

My Hub, My Commity

Celebrating the first five years of an ongoing journey ...

Rexdale Community Hub 2012-2017



Serving the Community is Our Business





"Coming together is a beginning; staying together is progress; and working together is success."

- Henry Ford

# Our Mission and Vision

## **Our Vision**

A healthy and sustainable community where residents are empowered and engaged.

## **Our Mission**

Rexdale Community Hub's mission is to provide accessible, welcoming space with collaborative, integrated services and programs to enrich every aspect of the community's life.

Welcoming and Accessible Spice Integrated Services and Poggo THE HUB Enriching Every Aspect of the Community's Life

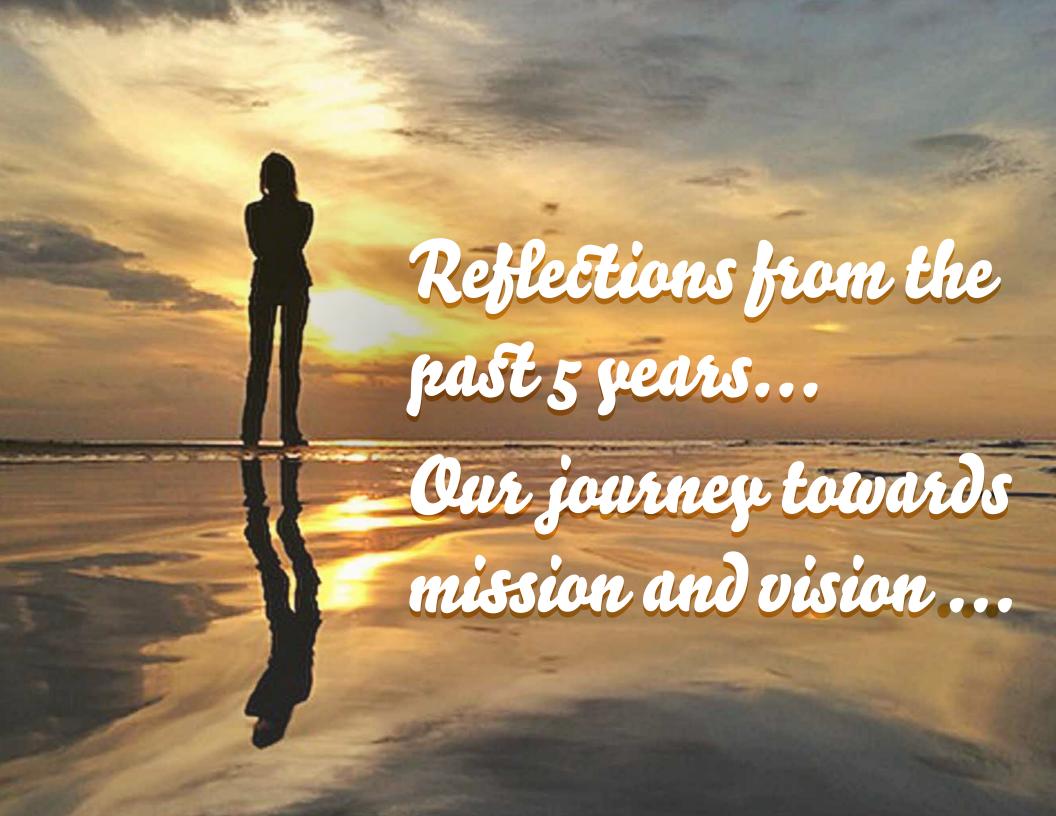
Life

# **Our Values**

- Accessibility We are committed to ensuring that access to appropriate and acceptable services and resources within the Hub is promoted and ensure that inequities in health and well-being are addressed.
- Accountability We are accountable to the community for the actions and services of the Hub. We will ensure program and services reflect identified community needs, integrate community resources and as partners, we will effectively dedicate our collective resources to this end.
- **Community Engagement** We are committed to provide stakeholders in the community opportunities to participate in decision-making through processes designed to identify, understand, and address community needs on an ongoing basis.
- **Diversity** We are committed to inclusion and value and respect the differences found in our community. We demonstrate this understanding through sensitivity, culturally competent and inclusive practices and

policies that include individuals from diverse groups in our decision making, information sharing, access to services, governance and employment.

- **Equity** We are committed to ensuring that all people reach their full potential and are not disadvantaged from attaining it because of their race, ethnicity, religion, gender, age, social class, socio-economic status, or other socially determined circumstance.
- **Excellence** We strive to provide the best and most appropriate programs and services to the community. We listen carefully to the needs of the community, seek the resources to respond to these needs, and implement programs and services with the highest standards.
- Sustainability We will measure, improve, and be accountable for our environmental, financial, social, health and well-being results.





# This is Our Story

By Russ Mitchell

**E** scape for a moment from the hustle and bustle of the city to the quiet French countryside and beautiful forest. Here you'll encounter a flock of sheep and a famous shepherd named Elzéard Bouffier. He was the decorated French citizen who restored an isolated and abandoned valley in the early 1900s, by repopulating it with trees over a period of four decades. Each day while tending his sheep, Elzéard would dig holes in the ground using his shepherd's staff, dropping in acorns he had collected some distance away. What the valley became was an amazing forest full of life, and where more than 10,000 people moved into, all owing their happiness to Bouffier.

But wait, come back to the city! A similar story is also being told here. It's about a yet undecorated group of people with a dream of making a collective impact in an isolated and underserved community. Like Bouffier, over the past 5 years they too have dug holes, dropping multiple seeds into the ground with a view to growing up integrated health, legal, employment, cultural, and social services for local residents. This young plant – called the Rexdale Community Hub – is being cultivated to become a truly welcoming space for hundreds of citizens, and is growing towards enriching every aspect of community life through its integrated services and programs.

2012 to Present

Rexdale Community Hub

Open House Invitation

AGENDA

## Rexdale hub a beacon for area...

... "A place like this for us is, well, it's Wow! You can't imagine what this means to everyone in this area. ... It's proof that the people of Toronto really do care about Rexdale." ...

For the full article visit: https://www.thestar.com/opinion/editorialopinion/2012/06/27/rexdale\_

For the full article: story/61844-community-gets-progressupdate-on-rexdale-hub/

Community gets progress update

Building's services to be ready by March 2012

insidetoronto.com

on Rexdale Hub

For the full article: https://www.thestar.com/news/ gta/2015/10/25/rexdale-community-hub-is-awealth-of-support.html

Rexdale Community Hub is a wealth of

Area residents seeking a sate and happy life in Canada find hub a helpful plane to bank out, learn and grow.



For the full article: https://imagineacity.ca/tac engagement/

# Rexdale community hub is a wealth of support ...

... The advantage of the Hub is more than just convenience, says Tameka Francis, who helps run a criminal justice assistance program for youth at the Rexdale Community Legal Clinic. "Nobody has just one problem," she says. "There are social and cultural elements to all the work we do. Bring in the Hub, with settlement, housing, family agencies, allows us to deal with those intersections in one place at one time." She says if someone needs a referral to another organization, it's just a matter of walking them down the hall to make an introduction. "We're within a community. We can deal with many things." ...

For the full article visit:

https://www.thestar.com/news/gta/2015/10/25/rexdalecommunity-hub-is-a-wealth-of-support.html Just take a look inside and outside the Hub. Its vibrancy and sustainability is thanks to the good soil and fertilizer of evolving governance, policies, planning, partnerships, donors and every person who calls it 'My Hub, My Community'. Its changing landscape is seen in the fruit – like the North Etobicoke Residents Council where residents from North Etobicoke community come together under one roof to engage their community, to build their community, to mobilize their community and give voice to the silent majority; like the Rexdale Community Hub's *Children's Book Bank Initiative*, where Hub partners provide free books to children who need them and a welcoming environment to experience the joy of reading; or like Rexdale Community Hub's *Leadership Camp Initiative*, where youth took part in a program that involved building leadership capabilities, technology, awareness and mentoring/ career discussions. "Convenience of a one-stop shop close to home; more informed about available community services; free meeting space for community groups to use; greater potential for residents to be engaged."

We are on a journey of growth that is leading us from autonomy to cooperation to coordination to collaboration and finally to integration.

The Power of Cooperation

RCH and its partner agencies work together with external organizations, groups and residents – for example Rexdale Neighbourhood Action Partnership (NAP) and North Etobicoke Residents Council – to create a critical mass of support for the local social change.

#### Rexdale Community Hub Present Partners

Albion Neighbourhood Services Delta Family Resource Centre Rexdale Community Health Centre Rexdale Community Legal Clinic Rexdale Employment Services Rexdale Women's Centre The George Hull Centre for Children and Families Rexdale Community Hub

# Timeline: Journey Towards Collaborative, Integrated Services and Programs

#### 2012-Present

Isolation, Co-location and Cooperation Organization Capacity Building Multi-organizational Capacity Building

#### ORGANIZATIONAL CAPACITY BUILDING

RCH Organizational Capacity Building Framework has been focusing on developing the internal relational components of the organization so it can better use its resources (i.e. people, time and to achieve its mission, vision and goals/objectives. The core organizational capabilities have been identified and developed, for example, RCH Strategic Plan, Business Plan, Management Systems (e.g; Space Management, HR Management etc.)

# Community Capacity Building

2014-Present

#### MULTI-ORGANIZATIONAL CAPACITY BUILDING

Multi-organizational capacity building framework efforts have been developing and nurturing the external relationships beyond the RCH organizational capacity of its board, management, employees and volunteers. At this level, RCH partners are working together to pursue common vision and mission. By designing an innovative, collaborative and integrated Service Delivery Model across partnering agencies within and beyond the RCH will increase collaborations and integration opportunities. Together, we will be magnifying the scale and impact of the work through the support of partnerships, networks, coalitions and alliances.

#### **Future Goal**

Coordination, Collaboration and Integration

#### COMMUNITY CAPACITY BUILDING

The task of addressing complex challenges in our community like reducing poverty, unemployment, community safety, education etc. on a local basis is too great and complex for any single organization or group of people to handle alone. The Community Capacity Building Framework will allow RCH and its partner agencies to work together with external organizations, groups and residents at all levels to create a critical mass of support for the local social change. Cooperation and collaboration for the common good is a key to find solutions for the complex challenges in our community.



**So which story will you follow?** Well here is the truth. The story of Elzéard Bouffier is just that. A story. It is called *The Man Who Planted Trees*. It was written to encourage people to plant trees. **The real story is about the Rexdale Community Hub. It's a story still being** written and you are called to be part of it. It involves a journey of growth that will lead us from autonomy to cooperation to coordination to collaboration and finally to integration. We plan to build on the successes of our first five years, by planting seeds through social innovation – learning together along the way how to increase community engagement in the Hub, and how to improve the overall impact we make in the community. That is our story. Partner with us and become a world changer at the Rexdale Community Hub!

We plan to build on the successes of our first five years, by planting seeds through social innovation.



Stretch a Little ...

By Russ Mitchell

kay, we're going to begin today's class with a bit of gentle stretching," repeated our fitness instructor. All of us seniors follow the instructor's moves with familiar precision, our body contortions seemingly only limited by our imagination. What we look like doesn't really matter. What matters is that we are stretching ourselves. And we look forward to our regular physical activities at the Hub. Funny though, whenever I'm at the Hub I feel stretched, but it makes me feel ALIVE! Not only am I stretched physically, but in other ways too ... like in my mind and spirit. At the Hub my mind stays active and my thinking gets expanded. Like for the past few years those of us who frequent the Hub have worked towards a common goal - making the Hub a more welcoming and accessible space. As seniors, we've been able to collectively explore what it takes for that to happen. It began with fun and interesting community sessions where we expressed our diverse opinions; it was an opportunity to listen, learn, and respect one another. Yes, we don't all think alike!

The Hub is housed in 77,900 square feet of space.

Like our stretching exercises, we began to find alignment with each other, being empowered to take positive steps towards reaching our goal. So with the help of a mural artist, we set about putting a splash of colour on the bare walls using different mediums of art. Everyone got in on the act - us, youth children, and even families. We all did it together. Our murals around the Hub came with many twists and turns. Like with so many newcomers being involved, we all had fun figuring out what animals actually are found in cold Canadian winters ... and can survive it! Burrr!!! Or then there was the sea mural, where we had to consider what creatures live at the bottom of the sea. I personally liked using my hands to paint the sea grasses; it left me feeling a personal connection to the brick and mortar. But more importantly, wherever I walk in the Hub and see the cheerful and colourful walls, I feel a sense of ownership. It makes me feel happy. We've all left our mark here in one way or another. Yet unlike the saying "a rest is a good as a change," we weren't ready to stop with the murals. We were energized to do more! We chose to leave the 'rest' part for the exercise class, and make the 'change' part happen. And change we did. We went about developing a more "greener" Hub - inside and out.

100+ grassroots organizations and resident groups accessed the Hub's community space from 2012-2017.

Timeline: Journey Towards Welcoming and Accessible Space

**2014-2015** My Hub, My Community: Listen to the Voices **2015-2016** Seniors Transforming Space through Arts **2016-2017** Gardening Brightens Senior's Lives



We might not all be 'green thumbs', but we took the opportunity to fill dead spaces with plants inside and outside the Hub. In the Hub there is one area where the plants pots are all labeled individually with our names. We planted the seeds, watered and tended to them, and somehow in that invisible realm green shoots have grown up towards the light. The plants are all growing together. We too have grown together as residents, and been stretched to think and act collectively about how to make an impact here. You can't help but notice the new growth, it shows everywhere you go. As a result I believe our community space has become more resilient, more welcoming, and more accessible. We still might feel a bit new on this journey of growth, buy we've been encouraged and supported to try new things; to take the initiative. I did it. We've done it. And you can do it too ... but you might just have to stretch a little!



#### 2013

#### insidetoronto.com

### Volunteers, donations help beautify entrance of Rexdale Hub

NEWS Oct 24, 2013 by Cynthia Reason 🥪 Etobicoke Guardian



Rexdele Community Hub at Panorama Court had a bit of a face lift as two flower bads came to life out front courteay of the community and students from Humber College. Students Lite Balanay (right) and Wonmee Lee (contre) get a hand from Michelle Tinker of Rexdele Hub. - Staff photo/IAN KELSO

The Rexdale Hub is set to be in full fall bloom just in time for its grand opening this week, courtesy of a community partnership that saw half a dozen local organizations dig in to a flower bed project.

#### For the full article:

https://www.insidetoronto.com/news-story/4172350-volunteers-donations-help-beautify-entrance-of-rexdale-hub/

I believe our community space has become more resilient, more welcoming, and more accessible.

SLINGTON



My Journey Towards the Corners of the Earth

A CLEANCE LEG

By Prutha Raje

Lam sleeping, waking and on the bus. In class, it stretches on for the whole hour and a half, resulting the usual disoriented "Which question are we on?" when the teacher picks on you. Even as I have so rudely been plucked from my daydream, I always make a mental note to resume it later.

"Nature never did betray the heart that loved her." These immortal words spoken by William Wordsworth have been, in my opinion, the most beautiful ever spoken. I love our planet, and I want to explore every corner of it and make sure that the remote corners stay untarnished. My dream is that I want to explore the world in a truly unconventional way and I want to do it while working for

National Geographic because they truly know how to have adventures. I crave the thrill, the adrenaline and most of all the freedom that true adventure brings you.

Our culture does not promote lofty dreams like mine. We are admonished, scolded, told to get our head out of the clouds. I have never been encouraged by my teachers, my guidance counselors or even by my peers. My parents have always provided a sturdy backbone, yet being from stable scientific fields they could not comprehend the lifestyle of constant metamorphosis I yearn to lead. Yet there is one place that my dreams were not scoffed at and worked towards — The Rexdale Community Hub's STEM (Science, Technology, Engineering and Math) Club.

The STEM Club started to fulfill my dreams from the moment I started my career at the club. We were all asked what we wanted to do and the program facilitators nodded like they believed us and our dreams. When we expressed an interest in astronomy, the next week we were lying in an open field near the David Dunlap Observatory and being told about the movements of celestial bodies. When we expressed an interest in technology, Tata Consultancy and Sky's the Limit reached out to us.

An event I found most interesting is a video conference with wellknown Nuclear Physicist Dr. Parvez Hoodbhoy. I am deeply interested in the study of antimatter and dark matter and talking to him about such questions helped me develop more ideas about my future. However, when I told our Hub Director about my dream to travel with National Geographic, she vowed to fulfill it. The STEM Club started to fulfill my dreams from the moment I started my career at the club. A community that dreams together, stays together.

# Computer camps open new doors for disadvantaged youth

... The free program offered for the first time this summer was a dream come true for Merna Khamroo, 15. Her family recently emigrated from Iraq, where political strife overshadows opportunities for young people.

"It's been a wonderful experience, and it feels great that someone cares for us," she said, tears welling in her eyes, grateful for what Canada and her community have offered her. A Grade 10 student at Father Henry Carr Catholic Secondary School, she said the program "is helping us develop our minds and helping us believe in ourselves. And good people are helping us plan our future." ...

For the full article visit:

https://www.thestar.com/news/gta/2013/10/16/computer\_ camps\_open\_new\_doors\_for\_disadvantaged\_youth.html

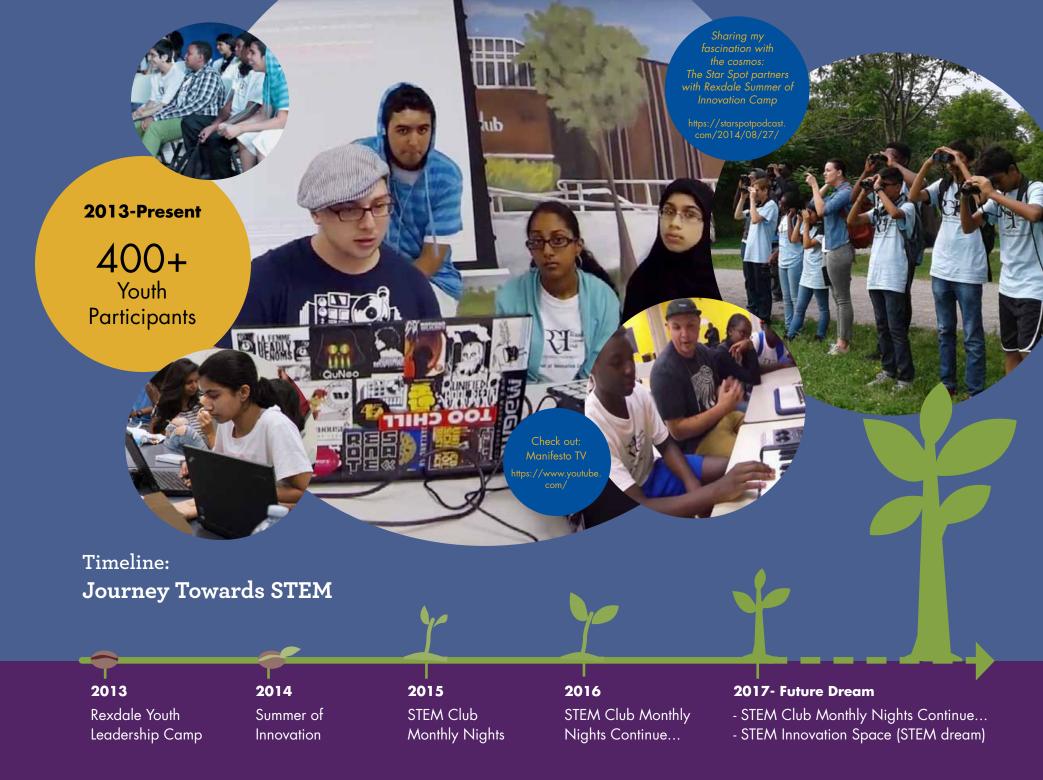
#### THE ART OF TECHNOLOGY

The youth of Rexdale's Summer Innovation Camp got the opportunity to attend exclusive and interactive workshops in dance, poetry, beatmaking, and photography taught by professional artists...

I am highly grateful to everyone at the STEM Program, where we are told to build our ambitions higher than the Earth's magnetic field. It is that quality that sets it apart from other STEM programs, and it is that quality which gives it a degree of excellence. Receiving the Student Expeditions full-scholarship, acceptance call from Putney, Vermont is now a talisman against those who do not approve of my ambition. It is so far the happiest memory of my life, and I am excited for what this summer brings.

I must also specially thank the United Way Toronto & York Region and City of Toronto support to STEM Club from the bottom of my heart. It is highly important to our community. Without this help we would not have been propelled to these heights. Your help is like water turning a turbine to produce electricity: your resources are the water, we are the turbine and your help has helped us produce electrifying and wonderful results in our community. Here at the STEM Club it has made us into budding scientists to such an extent that we have started to use scientific analogies.

I look forward to the other dreams that the STEM Club fulfills— working with the CERN, discovering the key to using anti-matter, becoming the UN Secretary General and maybe even going into Space or the Mariana Trench (go big or go home, right?). Most of all, I am happy that after I return tired, bedraggled and windblown from the awesome adventures I have a lovely community waiting to hear about them and encouraging me to dream even more. I also hope in turn that they shall be inspired to dream because a community that dreams together, stays together.



The Journey to Collective Impact:

We are on a journey of growth that is leading us from autonomy to cooperation to coordination to collaboration and finally to integration.



The Rexdale community can be justly proud, as Rexdale Community Hub marks four years from our grand opening. We celebrate that we were favoured by many levels of government and many funders so that a group of agencies could pioneer the type of Hub, the variety of services, and the governance model that makes our Hub unique.

It sounds trite to say we couldn't do it without you, but at the Rexdale Hub this is absolutely true: our dedicated Hub staff and volunteers, partnering agencies, City Council and City staff, United Way Toronto & York Region, our wider community partners and residents, we really, really couldn't do it without all of this help.

It is a great privilege to have so much important work to do, and to have so many community partners doing it with us. To members of our community, to our community partners inside and outside the hub, I ask that you might be patient when things do not go perfectly, and join us in the pursuit of the best community hub anywhere.

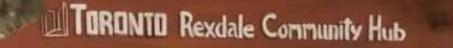
Ann McRae *Chairperson* 

> Messages from the Chairperson and Hub Director

Rexdale Community Hub is extremely proud to marking our 5th anniversary – a significant milestone that we achieved with our Hub partners and community. Our journey towards our vision and mission has just started! Reflecting on the past five years of the Hub, I would like to acknowledge our Hub partners, community partners, residents, volunteers, board members, Hub staff and funders for their tireless efforts, deepest commitment and leadership, our Hub is better positioned than ever to lead its community vision and mission. It has been a fascinating experience to observe that more and more of us have come to believe that there is no other way our community will achieve large scale progress against the complex community challenges, unless we change our organizational cultures and use collective approach to address complex challenges of our time.

We have accomplished a lot together during our first five years; over half-a- million times our Hub was visited by the community to access services and programs, over hundred grassroots organizations and resident groups accessed our community space for the community engagement and to offer more programs and services to our community, hundreds of youth empowered through education, sports and leadership programs. Yes, Hub with its partners is enriching every aspect of the community's lives! But what matters most now is what we do next. In the coming years, Rexdale Community Hub has the opportunity to reach even more people in North Etobicoke. Services and programs are still out of reach for many people in our community, so my hope is by embracing the collective impact approach we will be building stronger community. Hub now and for decades to come.

Amra Munawar *Hub Director* 



Rexdale Commanity Hab Dartners

Board Members

#### **Present Partners 2012-Present**

Albion Neighbourhood Services Delta Family Resource Centre Rexdale Community Health Centre Rexdale Community Legal Clinic Rexdale Employment Services Rexdale Women's Centre The George Hull Centre for Children and Families Rexdale Community Hub

#### **Past Partners**

Big Brothers Big Sisters of Toronto Community MicroSkills Development Centre Dejinta Beesha Multi-Service Centre Somali Business Development Centre

#### **Present Board Members**

Abraham Abbey	2014-Present
Ann McRae	2014-Present
Desree Prince	2014-Present
Fatima Fillippi	2013-Present
Safia Ahmed	2013-Present

#### Past Board Members

Emily Whitehead	2014-2017
Hazel Webb	2013-2015
Jayne Mallin	2013-2014
Russ Mitchell	2015-2017

Staff, Funders and Community Supporters

#### **Our Funders**

City of Toronto New Horizons for Seniors Ontario Trillium Foundation United Way Toronto & York Region

#### **Our Supporters**

Corus Entertainment Cisco Systems, Inc. Department of Astronomy and Astrophysics, University of Toronto Department of Chemistry, University of Toronto **Engage Learning** IBM Canada Ltd. Lowe's Canada Manifesto Community Project Michael "Pinball" Clemons Foundation Neighbourhood Arts Network RioCan Real Estate Investment Trust Royal Bank Rotary Club Etobicoke School of Social Work. **Ryerson University** Sky's the Limit Star Spot Tata Consultancy Services The Art of Wong Inc. The Home Depot # 7114 York University

No. of Team

#### Our Present Team Members

Amra Munawar Arpit Trivedi Harry Parsaad Hassan Bokhari Heidi Serio Hussein Hatimy Kizzy Price Russell Mitchell Samson Ayo Ayeleso Shriranga Raje Thelma Adelekun Vicki Crystal Zernab Noor

#### Past Team Members

Michael H Subramani Rajan Katambally Sandra Datillo Tamanpreet Atwal

#### **Mural Credits**

2014-2015

2013

2013-2014

2015-2016

2016-2017

The Art of Wong Inc.

