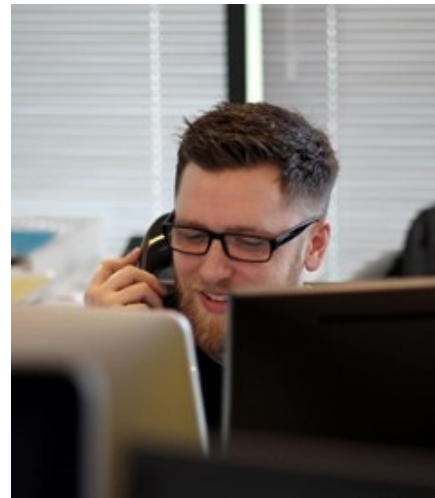


THE IMPACT OF YOUR GENEROSITY



▶ #COVID19commitment



CHANGING LIVES.
MAKING A DIFFERENCE.

A Note of Appreciation



"I am one of the fortunate Torontonians that is part of The WoodGreen Foundation COVID-19 weekly grocery plan. I wanted to take a moment and thank the foundation and your donors for this necessary service during these surreal times.

"The grocery program could not have come at a better time for me and my household. I am one of the contract workers who has sadly fallen between the cracks in the federal government's relief packages. My husband (also a senior citizen) and I had been relying on our local food bank.

"With our limited budget, we live in a neighbourhood that is considered 'sketchy' at the best of times. Since the government 'stay at home' orders, the corner has turned from 'undesirable' to darn right scary. All the regulars (pan handlers, homeless individuals, working ladies) are nowhere to be seen, replaced by only gangs and drug dealers. It reached the point that if I had to leave the apartment I felt in a very vulnerable position. The criminal community feeds on weakness and I began to feel I was a likely target. With this in mind, I made the decision that it was not safe for me to make the two block walk to the food bank.

"The grocery program has not only put food on our table, but ensured my safety in these troubling times. Thank you."

— Monica G., a Grateful Client



As I reflect on the incredible impact our donors have for some of the most marginalized members of our community, I want to express my tremendous gratitude for your exceedingly generous #COVID19commitment. The outpouring of support has been remarkable.

In the span of only a few months, the coronavirus has upended lives and impacted communities across the world in unprecedented ways. No corner of our society has been left untouched by the effects of the pandemic. The individuals and families WoodGreen serves are already among Toronto's most disadvantaged residents so, for them, the impact of COVID-19 has risen exponentially. Your compassion and generosity have been instrumental in our ability to respond to this crisis and continue to serve our clients.

Your outstanding support has enabled WoodGreen to answer calls for help in virtually every aspect of our neighbours' lives: vital food security for our isolated seniors and other vulnerable client populations; health care for frail seniors, provided by our heroic PSWs; technology to allow our clients to continue to connect with services and receive urgent financial guidance in a virtual environment, and to enable our youth to engage in remote learning; expanded crisis service and mental health support for our tenants; community health initiatives through COVID-19 testing; and support for people across the city through our help line.

If this challenging time has taught us anything, it has taught us how precarious life is, how close so many are to the poverty line, how crucial community service agencies are in keeping people safe and supported at home and out of hospitals, so hospitals can focus on the very ill. It has also underlined how much we need organizations such as WoodGreen, and people such as you, to come forward to support each other, to help the most vulnerable among us and to build a more equitable and resilient community.

I am honoured to share this report, which offers just a sampling of the vital assistance made possible to date, through your #COVID19commitment. Your stellar support has been invaluable in enabling us to move quickly to support those in need. On behalf of everyone who turns to us for help, please accept my deepest thanks.

A stylized, handwritten signature in blue ink, appearing to read 'Leo Salom'.

Leo Salom
Chair, The WoodGreen Foundation



“We want to **thank all of you** who are participating in the WoodGreen **#COVID19commitment Challenge**. Through **your generosity**, WoodGreen is able to continue to serve the people of our community and **provide vital services** to those who **need them most**.”

— *Mayor John Tory*





THE POWER

OF YOUR

#COVID19COMMITMENT



Since launching our multi-faceted #COVID19commitment appeal, we have been overwhelmed by the flow of support from the corporate and philanthropic communities. The kindness and generosity you have demonstrated – whether in response to our Corporate Challenge, a social media post, a letter, an email or a personal phone call – has been humbling and inspiring.

It is your support that has allowed WoodGreen to respond to the crisis. From stepping forward with remarkably generous financial gifts, to providing critically needed goods and services, to lending a hand with food distribution, to sharing news on social media, it all means so much for those we serve – and is what is empowering us to meet unprecedented challenges.

Thank you for making it possible for us to provide vital support for our 3,000 frail, isolated senior clients, who have been confined to their homes since mid-March. You have also enabled us to assist individuals with mental health and addiction issues whose anxiety has been heightened during this crisis. Through your dedication, you have helped the marginalized residents in our affordable housing buildings, many of whom are transitioning from homelessness – and have assisted the resilient mothers in our Homeward Bound program, who had to add home-schooling to the already daunting task of resetting the future for their families.

Across our programs, you have helped us respond to those most at risk – including individuals with no reserves, newcomers struggling to build new lives, and at-risk youth contending with the loss of social connections and recreational facilities. Through your support, we have been able to keep our courageous PSWs and other front-line workers safe as they care for the most vulnerable members of our community.

Your commitment powers all we do. You have made it possible for WoodGreen to address urgent issues and have enabled us to pivot quickly to offer our previously in-person, front-line services in innovative, remote ways – to ensure we are continuing to provide crucial support and programming to help people remain safe at home in the community and out of the hospital.

Your generosity of spirit epitomizes all that is good about humanity and is what inspires us as we get through this crisis together.

We are profoundly grateful for your commitment.





Food Security

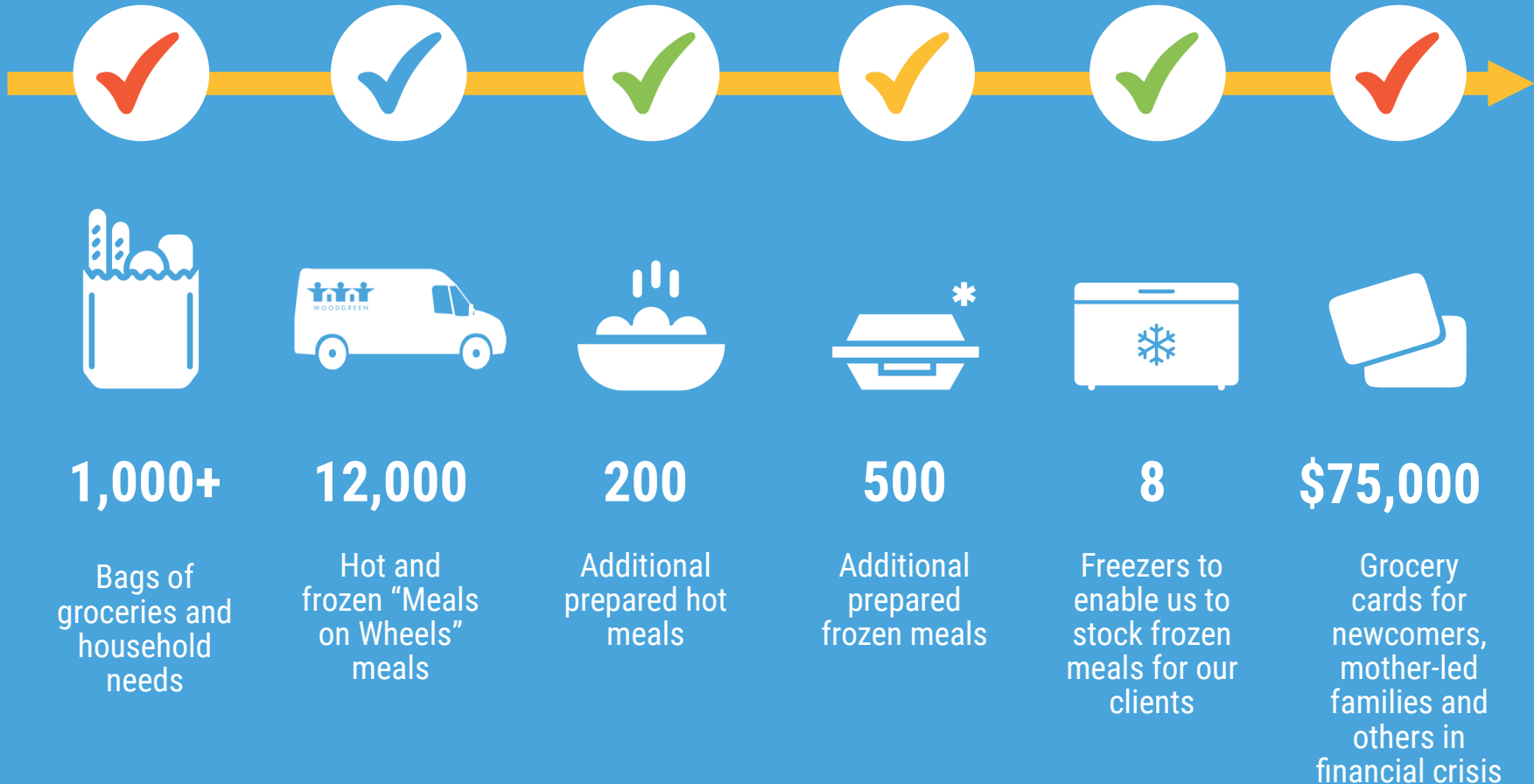
Your extraordinary support – through financial contributions, in kind donations and community partnerships – allowed us to respond to the wide-spread and urgent need to provide emergency groceries and prepared meals as well as household supplies for a growing number of at-risk clients. Through your generosity, we have been able to assist:

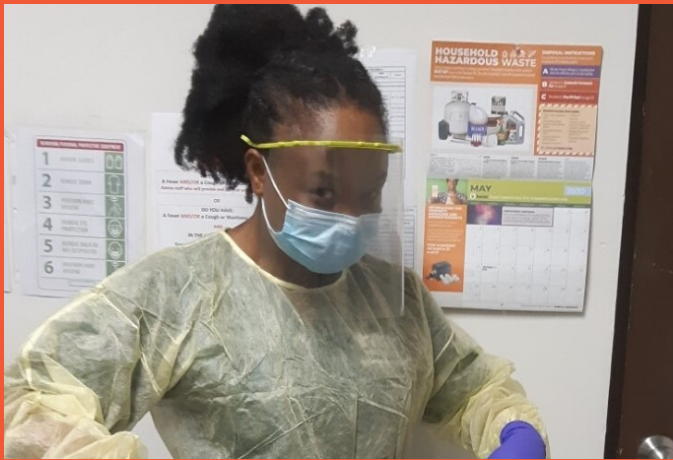
- Seniors unable to leave their homes to shop for groceries while self-isolating, with no family to shop for them
- Individuals who had been living paycheck to paycheck, now suddenly out of work with no money for food
- People who previously had relied on food banks that had now been forced to close or were stretched beyond capacity
- Families who had previously relied on school meal programs to help meet their children's nutritional needs

YOUR GENEROSITY IS HELPING TO ENSURE THAT NO ONE GOES HUNGRY DURING THE CRISIS.

Your Impact on Food Security for Our Clients

Your outstanding #COVID19commitment enabled us to deliver:





PPE and Sanitation

Through your generous #COVID19commitment gifts, we have been able to provide our heroic Personal Support Workers (PSWs) and other front-line workers with the vital Personal Protective Equipment (PPE) they need to be safe while providing personal care and support with activities of daily living for our frail clients, including some who have been diagnosed as COVID positive.

Your generosity has also allowed us to provide thousands of masks for our tenants and clients in the broader community, to help prevent the spread of the virus.

Importantly too, we have been able to supply our housing maintenance staff with critical cleaning and disinfecting supplies for the enhanced, deep sanitizing that is helping to protect tenants in our affordable and supportive housing buildings.

THANK YOU FOR HELPING TO PROTECT OUR VITAL FRONT-LINE STAFF, OUR TENANTS AND OTHER CLIENTS, AND THE COMMUNITY-AT-LARGE.

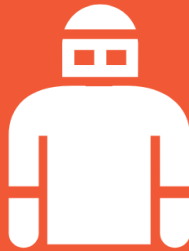
Your Support Provides Protection from COVID-19

Through your #COVID19commitment, we have been able to supply:



4,000

Cloth face
masks



4,700

PPE items
including
medical masks,
face shields
and gloves



2,000

Personal and
institutional
hand sanitizers



120

Litres of
disinfectant
and sanitizing
solution



Personal Wellness

The support of our generous individual, corporate and foundation donors enabled us to provide clients of all ages with specialized packages to meet a variety of needs, including:

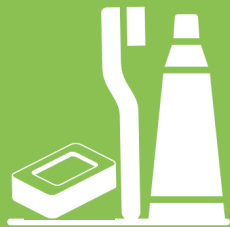
- Hygiene and toiletry kits to meet the personal care needs of clients and lift their spirits during these difficult times
- Activity kits for children, most of whom have few resources in their homes, to help entertain them at home, without school attendance or playdates with friends
- Isolation kits for vulnerable seniors – many of whom are confined to small bachelor apartments with virtually no human contact for weeks on end – to provide stimulation and help safeguard their mental well-being during long days of isolation

**YOUR #COVID19COMMITMENT IS HELPING US
CARE FOR ALL OUR CLIENTS – BODY AND SOUL.**



Your Generosity — Taking Care of the Whole Person

Your outstanding generosity allowed our clients to receive:



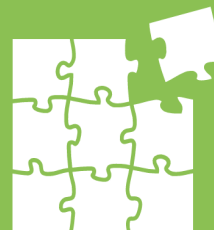
300

Personal
hygiene kits



800

Toiletry
kits for men
and women



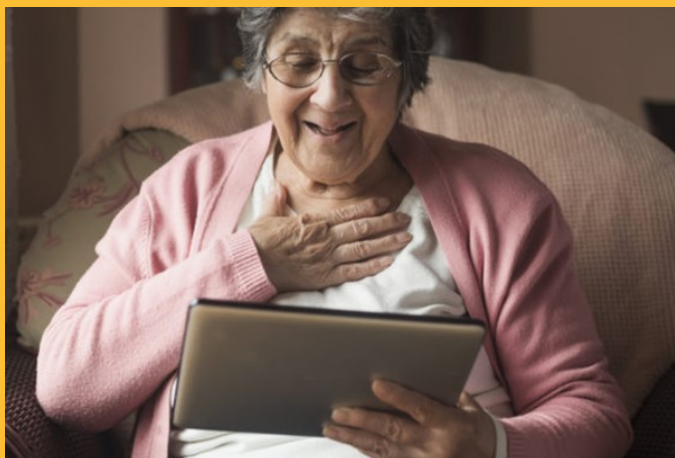
750

Isolation kits
for seniors and
clients with
mental health
issues



400

Activity kits for
children
and youth



WOODGREEN NEWCOMER SERVICES
ENHANCED LANGUAGE TRAINING (ELT) PROGRAM

FINANCE & ACCOUNTING

FOR INTERNATIONALLY TRAINED PROFESSIONALS

In this 12 week, online course, you will learn about **business communication** and **Canadian workplace culture**. There are opportunities for **placements, professional mentorships, and networking with employers** as well as **job search support** including **resume and interview training**.

Eligibility
Permanent Resident or Convention Refugee
Language level CLB 5
International education in related sector



Remote Connections

WoodGreen staff pivoted quickly to deliver programs and services remotely in order that our clients could continue to receive crucial support while still complying with social distancing requirements. However a number of our clients did not have the technology required to gain access to these programs – nor to connect with the outside world while they were self-isolating.

Generous #COVID19commitment donations allowed us to provide clients with smart phones, iPads, computers and data plans to:

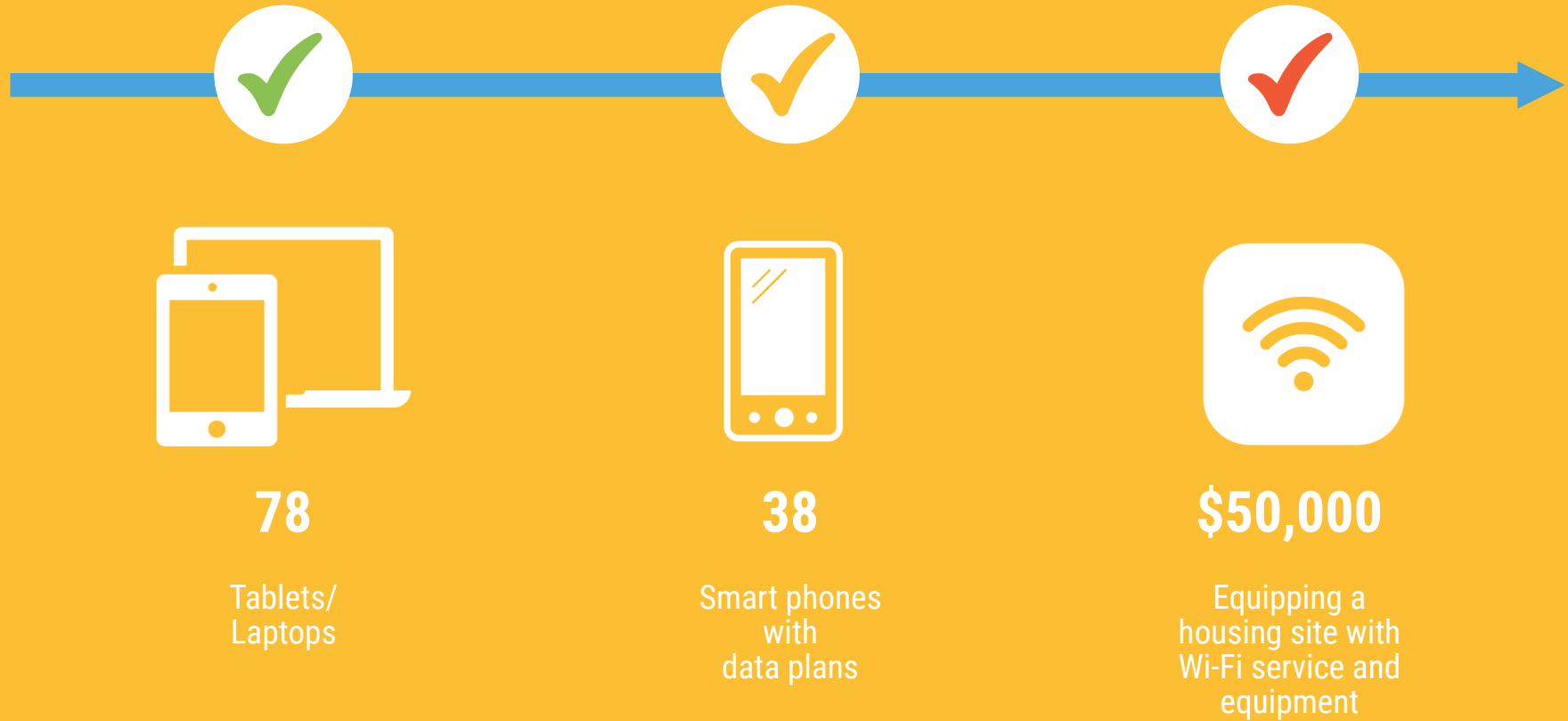
- Enable seniors and other clients to receive virtual support including mental health counselling, seniors day programs, employment help, English language training, etc.
- Provide the means for students to participate in online learning
- Reduce the isolation of marginalized, home-bound clients

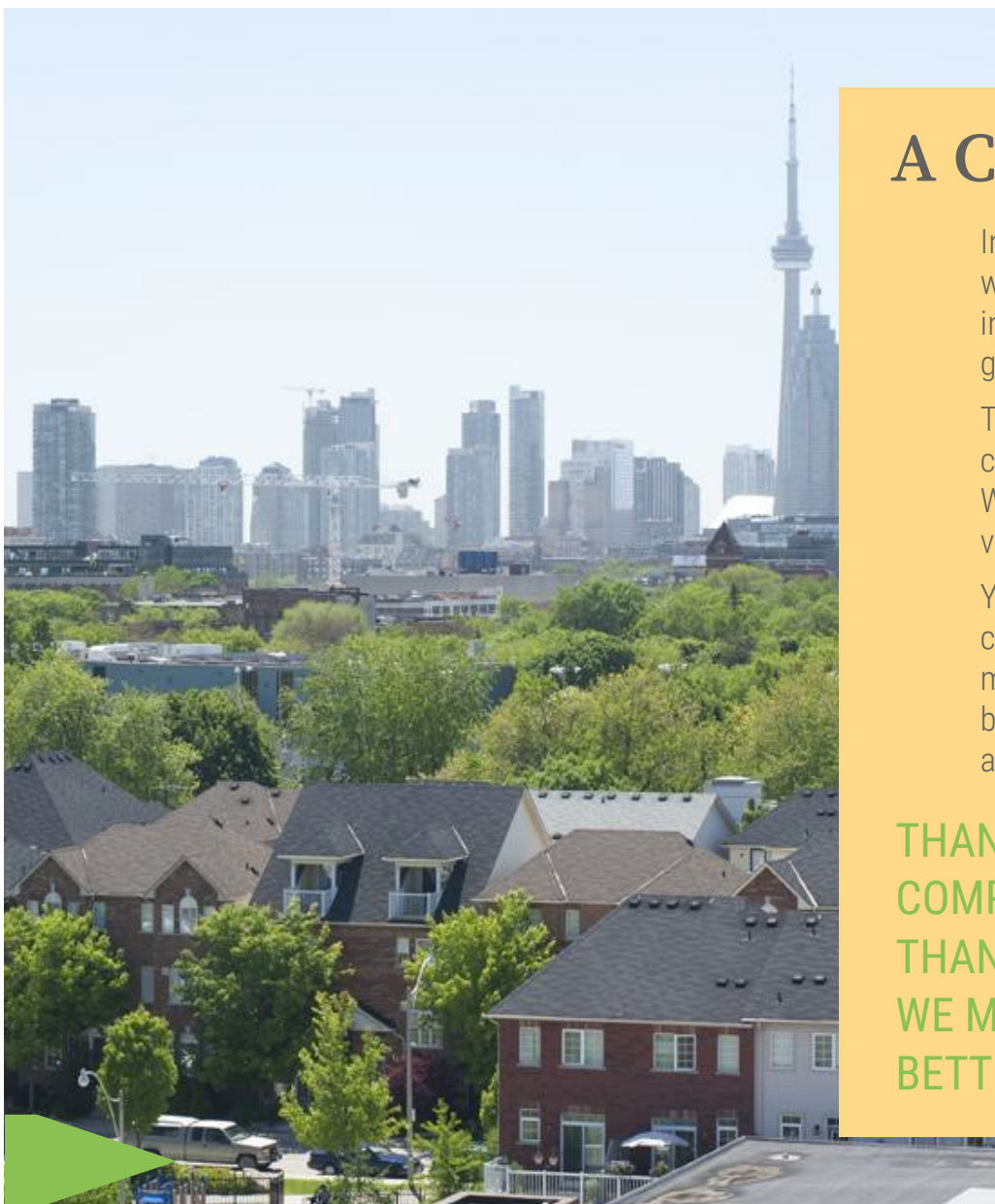
THANK YOU FOR PROVIDING VIRTUAL BRIDGES TO
SUPPORT, LEARNING AND THE BROADER COMMUNITY.



Connecting our Clients Through Your Commitment

Your caring is enabling virtual connections through:





A Closing Note

In times like this, we're reminded of how interconnected we all are. Now, more than ever, we rely on caring individuals and organizations to come together for the greater good.

Thank you for stepping up for WoodGreen, for our clients, our neighbours and for our city as a whole. Without you, none of our work to care for the most vulnerable among us would be possible.

Your #COVID19commitment has helped us meet our clients' most basic and urgent needs. It has helped to maintain their physical, mental and emotional well being. Your commitment has undoubtedly saved lives. and it is helping us build a more equitable city.

**THANK YOU FOR YOUR COMMITMENT, YOUR
COMPASSION AND YOUR GENEROSITY – AND
THANK YOU FOR WALKING ALONGSIDE US AS
WE MOVE THROUGH THIS CRISIS AND LOOK TO
BETTER TIMES. WE ARE DEEPLY GRATEFUL.**





WoodGreen Community Services

VISION:

A Toronto where everyone has the opportunity to thrive.

MISSION:

WoodGreen Community Services enhances self-sufficiency, promotes well-being and reduces poverty through innovative solutions to critical social needs.

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset.

With a rich history spanning more than 80 years, WoodGreen is one of the largest social service agencies in Toronto and the largest, non-municipal provider of affordable and supportive housing.

In partnership with a generous corporate and philanthropic community – and through the efforts of a staff of 800 and the dedication of 1,000 volunteers – WoodGreen serves approximately 40,000 people each year from 40 locations, with more than 75 programs.

WoodGreen helps seniors, with issues of frailty, isolation and dementia, remain living safely and with dignity in their own community; homeless and marginalized individuals get off the streets; individuals and families find safe, affordable housing; newcomers settle in to Canadian life and internationally-trained professionals enter the job market; people living on low incomes improve their financial well-being; struggling, mother-led families gain economic stability; parents access childcare; children and youth access after-school programs and youth find meaningful training and employment; youth leaving the care of the child welfare system transition into healthy futures; and people with development concerns, and mental health and addictions issues gain support.



For further information, please contact:

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416.645.6000 ext.4004 | 416.500.2384 | tvasilopoulos@woodgreen.org

Charitable Registration Number: 891038507 RR0001

www.woodgreen.org/foundation | SOCIAL: /WoodGreenDotOrg



**CHANGING LIVES.
MAKING A DIFFERENCE.**

