insecurity, and deep emotional damage. Thus, through a holistic approach we continue to affirm the areas that need strengthening and provide the tools for recovery in the damaged areas.

On behalf of our board, I would like to give a heartfelt thanks to all our donors and supporters. Your contributions have made a difference in young people, women, the elderly, and in the families of immigrants to whom you have invested and worked in many different ways.

Jonathan Mousley
Chair of the Board

Belkis Fernández
Executive Director

Manantial’ Board Members

Belkis Fernández
Executive Director

Jonathan Mousley
Chair of the Board

Carlos Jerez
Treasurer

Rossana Lopez
Secretary

Maira Jimenez
Community Advisor

Carlos Coloma
Community Advisor

Felix Sano
Fundraising & Special Events



VOLUNTEER & STUDENT PLACEMENTS

This past year was a time of growth for volunteerism at Manantial

Volunteering is a great way to meet new people, finding new purpose in life, and relieving stress. Receiving the gratitude of those to whom assistance is provided is of course something that is very special also. Manantial's volunteers themselves often feel a sense of pride and achievement from carrying out such volunteer work. So far in 2010, Manantial has welcomed more than 31 volunteers who have given more than 2,848 hours to various activities and events.

In addition, in 2010, Manantial welcomed five college and university students wishing to complete their student placements; over 400 hours of volunteer time was registered per student. This year's students hailed from York University, George Brown College, Humber College and Seneca College.

As always, Manantial embraces these volunteers, and we wish to continue to open our doors to volunteers and students.

36

VOLUNTEERS & STUDENT PLACEMENTS

4,848

TOTAL OF VOLUNTEERED HOURS

ACCESS-EQUITY AND HUMAN RIGHTS

Community Partnership and Investment Program



***And what an inspiring
place for youth!***

***Here we have a place where we come to learn
Its also a place when we have stress to burn
We laugh, we play, and speak our mind
This is great because not everyone has an open line
We talk as kids but also get the view of parents
This program gives great memories and knowledge
that we shall always cherish
Our youth leaders give us advice and help with stuff
we don't know
But they also assure that we never have to deal alone
Jeremy's poem***

Sharing experiences...

Our youth programs help us to develop new strategies to deal with certain situations that as youth we too dealt daily with. We discuss the characteristics that we, individually need to improve, as well as take quizzes to personally recognize areas that we need to work on. As a group, we touched on the equity, fairness, responsibility, courage, diligence, and trustworthiness. Through socializing, I have learned other people's opinions and values. Getting to know more about myself by the activities assigned, has helped me discern what my rights, weaknesses, and strengths are. I personally learned that although I am for the most part responsible, I procrastinate sometimes. However, I should still improve and set up some goals (discussed in sessions) that will prevent me from procrastinating. Usually, when a goal is not accomplished I tend to forget about it. Therefore, I need to start and accomplish my goals despite any interference. Through evaluation, I learned that I am a fair person, especially when it comes to my loved ones. In all, I learned I need to make an effort to treat everyone as I would like to be treated. Every decision results in either positive or negative outcomes, which leads me to state...

"Better choices leads to a better path"

Written by: Julie C.

35 Youth had participated along the year in the youth support groups

15 Parents had participated and understand the stresses that their teenagers face and ways of addressing them appropriately.



“You don’t stop laughing because you grow old. You grow old because you stop laughing.”

Michael Pritchard

Given hope to Seniors

Teamwork - Leadership - Social interaction

Through the seniors program “**Patching the World One Quilt at a Time**” senior’s have become proactive individuals within their community. The program has allowed more than 47 seniors to gather together in a safe and enjoyable setting, supporting each other with love and compassion.

At the beginning of the program, a group of seniors received quilting lessons at the **Wallace House in Woodbridge** and thanks to the instruction provided, our group became proficient at quilting and were encouraged to teach other seniors.

A total of twelve quilts had been completed by the senior’s group at the end of the program. It was a challenge, yet was amusing for everyone. Seniors had knitting sewing, quilting, embroidery and painting as well.

The patched quilts were distributed as a donation to the **Hospital for Sick Children, Habitat Women’s Shelter and Nellie’s shelter of Toronto**. Seniors are flourishing and are willing to participate and contribute to their communities.



47 SENIORS PARTICIPATED

This past year, Manantial continued to work with Latin American immigrant families, providing a variety of programs and services designed to strengthen families. Many thanks to the staff, volunteers, Board of Directors, and the community of immigrants who invested their time, talents, and skills to make Manantial a real “Manantial of refreshing water”.

Counseling Services for women, youth and families has always been an essential service offered by Manantial. Manantial’s counseling services support immigrant families, women and youth in crisis, and has greatly impacted the lives of many, bringing about hope and excitement, and the promise of a bright future. So far in 2010, Manantial has supported more than 97 women, men, and youth through counseling. The positive feedback received and the outcomes in evidence are as always, extremely encouraging.

“Violence is very destructive. After I walked in that valley of darkness, I finally found a way to succeed”. I appreciate all that you have done for me, your care, understanding and love has been very important to me! Now I have a great motivation to pursue my dreams”
THANK YOU!

Getting the message out



Sexual transmitted diseases such as AIDS and HIV has been reported to be soaring within the Latin community. In light of this community concern, Manantial, with support from Toronto Public Health, implemented an educational program called **“Knowing Isn’t Enough; Preventing Makes a Difference”** which was delivered from September 2009 to July 2010. This program provided information to newcomers within the Latin community in the City of Toronto on the most common sexual diseases and their consequences. Topics covered were the HIV/AIDS stigma, safe sex, and the prevention of sexually transmitted infections and other sexual diseases.

146 INDIVIDUALS ATTENDED WORKSHOPS,

PRESENTATIONS AND SESSIONS

Connecting and Inspire Newcomers and Immigrants

Through this year, we have provided various services to new immigrants that will help them to settle and adjust to their new life in Toronto. The settlement services provided by Manantial include language interpretation and the translation of documents, filling out forms and applications, resume writing, information about government resources, and phone calls to community services. In addition, Manantial provides referral services, a clothing bank, and food baskets to immigrants in need.

More than **112** immigrants have benefit from these services

“As a new immigrant, I have arrived in Toronto with a huge load of memories, struggles, and a new hope. Thanks to your generous advice and emotional support I have moved forward, and now I have the opportunity to give back to my community”

“Celebrating Culture”



Manantial Neighbourhood Services' staff have taken part of the informative Annual Event called: **“Punto de Encuentro”** that was held on Saturday, April 17, 2010 for The Hispanic Workers Coalition of North York area of Toronto. The event was celebrated on the Month of the Spanish Community on the Secondary school James Cardinal McGuigan.

We had the opportunity to present a workshop: **“Sexuality and AIDS/HIV Prevention”**. Approximately 240 Hispanic community members have attended the fair and were informed about the Toronto school system and Immigration issues. Experts discussed the problems about youth school drop-out rates, youth violence, and citizen participation. Also, the latest Hispanic population statistics in Canada were shared.

International Women's Day

37 participants benefited from a wonderful and meaningful “International Women's Day” program on March 9, 2010. The achievements of women in the community were celebrated, and heightened attention was given to the struggles and discrimination faced by many women worldwide with a call to action.

There is hope!

Seniors' Day

Seniors make a big contribution to our community, their families and friends. Approximately 26 seniors were recognized on October 1, 2010, a day celebrated by Manantial as “Seniors' Day”.

Community Annual Health Fair on July 9, 2010

40 participants attended this year's Annual Health Fair on July 9, 2010. Various health information and services were offered. 18 participants took a PAP test offered by the **Immigrant Women's Health Centre Mobile Clinic** and the Canadian Institute for the Blind (CNIB) was another health service provider that shared information with attendees. Thank you for your great contribution!

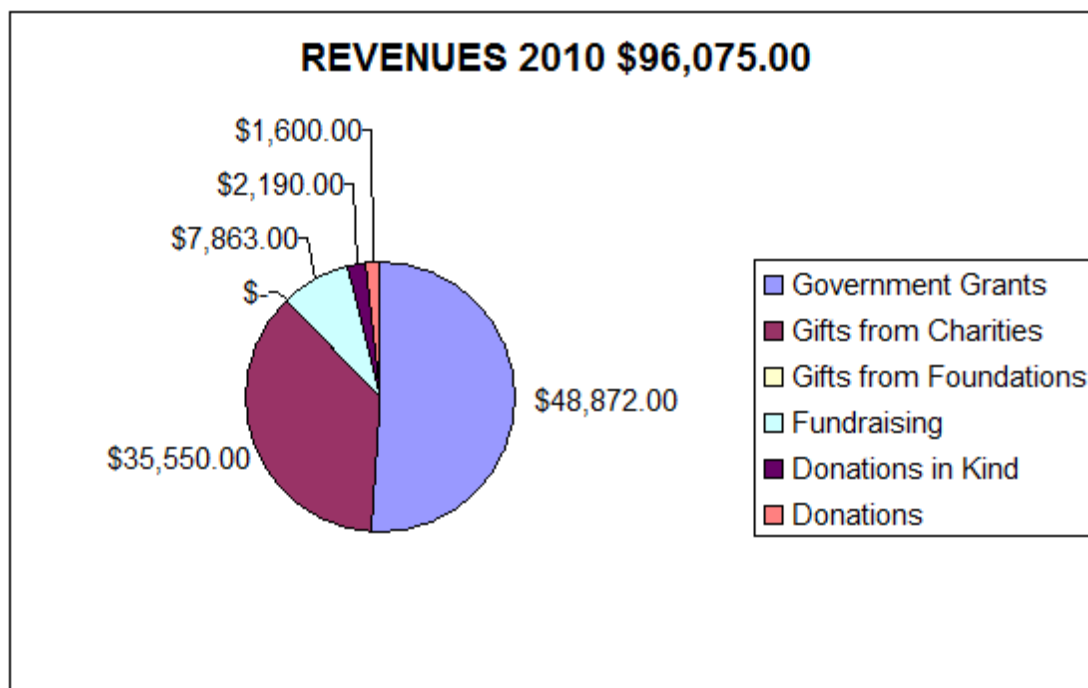
THANK YOU TO OUR 2010 FUNDING PARTNERS, DONNORS AND SUPPORTERS!

A special thank you! to our generous supporters, donors and funding partners, whom have contributed to provide new opportunities for those who need it most and making success possible. We are extremely grateful for all assistance received this year, and it is only through your generosity, loyalty, and the commitment of our dedicated staff, and volunteers that we at Manantial can continue to reach and serve the Latin American community in Toronto.

A heartfelt thanks to Federal Government initiatives, City of Toronto community investment and Health programs, the F. K. Morrow Foundation, the Emanuel Hispanic Church, The District office of the Nazarene Church, anonymous donors, and all the individual donors which have supported our programs and services.

MANANTIAL NEIGHBOURHOOD SERVICES, Inc ' financial activity report for the Year Ended September 30, 2010

Revenues



Expenditures

