



A Mission For Kindness and Compassion

Manantial
Neighbourhood Services Inc.

2013 Annual Report

Our core values

- Caring for the whole person – body and mind
- Recognizing the full potential of each individual
- Promoting a violence-free community
- Showing compassion
- Showing respect and dignity
- Embracing diversity
- Demonstrating integrity and transparency
- Ensuring accessibility
- Promoting accountability



Our Vision

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 northwest Toronto and south Vaughan, with a particular focus on immigrants, seniors and youth.



Charity Number 82415 1070 RR0001

Message from the Executive Director

Manantial Neighbourhood Services was established in April 2005 and since then, we have sought to deliver the most effective and compassionate service to the community we serve and in our 10th year we still continue to do this. 2013 has been another interesting and remarkable year for this organization. We have proudly expanded our services and programs by establishing another office in Vaughan, York Region.

Through various programs Manantial has confirmed its core values. The youth program has provided youth with the skills and knowledge on how to promote a violence free community, respecting cultural differences and embracing diversity. The senior's program has helped elders to increase their physical and mental well-being. I am delighted to say that the success stories that were given by the youth and the seniors show that the programs were very beneficial. The staff, and the Board of Directors are still working extensively towards the establishment of Manantial Women's shelter; a safe place where mostly Hispanic women and their children can stay to escape violence and abuse.

Committed staff, volunteers and students have made it possible for Manantial to provide many needed services to the community. A heartfelt thanks to everyone that contributed their skills, time and energy who assisted the women, men, seniors and youth. I would also like to express my sincere appreciation to our partners, individual donors and funders for their dedicated help. Special thanks to the Government of Canada, City of Toronto, Emmanuel Hispanic Church of the Nazarene and Church of the Nazarene Canada Central District, your contributions have helped to keep this organization functioning.

Every day we are inspired by hundreds of individuals who access our services and programs. Looking ahead to the next year, Manantial will continue to deliver effective and efficient services and programs that will continue to make a difference in the lives of many immigrants in our community.

Lucila Maestre
Executive Director

Manantial's Board Members

Belkis Fernández Former Executive Director / Programing Chair

Jonathan Mousley Chair of the Board

Carlos Jerez Secretary

Abraham Alberto Community Advisor

Carlos Coloma Community Advisor

Joshua Gonzalez Community Advisor

Maira Jimenez Community Advisor

Felix Sano Fundraising Chair

“ the most effective and compassionate service to the community ”

Testimony

My name is Beatrice Beltran. Thanks to the supportive counseling from my pastor, in the year 2006, I arrived at Manantial Neighbourhood Services. Since then, I found myself going through a very difficult situation, my marriage was in crisis and after 15 years of marriage, I was facing separation from my husband. My 2 children were also in crisis due to the separation.

The Manantial community centre, not only helped me with counseling but they also gave me a great opportunity to work as a volunteer for the senior's program. Through the years, I have maintained a close contact with their office and their services because they offer comprehensive and quality treatment.

I give thanks to God for guiding me to Manantial and at the same time, my prayer is that they would always keep their doors open to the community.

“Thanks for the supportive counselling”



Virtue is a quality that is developed through a constant dedication to achieve the best for the good of humanity. Volunteering and actions of love are the paths to virtuosity.

Compassionate heart
Serving with open arms
Live to love
Nobleness of the soul

To be virtuous is not limited to my career but extended towards my family and community.

Segundo Moscoso



My Experience

The past 7 months for me were truly memorable. I had the privilege to gain new skills, knowledge and experience with the help from the Executive Director and staff. It was a pleasure to work with the Executive Director, she was a great asset to my learning. The Executive Director and staff guided me through this journey with kindness and compassion. I also had the joy of meeting the wonderful seniors that come out every Monday and partake in the seniors program. By interacting with the seniors I had the chance to get to know everyone and hear the many interesting stories they tell. I also had the pleasure to advocate for many clients and gain experience for the future. I hope to keep in touch and continue to contribute to MNSI and the community. I feel so blessed to have had the opportunity to be here at MNSI doing my student placement.

Guadalupe Cardenas



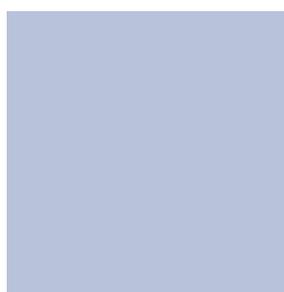
guided me
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My Experience

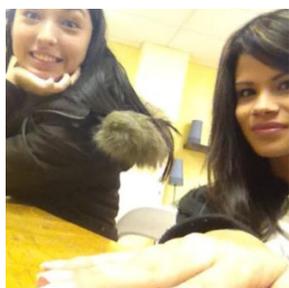
MNSI is a great agency that helped me learn and grow as an individual and a social worker. I became more independent and learned how to trust my own abilities. The agency offered me the opportunity to gain experience in writing proposals, creating newsletters and brochures, which gave me the chance to learn how to use the software. I also had an opportunity to facilitate workshops for the time in my career, an opportunity that not many agencies would offer to students. The people at the agency are also amazing; from day one they made me feel like I was part of the team. They made me feel like I belonged there. The whole environment was so refreshing and welcoming. I definitely had an unforgettable experience throughout my two semesters.

Violina Borisova

Thanks to our incredible, big-hearted supporters, 2013 was a year of significant accomplishments and success for Manantial. Although with limited funds, through the prayers and support of so many friends and volunteers, we were able to accomplish so much! We were able to walk with those in need in the communities we serve. Because of the commitment of Manantial's staff, Board of Directors, interns, and numerous volunteers, many individuals' and families' lives in the communities we serve were transformed as they learned to make better choices. We are so thrilled to have had an opportunity to make a significant and lasting difference to so many individuals and families that sought Manantial's assistance, and to have done it in a safe and culturally sensitive manner. As every year, Manantial continues to embrace everyone's ability to live life fully with dignity, respect and an absence of violence.



For the last six years, many seniors from our community have been positively impacted and actively participated in our programs to learn, stay healthy, and to enjoy meaningful lives. This year, more than **45 seniors** have been learning how to prevent elder abuse through the **"Peer Seniors Support"** program. In the meantime, nutritious lunches and education on physical exercises were provided. Seniors continue to engage and appreciate deeply the love and compassionate care that we offer.



The Access Equity and Human Rights - Youth support program, known as **"Our Community - Our Home"**, was able to raise young people's voices and join our efforts against violence. Through this program, **31 young people** acquired skills and knowledge on how to better avoid and/or deal with gender and cultural discrimination. They were very engaged and, at the end of the program, created four remarkable newsletters. Moreover, through the implementation of weekly educational workshops and decision-making activities, these young people learned to identify the visible and invisible impacts of gender and cultural discrimination and its consequences.

a year
of significant
accomplishments
and success



During 2013, Manantial provided **counselling and family support** to more than 110 individuals. At Manantial, we take into account each client's physical, emotional, and spiritual needs. Manantial's mission is to strengthen and restore families through counselling in cases of personal or family crisis, as well as to improve communication and the quality of life to all family members. We walk with the individuals affected by domestic or other abuse and violence, offering supportive care until healing is attained. Equally, we walk with alleged perpetrators/abusers, helping them to address their frustrations in productive, nonviolent ways.

Through the **"Prevention is Better than No Cure"** HIV/AIDS/STI Prevention Program, Manantial was able to reach the Hispanic community and conduct 12 HIV/AIDS/STI promotional and educational campaigns targeting newcomers in Ward 9 of the City of Toronto. A total of 161 individuals took part in the workshops, where they were provided with the latest HIV/AIDS/STI information, statistics and endemic proportions.

On July 12, 2013, we conducted our **7th Annual Health Fair** with the active participation of 80 members of our community, partner organizations, volunteers and MNSI staff. With the support of the Immigrant Women's Health Centre's mobile clinic, and with the support of other local organizations such as the Toronto Fire Department, A-Plus Institute and Osteoporosis Canada, MNSI managed to raise awareness in the local community about the importance of developing healthy eating and living habits. We also had professionals who demonstrated various exercises appropriate for seniors. A total of 18 patients received services and as a result of the tests, a few people were referred to further care.





Volunteers and students:

This year, Manantial welcomed two new staff members: Dora Ivone Sifuentes was hired through the **"Investing in Neighbourhoods"** (INN) initiative, while Brenda Espin was hired through the Canada Summer Jobs program. We give a heartfelt thank you to **40 volunteers** and to our funders who have made this possible.



A total of **3,721 hours** were completed through the students' placements, community volunteer work, board meetings and program advisory committees.



Services:

In 2013, a total of **397 services** were offered to Manantial clients, including drop-in services such as settlement, housing, immigration and citizenship, documents and advocacy services.



Partnerships:

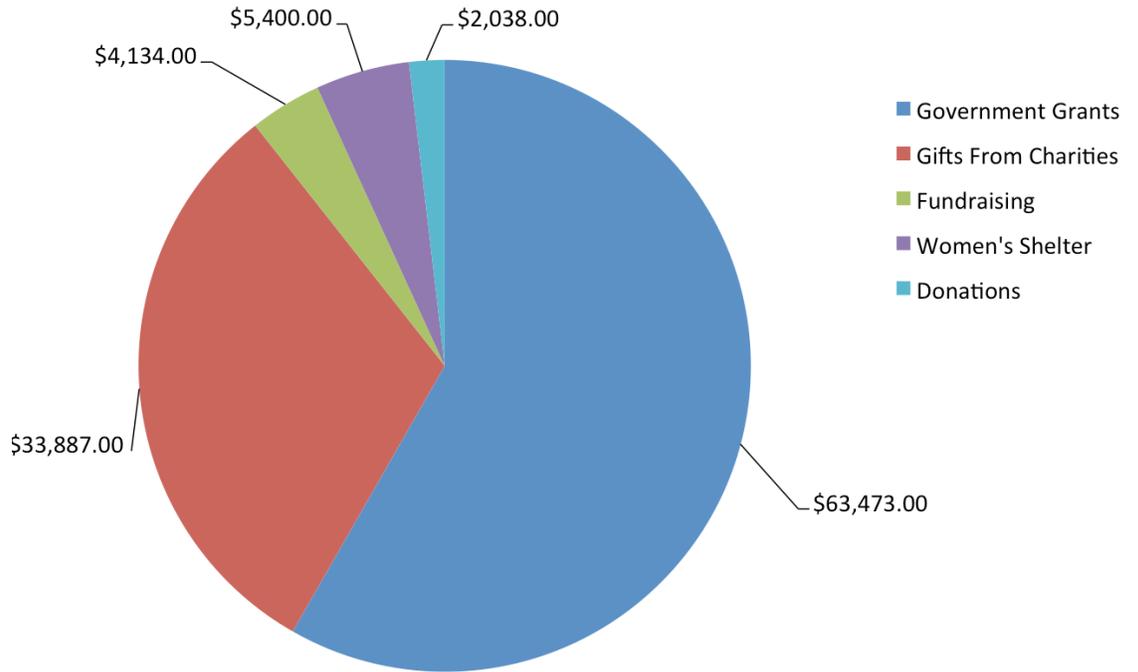
Manantial continues its support of the **Toronto West Local Immigration Partnership** (LIP) led by Citizenship and Immigration Canada. The Toronto West LIP focuses on developing a local settlement strategy that aims to coordinate and enhance service delivery to newcomers in order to improve social and economic integration. Over the years, Manantial has developed a strong partnership with the Immigrant Women Health Centre, the same organization that provides our Annual Health Fair with a mobile health clinic.



Our sincere thanks to all of the partners, Board Members, staff and volunteers whose commitment and consistency, made the accomplishments of 2013 possible. We are also greatly indebted to our sponsors for their financial assistance; without their commitment, nothing would be possible. Indeed, it is due to the kindness of donors that we have been able to help hundreds of clients when they needed it most.

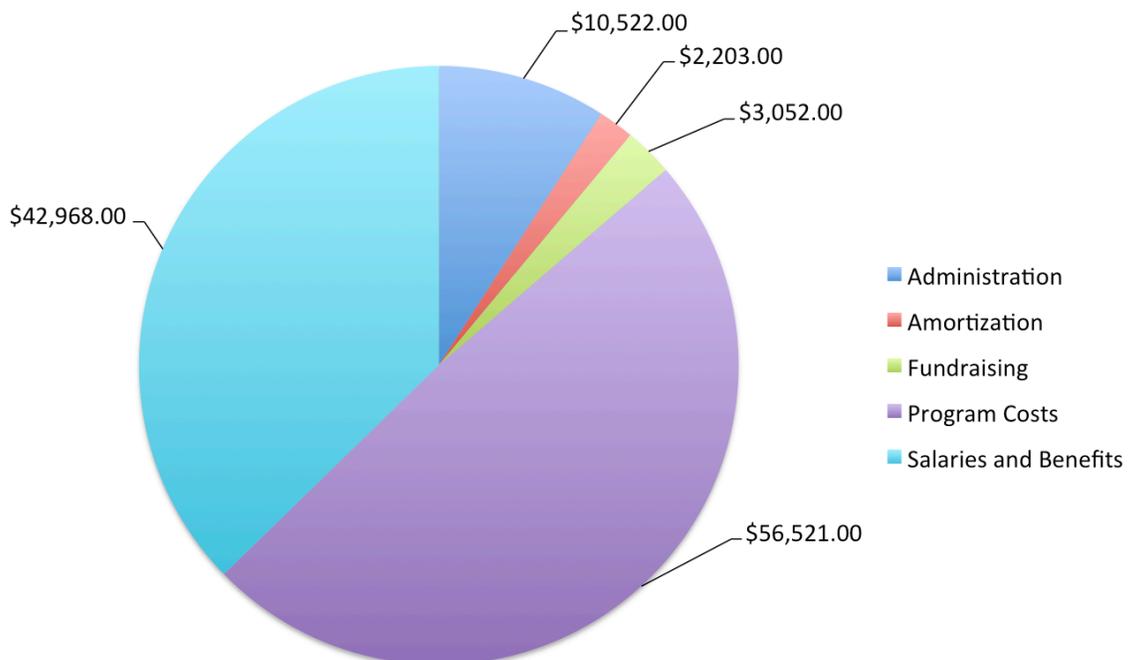
Revenues

\$108,932



Expenditures

\$115,266





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Annual Report made by Christina Moreno

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Canada

TORONTO