

Manantial Neighbourhood Services Inc. – Annual Report 2019

Manantial Neighbourhood Services Inc. works to better the lives of all, but primarily those living within the Toronto and Vaughan communities that identify with Hispanic culture. Our work is focused on providing newcomer integration services, such as immigration, settlement services and referrals, to those recently arrived in Canada (Toronto) from primarily Spanish-speaking countries. Equally, Manantial is focused on serving the needs of youth and seniors through personal development programs designed to grow their self-confidence and ability to help themselves and others in their newly adopted country. In addition to these programs and services, Manantial is involved in crisis counseling and intervention, including assisting the victims of domestic violence and abuse. In these cases, it provides crisis intervention services and immediate supports, and may also work with perpetrators separately to reconcile relationships, including through mediation.

The positive impact of Manantial on the clients and communities it serves would not be possible without the time, passion and dedication of its hardworking staff, volunteers and student interns. Each of these individuals contributes to the community and those served in a different but always positive and important way, applying their particular skills and knowledge. Manantial's Board of Directors continues to serve Manantial well, guiding and strengthening the organization and all those who carry out its daily activities. Finally, Manantial is infinitely grateful for the contribution of its many donors whose financial and in-kind assistance makes its work possible. This work could not be achieved without the valued support of the Government of Canada, the Church of the Nazarene Canada – Central District, the two local Churches of the Nazarene located in the communities Manantial serves, and other funding partners and individual donors. In the coming year, Manantial hopes to engage ever more donors, volunteers and students in its activities.

Community Partners

In 2019, Manantial worked collaboratively with various community partners to ensure timely and quality services accessible to all. In particular:

- We are thankful and humbled to have once again been partnered with the two Churches of the Nazarene in the communities we serve. The **Spanish Emmanuel Church of the Nazarene** in Toronto and the **Woodbridge Spanish Church of the Nazarene** both contributed meaningfully to operations by providing financial and in-kind support, especially facilities, for programs and services to flourish. They also facilitated communication and networking with individuals regarding Manantial's services, in addition to providing integration and settlement services opportunities.
- The **Church of the Nazarene Canada - Central District** supported our administrative costs and helped us to provide support for women and families in crisis, including aiding in the process of establishing a safe place for abused women and children.
- **COSTI Immigrant Services** worked with Manantial to smoothly and comfortably integrate Hispanic newcomers into Canadian society. Again in 2019, we linked our knowledge of the Hispanic community and their cultural and linguistic needs and experiences with COSTI's expertise in newcomer settlement to better meet the needs of these newcomers. As of mid-October 2019, 105 clients have been supported with immigration applications, information, referrals, and assistance with forms completion.
- The **Immigrant Women's Health Centre** partnered with Manantial to once again provide a mobile health clinic, providing an opportunity for women within the communities we serve to be educated about and to access free health services close to home. Over the years, this partnership has helped

to eliminate much of the stigma associated with accessing certain healthcare services and to reduce the barriers faced by immigrant women accessing these services.

- **Other community health providers**, such as **the APLUS Institute (dental hygiene college) and the Alzheimer Society of Toronto/Ontario**, have worked closely with Manantial, promoting health and wellness in the communities we serve.
- The **Pregnancy Care Centre**, in collaboration with Manantial, hosted a weekly program designed to help the needs of Hispanic mothers who may be feeling alone with an unexpected pregnancy and who wish specialized guidance and support.
- Manantial contributed to a **research study led by Professor Roxana Zuleta of Humber College** in Toronto. Ten mothers participated in a study investigating the barriers that parents and young Latin Americans face in the educational system to access post-secondary education, with a particular focus on how Latin American parents' attitudes and cultural practices impact their childrens' early development and school readiness.
- **The Municipality of York Region**, through the York Region Transit Ticket program, provided 12 residents from low- to moderate-income households with free monthly YRT tickets. This program aims to assist people with the cost of public transportation so that they can meet other basic life needs.

Thanks to Manantial's partnership with the **York University's School of Social Work**, this year, we welcomed Julia Sarra as a social work intern. Her commitment and contributions are greatly appreciated by our team at Manantial. Jael Pazmino and Estefania Vega, from Seneca College, were also welcomed by Manantial as they have brought many valuable contributions.

Programs and Program Sponsors

So far in 2019, Manantial has been able to continue to provide a variety of scheduled and non-scheduled programs and services, none of which would be possible without the kind and generous funding of our sponsors and donors. In particular:

- Manantial's Individual and Family Counselling program has provided emotional, physical and mental health support to more than 97 individuals and families. Through the **Advocacy for Abused Women, Crisis intervention, and One-on-One counselling sessions**, conducted through a network of specialized organizations, women in the community were empowered to become stronger, to overcome barriers, and to improve their mental health and wellness.
- Working in partnership with the **Government of Canada and the Ontario Ministry of Seniors' Affairs**, Manantial has provided a variety of services for Hispanic seniors in Toronto. These services include weekly **workshops, field trips, meals, fitness, presentations, classes and other offerings** that allow seniors to connect with each other and establish friendships. In addition to the weekly activities, Manantial has helped many seniors with **housing, settlement and other services**.
- More than 47 seniors have participated in **'Fit and Healthy Minds'**, an educational and social support structure for older adults funded in part by the **Government of Canada**. 18 seniors participated of the **"Fitness Fun for the Golden Age"** seniors' program, an educational and exercise-based program sponsored by the **Ministry of Seniors' Affairs**.

The Government of Canada has also assisted Manantial in the form of student placement through the **Canada Summer Jobs Program**. This year, we welcomed two students through the Program, Nicole Solis and Catherine Del Valle. Manantial' staff also supervised two youth from the **Spanish**

Emmanuel Church of the Nazarene and the **Woodbridge Spanish Church of the Nazarene**. Through this partnership, both the youths and Manantial have benefitted tremendously through the sharing of ideas and helping each other to learn and grow.

Manantial's annual **"Health and Family Wellness" event** was held on August 20, 2019 in Toronto. During this annual event, Manantial collaborates with health professionals to create awareness among members of the community of healthy living practices that can promote a longer and healthier life. More than 118 community members participated of the event, while more than 25 women completed a Papanicolaou test (Pap test), among other tests, offered at the event. Furthermore, 13 women were referred to the Immigrant Women Health Centre as a result of our Mobile Clinic.

Hours and Number of Services

As of mid-October 2019, more than 2,249 hours of service have been delivered to the community through Manantial's frontline staff, volunteers and interns, and through the work of the volunteer Board and advisory committees. In all, a total of 798 individual services have been delivered to the communities we serve through counselling, scheduled programs and workshops, and drop-in services (such as settlement, housing, immigration and advocacy services/referrals).

Manantial is very grateful for and value the prayers, commitment and financial support of so many in 2019. We believe that the people we serve in the communities we serve deserve every opportunity to grow and have a brighter future. We are here to help make that happen, and we look forward to doing the same and more in 2020!

With a grateful heart,

Lucila Maestre
Executive Director