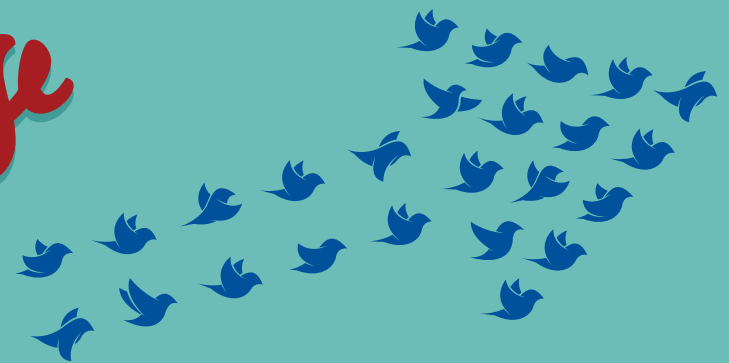




My Hub, My Community

An Ongoing
Collaborative Journey...

Rexdale Community Hub
2018-2019



We are all in on this flight together.

Our collaborative navigation towards our mission and vision continues...



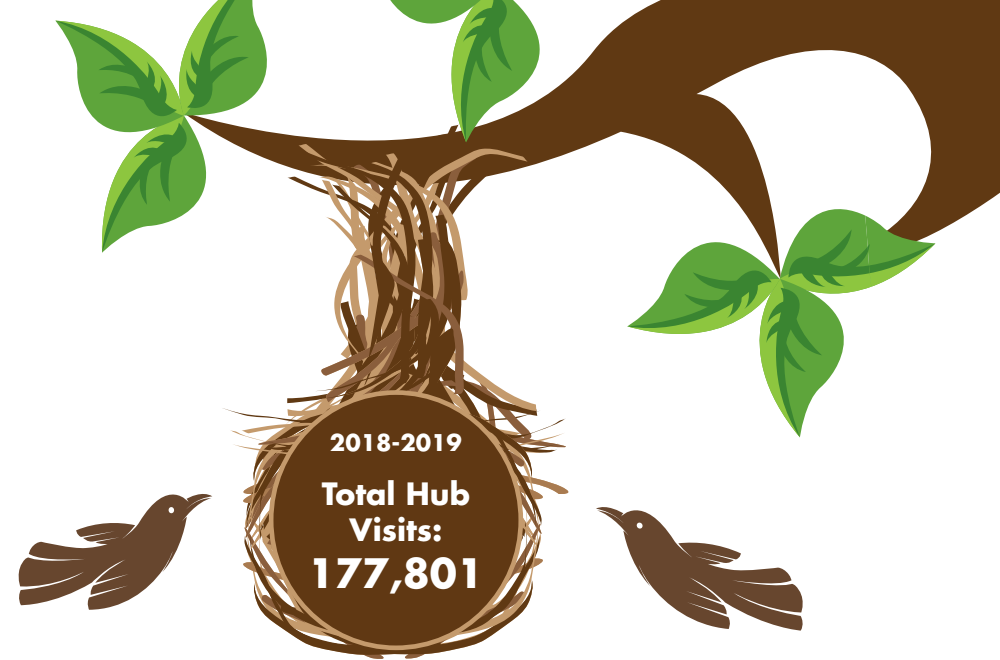
Remarks from the Hub Director

2018 was a great year for Rexdale Community Hub (RCH), navigating together towards our community vision and mission, building a collaborative culture inside the Hub to engage wider community in shaping solutions for the complex issues in our community.

Our work at the Hub in 2018 focused on building our structures, processes, tools and developing a shared communication strategy with Hub partners and community members. RCH Change Lab brought Hub partners and community members together and they started working together in ways they had not before. Our eight collaborative events engaged over 5000 people in various community celebrations. Our collaborative Food Program served weekly meals to 250 children and youth from the eight Hub partner agencies. This new initiative contributes to the wellness, healthy growth and development of children and youth in our community.

Our new Rexdale Neighbourhood Infrastructure Engagement initiative brought residents and other stakeholders together to identify the big issue in our community; residents will be exploring how inadequate access and underutilization of local infrastructure contributes to the isolation of residents within and between tower communities in three neighbourhoods.

Our STEM Club continued to make great progress in engaging and inspiring more youth in STEM fields. For example, our STEM Club youth took a tour of Google workplace in Kitchener, Waterloo; it was a lifetime motivational experience for many of our youth.



Our welcoming space initiative engaged community artists in creating more art and green space inside and outside the Hub, new organizations and groups utilized the Hub space to offer more programs to our community.

Our Hub stories in this report provide a glimpse of our 2018 flight together. With the ongoing support of our staff, Board, partners, volunteers, funders, residents, and supporters Rexdale Community Hub is ready to face the challenges and celebrate successes of our 2019 flight together!

Finally, we must sadly say goodbye to Our Board Chair Ann McRae who served on RCH Board for the last six years. Ann has decided to retire in this fall 2019; we are indebted to Ann for building RCH's capacity to achieve successfully its first strategic plan and business plan goals. We are fortunate to have worked alongside a leader who has been deeply committed to our Hub and community. We thank Ann for all her contributions to help us succeed!

Amra Munawar
Hub Director



Collaboration: Continuing The Journey

By Russ Mitchell

This year saw new developments through our *Continuing the Journey Towards Collaboration* initiative – a journey we’ve traveled since 2017.

Funded through United Way’s *Strengthening the Hub Model* initiative, we’ve been able to bring together a remarkable group of people within our RCH community: partners, residents, space users, and grassroots organizations, who together have chosen to build and deepen a culture of collaboration at the Hub.

Our goal has been to increase our capacity for community engagement in the Hub and the wider community, and ultimately make a greater impact and benefit for Hub users. Like a potter at her/his wheel, this year has been spent shaping the culture of Hub partners and stakeholders, in order to create an enabling environment for both collaborative projects and community engagement.

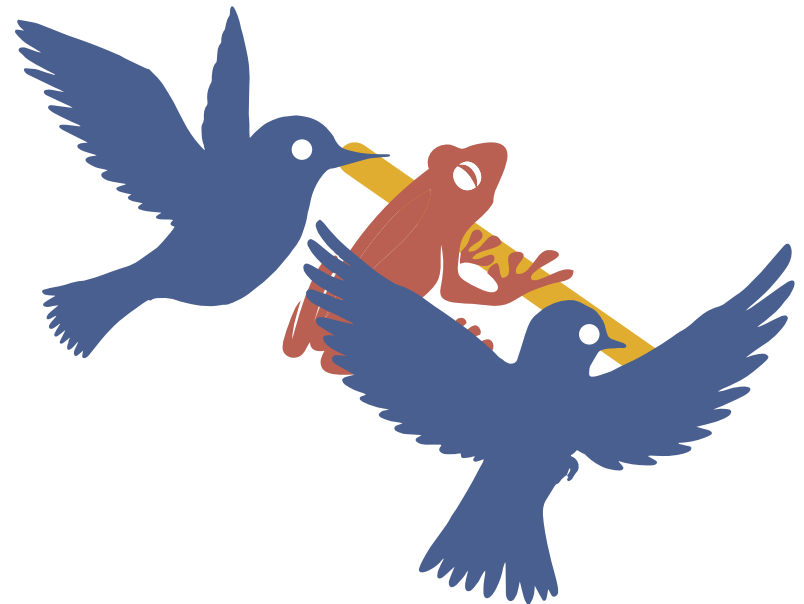
Over these past months the Rexdale Hub has also been developing its own “bench strength”. In sports terms, ‘bench strength’ is about having skilled team players who are adaptable and ready to step up to the plate; and in business terms, it’s about leadership development and going the distance.

Speaking of ‘going the distance’, there once was a frog that was desperately in need of water or would die. He discovered that there was a pond just over the hill, but needed help to get there. The frog had an idea: If two birds could each hold one end of a stick, the frog would clamp onto the centre of the stick with his mouth. Two birds promptly stepped up to the plate to take up the idea, and off the three went. All was well until they came across a cow in a pasture who happened to yell out, “Who came up with this idea?” The frog, who couldn’t resist the temptation to take the credit, yelled out, “It was meeeeee,”...as he fell from the sky!

Yes, the frog had the idea – but it took the three of them to make the idea work. Be assured, nothing has fallen from the sky at the Hub! Instead, collectively and iteratively we’ve created and discovered processes, structures, and tools to build our own unique social benefit sector ‘bench strength’. We call it...*Collaboration!*

Someone once said you cannot fly like an eagle with the wings of a wren. True, but like our flying frog we’ve learned just what you can attempt through collaboration. Let me paint you a picture. As the frog flew over the countryside, he would see the land dotted by small towns, farms, fields, forests, roads and waterways. And people...people bringing life and innovation to an ever-changing rural landscape.

Collectively
and iteratively
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our own unique social benefit
sector ‘bench strength’.
We call it...
Collaboration!



Likewise, in our urban context, the Rexdale Hub has seen changes too, as over the course of this year its community members have come together and introduced new practises to strengthen life at the Hub. So If you were flying over the Hub, you'd see a collection of those new collaborative practises in action: like the cultural mix of hundreds of local residents singing, dancing and eating together in celebration, and doing so multiple times throughout the year.

It's the result of the collaborative leadership of Hub partners and the existing **structure** – the **Rexdale Community Hub Planning Committee**. Now, Hub partners are committed to annually staging five or more community events throughout the year. This year, our Canada Day celebrations, Black History and Asian Heritage month festivities, International Women's Day, All Candidates events, and all our other events together connected us with more than 5,000 local residents!

Other practises this year involved a Change Lab **process**. It's a bit like the farmer who is focused on economic sustainability – he or she knows the importance of knowledge sharing and diversifying the business. Likewise, in building a culture of collaboration here at the Hub it was important to keep asking this question, "If we were 10x more collaborative, *what* would we be doing different, and *how* would we be doing it?"

In the **Rexdale Community Hub Change Lab process**, participants came together for four 1-day labs to both answer the question at hand and solve shared problems. In doing so it helped everyone to see how Hub programs with their individual identities and missions, could work collaboratively within the collective identity and mission of the Rexdale Community Hub. In addition, we introduced a new 7-stage prototype process to develop ideas generated through the labs; a practical system to use with future ideas as well!

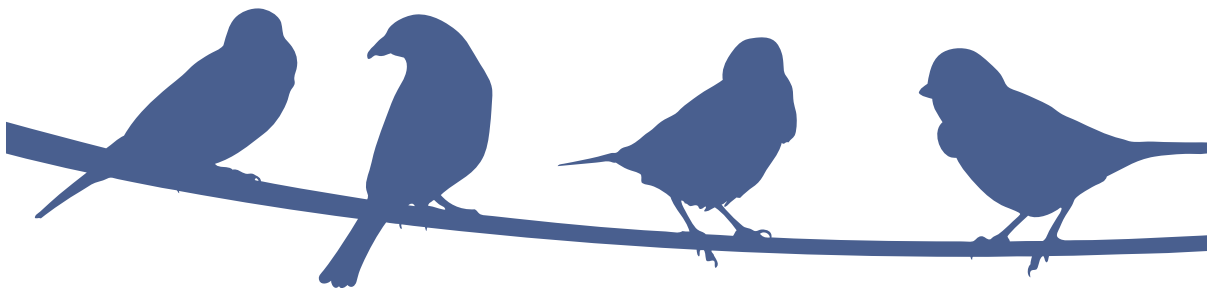
Our five cross-agency working groups ensured that 'nothing fell from the sky' and everyone held on for the ride! Moreover, arising from the labs over the course of the year were 12 prototype projects – everything from our new "What's Happening?" board that greets you as you enter the front doors of the Hub, through to the new Hub website and wayfinding signage – both are under construction, but soon to be launched.

Finally, some other practices were introduced this year to improve internal communication, resulting in these **tools**:

- **TOGETHER** – an all Hub agency staff event happening quarterly, where staff meet over brunch or lunch with an appetite for information sharing and networking
- **Open Houses** – Hub agencies now host open houses on a rotation basis, and welcome other Hub agency staff to come learn, hear about new programs/activities, and network, so as to be well informed and better able to serve Hub users
- **CoHubOration** – an internal quarterly newsletter for highlighting current collaborative practices at the Rexdale Hub

So as you can see, over the course of the year we engaged in activities that helped support a common agenda and that moved us towards achieving practical improvements at the Hub. We could of course *all* take credit for it...but we prefer to keep flying!

300
Agency Staff
"Together"
Participants





...Over the course of the year we engaged in activities that helped support a common agenda and that moved us towards achieving practical improvements at the Hub.

Stronger
Community Hub
Model (SCHM)
Outcomes: **619**
Participants and **29**
Projects/Events



In building a
culture of collaboration
here at the Hub it was
important to keep asking this
question, "If we were 10x more
collaborative, what would we be
doing different, and how would we
be doing it?"





Learn more
about the
Rexdale Community Hub
STEM Club at
[https://www.youtube.
com/watch?v=
gP4rJWRz6DA](https://www.youtube.com/watch?v=gP4rJWRz6DA)



Google Extravaganza




By Mudit Kumar

Last summer the STEM Club took a group of ambitious learners to explore the Google Headquarters in Kitchener, Ontario.

Our guide for the day, Paul, has been a Googler for the past ten years. He was one of the first employees at the Google Kitchener headquarters. With all his experience at Google, especially as the headquarters first opened up, he made a fantastic guide to show us the facility.

After we had introduced ourselves to the employees, we got split into three groups. One group at a time, we were to be shown around the facility. While my group waited our turn, we wrote some questions on sticky notes that we wanted to ask the Googlers.

The tour began at the front of the Google building which was a combination of three separate buildings. All of them had a rich and fascinating history as factories from the 19th to 20th century. Two of the factories produced rubber and the other produced grand pianos. It seems fitting that a company as famous and successful as Google is established in the same spot where the industrial revolution in Kitchener was at its peak. During the tour, we could see how the newly revamped architecture had been incorporated with the old rustic feel of the buildings.



I enjoyed the experience of being a Googler for a day. It made me reflect critically on my career aspirations, and how hard work and dedication can pay off to big success later on in life.



Our guide proceeded to show us the various facilities that Google had developed in the building over time to benefit their employees. Google clearly wants their employees to feel inspired, cozy and at home in their office headquarters. This was apparent to me when I saw a small painting of the staff, hand drawn and affixed to the wall where they work. Some areas that stood out to me were the gaming section and the outdoor space. The building includes a gym where any employee can go and workout at any time. I found the Google workplace to be a fun, energetic and creative space, and I could tell that Google's employees were of the utmost importance to them.

After our tour ended, we went to the North Café to grab lunch and we got to experience a day in the life of a Googler. According to Paul, food is an essential part of the Google culture and has been from the very beginning. All the food was made with organic ingredients and filled with flavour and regardless of your dietary needs, the cafe had you covered.

After lunch, we got some ice-cream before heading back to the main room where Vaiva, a Googler gave us a 'tech- talk' about her experiences working for Google. Vaiva mentioned all of the different projects she had worked on such as 'the Google fiber project' or 'the

adsense'. After her talk, she opened the floor up to any questions we had related to her work experiences. Most of us were just amazed at how she had landed such a prestigious position at Google and asked her questions related to that.

Then it was time for Paul to take the floor and talk about his experiences working for Google including all the projects he had been a part of. One thing that Paul and Vaiva had in common was how much they loved their job and that there was nothing else in the world they would rather be doing. All the Googlers were extremely friendly and answered all our questions.

This trip was a memorable walk through the facility of one of the world's largest and leading technology giants. It gave us valuable insight into what it takes to work at Google, and I enjoyed the experience of being a Googler for a day. It made me reflect critically on my career aspirations, and how hard-work and dedication can pay off to big success later on in life. It also made my dream of working for Google seem more achievable and something I could actually make happen.

Thank you to everyone who made this trip possible!

1-2-3 BLAST OFF!

The Rexdale Community Hub STEM Planning Committee brings to you – the youth of Rexdale – a top secret mission. A mission that only you, the youth, can work on and bring to life.

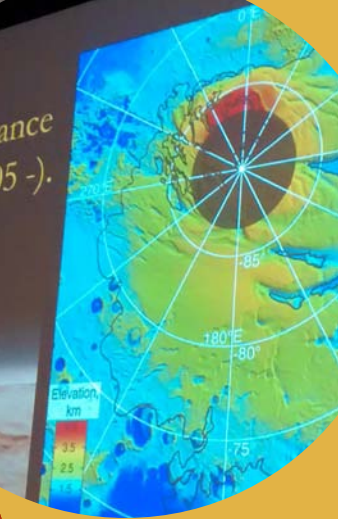
As a collective group, we will all brainstorm, create, and execute a way to get to and live on Mars! Yes, we know Mars...the Mars, as in the red planet.

But remember it's a secret top mission, so shhhhh, contain your excitement. In our mission, all aspects of STEM will be incorporated.

2018-2019
220 Youth
Participated In
STEM Club



Mars
Reconnaissance
Orbiter (2005 -).



REXDALE YOUTH MISSION TO MARS

STEM Club Membership Registration
see: st/00112m

YOU ARE INVITED

It is 2030, and there is a crisis on Earth! Everyone is scared to death, and we need to get to Mars as quick as possible! We have recruited the world's best scientists, and you have been invited! We need to make a rocket to get everyone to Mars and create a shelter for the human population on Mars! The world needs you and the time is ticking...

October 19, 2018 | 5 PM To 8 PM

Email: stemclub@rexdalehub.org
Event Registration at: <https://bit2018.businesscatalyst.com/>
Rexdale Community Hub
21 Panorama Court
Toronto, ON
M9V 4E7
Phone: 416 741 3000



Big Issues On The Journey

By Dahab Ibrahim

This year the Staff at RCH have continued to work hard to put community engagement at the forefront! From ongoing support in leadership development, to sharing more opportunities to be civically engaged, to collectively identifying visions and goals for the future, the Neighbourhood Engagement Initiative team made it their priority that no small connections were missed, and that each person's contributions were made to feel valuable.

Yes, the value of one's contribution to society is never to be minimized, as recently highlighted in the amazing story of 36-year-old Sabrina Cohen-Hatton. She is the U.K.'s most senior female firefighter, and has a Ph.D. from Cardiff University – but an obstacle early in life nearly derailed her successful journey. At age 15 she ended up homeless, and over the next couple of years she lived on what she earned by selling *The Big Issue* (a U.K. based magazine sold on the streets by homeless or marginalized people; a social enterprise that provides the homeless with a small income).

Speaking of 'Big Issues', this year the Rexdale Hub's Neighbourhood Engagement Initiative embarked on a new journey with residents and stakeholders: to identify one 'Big Issue' in the community that will be an opportunity to mobilize and strengthen neighbourhood skills, networks, and assets over the next few years.



17 residents groups and 292 residents came together for leading local community initiatives

7,125
residents
reached through
17 neighbourhood
engagement
activities

NORTH ETOBICOKE RESIDENT COUNCIL

Connecting Our Communities

"United as a safe, healthy, prosperous community where people support each other and embrace diversity"



Mount Olive-Silverstone-Jamestown-Thistletown-Baumond Heights-Elms-Old Rexdale-Humber Summit-Humber

Content and context experts (a.k.a. resident leaders, community partners and organizations with other diverse expertise) met together for a series of workshops, and came up with a framework for further development of our chosen issue – a neighbourhood infrastructure strategy. *Our Strong Neighbourhood Project* ‘Big Issue’ is being funded by United Way and will not only help support the community in visioning their future, but will help to increase connections between our community groups, organizations, and residents.

Alongside the work of visioning for the future we also had the opportunity to support residents in utilizing the leadership skills they have been building in the past few years. Some of the most notable work was residents’ efforts to expand their reach into the community and to improve communication.

Resident leaders through the North Etobicoke Resident’s Council (NERC) put their new and stronger leadership skills to good use by working hard to improve community engagement. They wanted to ensure that there was an increase in the sharing of information amongst community members, and that as many people as possible in the community were aware of *what* is taking place, and *how* they can be involved. In looking to make improvements, we supported residents as they came up with some amazing ideas such as: increasing tabling at different fairs and events, having more residents be a part of different tables at the municipal level related to community development, developing promotional and outreach material, having events where people can share their concerns and lastly going to where people are by having events and meetings at different community spaces.

And our story is not so dissimilar as like what happened to firefighter Sabrina. She too had improvement in mind (literally!). Based on her experience, she wanted to help Fire Commanders to improve their decision making at incidents despite the stress of the moment, by helping them to think beyond the ‘now’. Her goal was to reduce the number of firefighter accidents – 80% of which were caused due to human error.

This is what compelled her into action, but it meant hard work, lots of learning and eventually being part of a Ph.D. research team.

Just as Sabrina developed her ideas, so too the Hub has supported resident council members to develop their ideas, as well as to take action. That has included: acquiring a neighbourhood grant to host community conversations, having more residents sit on tables such as the City’s Resident Advisory Committee, creating a brochure and beginning to develop a website, having information tables at different community fairs and rotating regular monthly meetings to new locations. Though this is only a small glimpse into the work that took place to improve their engagement, by re-thinking how they do things they are making a big difference.

Sabrina and her research team have also made a big difference...to firefighter safety. They’ve trained Fire Commanders to use 3 simple questions when making decisions at incidents: 1. What’s my goal?; 2. What do I expect to happen?; and 3. Is the benefit worth the risk? Moreover, those three decision control questions are now being used around the world to save lives!

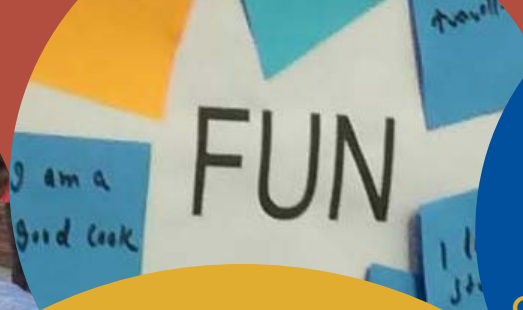
Here at the Hub we are on a journey to change *our world* – locally! We’ve continued to host events and meetings where the community can come together to connect, be updated and share ideas. Though our Hub’s neighbourhood engagement we’ve identified issues, come together collectively, used our diverse strengths to carry out solutions, and ultimately strived to make a recipe for greater community success!

Want to change our world? Get involved with the Rexdale Community Hub and TOGETHER let’s see where this flight will take YOU. As Sabrina puts it, “One person can change a mind but many minds can change a world!”



242

residents increased civic engagement and connection to decision-makers



Identifying issues

+

Coming together collectively to imagine solutions

+

Using our diverse strengths to carry out solutions

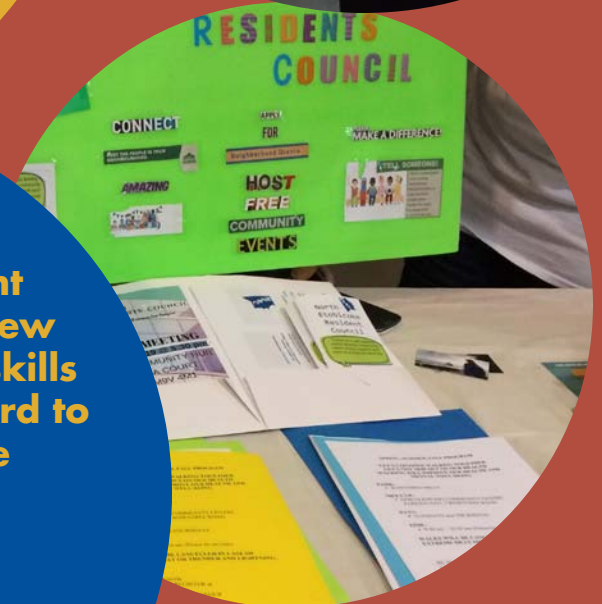
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Recipe for greater community success!

55
residents increased skills in collaboration and community organizing



Resident leaders through the North Etobicoke Resident Council (NERC) put their new and increased leadership skills to good use by working hard to address the issue of the community outreach.



WELCOME TO REXDALE COMMUNITY HUB

Join Our **FREE** Programs

- Basketball
- Soccer
- Media Arts
- STEM Club
- Homework Club
- Yoga
- Pre Employment
- Youth Groups

MORE !!

more Info ☺

HUB

services

Legal Clini

Centre

"Very modern and spacious facility to host community events and classes. Lots of parking that is free and the facility is very modern and clean. I would not hesitate to book a room here for any classes that I will teach in the future."
- Google review

250+
community
members participated
in enhancing our
welcoming space

**We are
making our
Community Hub
more welcoming
and accessible
for everyone.**

22+
grassroots
groups and
organizations
accessed free
welcoming
space



Our 2018-2019 Journey to Collaborative Impact

Served **3,045** meals to **250** children and youth

7,125 residents reached through **17** neighbourhood engagement activities

220 youth participated in STEM Club

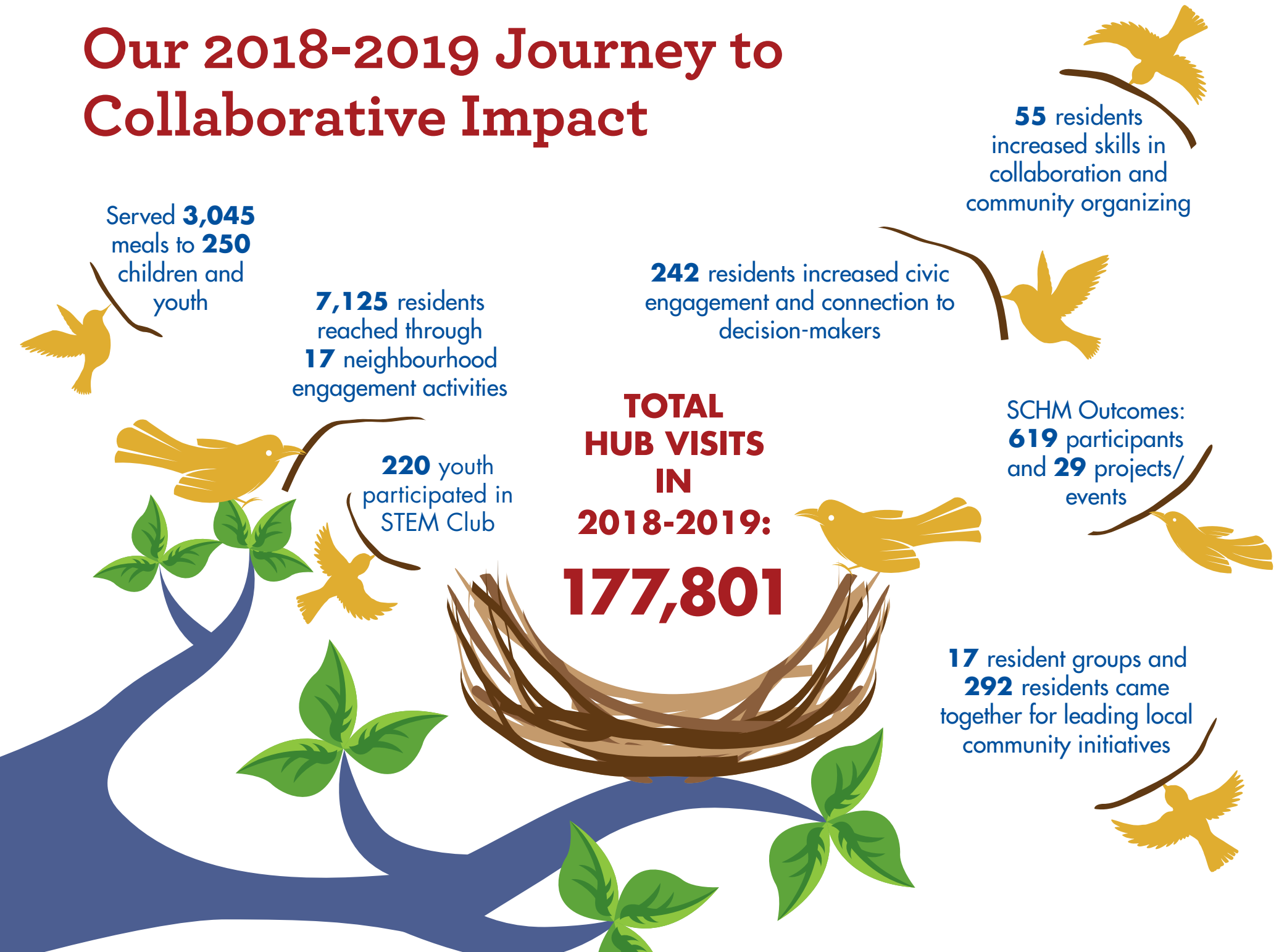
242 residents increased civic engagement and connection to decision-makers

55 residents increased skills in collaboration and community organizing

SCHM Outcomes: **619** participants and **29** projects/events

17 resident groups and **292** residents came together for leading local community initiatives

**TOTAL
HUB VISITS
IN
2018-2019:
177,801**



Remarks from the Chair of the Board

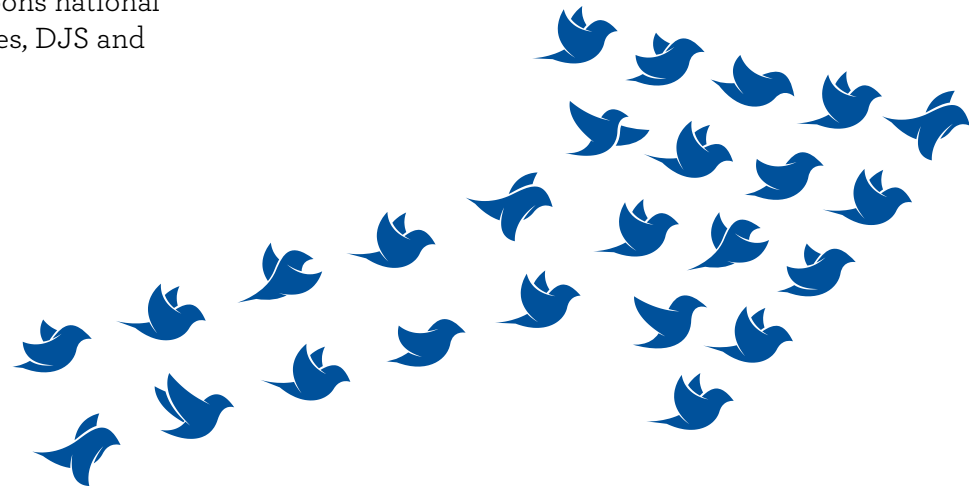
My adventure with RCH began in 2013, the year after the Hub agencies moved into the newly-renovated building. When I assumed my job at the legal clinic, I also joined the Board of the Hub, and then succeeded Safia Ahmed as Chair.

This is my last Annual Report as Chair, so I can reflect on six years of changes and growth. We are getting steadily better at what we do and what our community wants us to do: we have filled this building with groups and activities, with art, with dance and song, with science and creativity and with plants! Inside and outside, staff and community member are growing a green paradise.

Staff and community members, Hub agencies, volunteers and local businesses combine to feed community gatherings on special days. Events are dazzling to the eyes and ears, with flags, balloons national costumes, face painting, henna, storytelling, display tables, DJS and more. And always food!

My turn is over, but the Board and staff of the Hub, and the Hub's agencies will continue to serve the needs of this community, continue to provide opportunities and to enrich the lives of all who choose to come and find a place here. Together we are better! I thank my fellow Board members, partner agencies, Hub staff, volunteers and funders for their efforts to build a stronger community Hub. I would like to thank our Executive Director, Amra Munawar for her leadership, deepest commitment, hard work and tireless efforts to make this Hub a success.

Ann McRae
Chairperson



Our Hub Partners, Board and Staff Members, Funders and Community Supporters



Our Present Hub Partners

Albion Neighbourhood Services
Delta Family Resource Centre
Rexdale Community Health Centre
Rexdale Community Legal Clinic
Rexdale Employment Services
Rexdale Women's Centre

Our Present Board Members

Abraham Abbey	2014-Present
Ann McRae	2014-Present
Desree Prince	2014-Present
Hamzah Iqbal	2019
Fatima Filippi	2013-Present
Safia Ahmed	2013-Present
Shermeen Farooqi	2019

Our Funders

City of Toronto
United Way Greater Toronto

Our Supporters

Afghan Kebab Cuisine
Al-Meezan Grocery and Halal Meat
Al-Meezan Spicy Grill
Ali Baba's Middle Eastern Cuisine
BMO Financial Group
Bird Studies
Department of Geography and Planning, University of Toronto
Faculty of Medicine, University of Toronto
Google Kitchener, Waterloo

IBM Canada Ltd.

Home Depot Branch #7114

Mushkaki Restaurants Inc.

Parks Canada

Physics and Astronomy,
York University

Repair Café Toronto

RioCan Real Estate Investment Trust

Royal Astronomical Society of
Canada

Royal Bank

Sidewalk Labs Toronto

Subway

Youth Employment Services

Our Present Team Members

Amra Munawar
Dahab Ibrahim
Harry Persaud
Hassan Bokhari
Kizzy Price
Russell Mitchell
Samson Ayeleso
Shriranga Raje
Thelma Adelekun
Vicki Crystal
Warda Sharmeen

Mural Credits

The Art of Wong Inc.

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.

Our Vision

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



Serving the Community is Our Business

21 Panorama Court
Toronto, ON M9V 4E3

Phone: (416) 741-3000
Fax: (416) 741-3011

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.