

# COMMUNITY NEEDS ASSESSMENT REPORT

IMMIGRANT WOMEN  
INTEGRATION  
PROGRAM  
2011-2012



CENTRE FOR  
COMMUNITY  
LEARNING  
AND DEVELOPMENT



BY: RAJARUBENI AHILAN  
MARCH, 2012



**EGLINGTON EAST - KENNEDY PARK  
NEIGHBOURHOOD**

**NEEDS ASSESSMENT REPORT  
COMMUNITY WELL BEING  
2011**

**CENTRE FOR COMMUNITY LEARNING AND  
DEVELOPMENT**

**IMMIGRANT WOMEN INTEGRATION PROGRAM  
RAJARUBENI AHILAN**

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## CHAPTER – 1

### 1. *COMMUNITY PROFILE*

#### 1.1 *History*

#### **Eglinton East – Kennedy Park Neighbourhood**

Eglinton East-Kennedy Park is an area in eastern Toronto, more specifically Scarborough, which comprises two neighbourhoods (Eglinton East and Kennedy Park). Traditionally, Eglinton East and Kennedy Park are considered two separate neighbourhoods; however for planning purposes the City of Toronto joined these two neighbourhoods together as Priority Area 7.

Eglinton East is bordered by Stansbury Crescent, Citadel Drive and West Highland Creek to the north, Midland Avenue to the west, the CNR rail line, Brimley Road and Eglinton Avenue to the south, and Bellamy Road North to the east. Kennedy Park, on the other hand, is bordered by Birchmount Road, Brimley Road, Eglinton Avenue and St. Clair Avenue.

According to the 2006 federal census, Eglinton East has a total population of 22,385. The male population is 10,430 (46.6%) and the female population is 11,955 (53.4%). The working age population, which encompasses those who are 25–64 years old, is 11,700 (53.3%); and the population of seniors ages 65+ is 2,865 (12.8%); the population of children ages 0–14 is 4,780 (21.4%); and the population of youth in the age group of 15–24 is 3,045 (13.6%).

Kennedy Park has a total population of 17,035. The male population is 8,145 (47.8%) and the female population is 8,890 (52.2%). The working age population, those between 25–64 years old, is 9,650 (55.5%) and the population of senior's ages 65+ is 2,230 (13.1%). The population of children ages 0–14 is 3,210 (18.8%) and the population of youth ages 15–24 is 2,105 (12.4%). Since the above numbers are 2006 figures, there is a strong probability that the statistics have changed. However, they are used here as a rough outline of the Eglinton East-Kennedy Park demographic.

Eglinton East-Kennedy Park is a working class community with a high percentage of immigration to the area. South Asians are the largest visible minority group in the area, followed closely by blacks and Filipinos, who make up a significant segment of the area's population. The most spoken non-English language in the area is Tamil, followed by Tagalog (Filipino), Chinese- Cantonese, Bengali, Persian (Farsi), Urdu and Greek among many others.

Eglinton East-Kennedy Park is a low-income community. The residents of this area primarily live in high-rise buildings, and only 22% of people own their place of residence. Here are some of the challenges that newcomers to this area encounter as they try to integrate in the community. Because of the high percentage of immigration to the area,

- Difficulties in conducting outreach and engaging the community

- Lack of meaningful collaboration and coordination of services
- Inadequate infrastructure
- Changes in the economy
- Language barriers
- Lack of adequate service/program funding
- Managing clients' expectations.

According to Census (2006), 211toronto.ca & City of Toronto, Eglinton East-Kennedy Park Priority Area Profile includes:  
 Eglinton East-Kennedy Park has a myriad of newcomer service providers who provide a range of services (e.g., employment bridging programs, language programs, housing and family counselling services). Appendix 1 provides a list of some of the service providers who operate in the Eglinton East-Kennedy Park area.

**1.2. Community Profile & Demographics**  
**Eglinton East has a total population of 22,385**

**Kennedy Park has a total population of 17,035.**

<b>From 2006 census data.</b>	<b>39,420</b>
<b>Population</b>	
<b>% Change Since 2001</b>	<b>-2.4%</b>
<b>Area</b>	<b>6.8 Km2</b>
<b>Population Density</b>	<b>5,795 persons / Km2</b>
<b>Pop. of Children (0-4 yrs)</b>	<b>7.0%</b>
<b>Pop. of Children (5-14 yrs)</b>	<b>13.3%</b>
<b>Pop. of Youth (15-19)</b>	<b>6.3%</b>
<b>Pop. of Youth (20-24)</b>	<b>6.8%</b>
<b>Pop. of Seniors (65+ yrs)</b>	<b>12.9%</b>
<b>Parks &amp; Open Space</b>	<b>0.5 Km2</b>
<b>Distance to nearest subway station</b>	<b>0.9 Km</b>
<b>Number of TTC surface routes</b>	<b>26</b>
<b>Total Employment</b>	<b>4,252</b>
<b>Part-Time Employment</b>	<b>1,609</b>
<b>Visible Minority</b>	<b>67%</b>
<b>Not Visible Minority</b>	

City of Toronto Neighbourhood profile: 2006 Census indicates, that Eglinton East & Kennedy Park are two neighbourhoods of Scarborough. In 2006, Scarborough's population was 602,575, with a density of 3,161 persons per square kilometres (1,220 sq mi). A study based on census data between 1996 and 2001 shows that Scarborough's growth rate was more than 6%, the highest growth in Toronto. Its population is second to North York, but if this trend continues it should be the most populated district in Toronto by 2010.

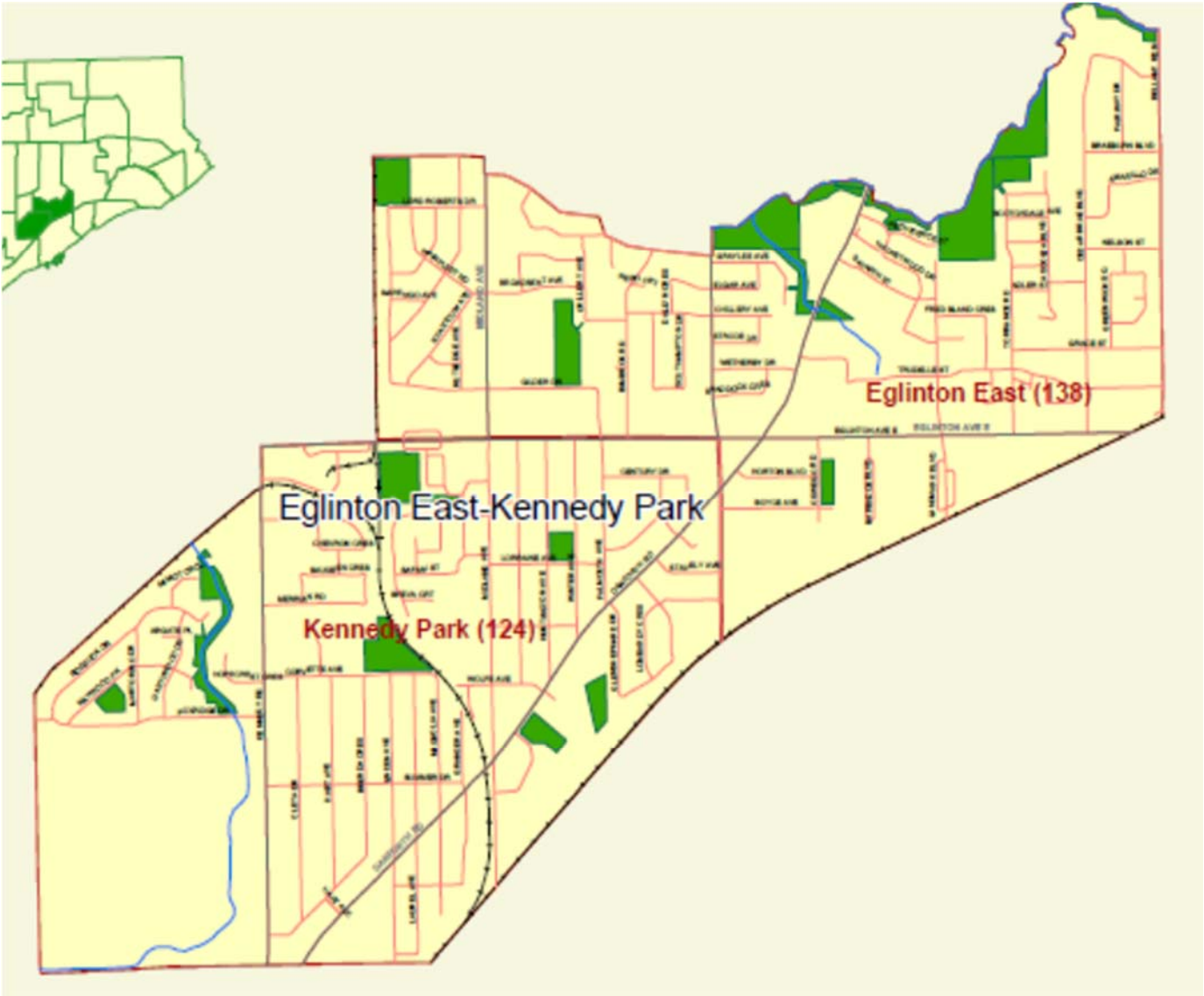
During 1996 – 2001 the rate of population growth was 6%. In 2011 Scarborough’s population is expected to be 806,381. In 2006, Eglinton East had a population of 22,385 and Kennedy Park had



17,035, a total of 39420. On the same ratio, the population of Eglinton East and Kennedy Park is expected to have grown to 52,754.

Like Scarborough, a significant portion of my surveyed neighbourhood’s population is composed of:

**1.2 Eglinton East – Kennedy Park Neighbourhood Geographical *Boundary***



Map: 1 *Eglinton East – Kennedy Park Neighbourhood Geographical Boundary*

*Eglington East Neighbourhood*



*Geographical boundary*  
Map: 2 *Eglington Neighbourhood*  
*Geographical boundary*  
Neighbourhood # 124,  
37 - Scarborough Centre (west) 38  
Scarborough Centre (east)

*Kennedy Park Neighbourhood Geographical*



*Geographical boundary*  
Map: 3 *Kennedy Park Neighbourhoods*  
*Geographical Boundary,*  
Neighbourhood: #138  
Ward: 35 - Scarborough Southwest (north),  
Ward No. 35 – Scarborough-  
Southwest (north)

**Figure 1 Bridges on Eglinton Avenue  
East towards Midland**



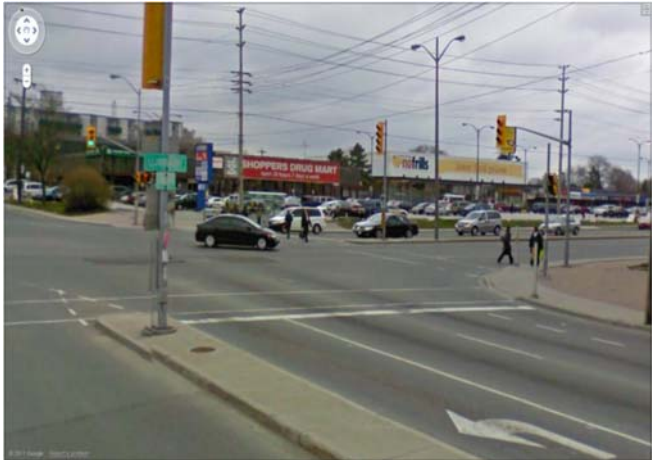
**Figure 2 Intersection at Midland &  
Eglinton**



**Figure 3 Intersections at Kennedy &  
Eglinton Ave East Ave East Road**



**Figure 4 Amenities  
on Kennedy Eglinton**



## CHAPTER – 2

### 2. Executive Summary

The survey covered Eglinton East - Kennedy Park neighbourhoods – neighbourhood # 124 and 138. The purpose of the survey was to have a deeper understanding of and assess the community needs of surveyed neighbourhoods and to measure the index of well-being.

The survey covered the immigrants, both citizens and permanent residents, from various parts. 76.93% respondents do not depend on any support services like food bank, social assistance, subsidised housing, employment insurance, etc. But 33% of the respondents are dissatisfied with their standard of living.

High concentration: in day-to-day engagement like employment outside the community and unpaid work at home. Others are volunteering, students, locally employed, and staff of community agency. 24% respondents are employed full time, and 24% are unpaid working at home, 16% work part time. Most employed respondents feel that their jobs required lower level of education and experience compared to theirs. 36% are looking for work and feel that it isn't easy to find a job, especially in line with their expertise.

Respondents stress in life is high: 53% faced various problems. Stress factors are Job loss, job change, thought of losing job, illness or death in the family and friends are identified to be the major factors of potential stress. 64% respondents have worries or stress at various levels, mothers are not educated enough to overcome their language and cultural barriers. For example: Parent Teacher meeting at school; sometimes there is no translator in Schools.

Loneliness, depression, lack of Canadian experience, gap between the parents and their children are the contributing factors to deteriorating mental health with in the neighbourhood. Availability of information about social services is inadequate in their community, and it is harder for certain groups in their communities to get access to the services they need.

Respondents have experienced discrimination or harassment mainly at school, workplace, in the neighbourhood and at public places. In prohibited grounds, level of discriminations were high in race, place of origin and in low percentage in ethnic origin, citizenship, sexual orientation, sex, marital status, family status, age and receipt of public assistance.

Respondents' level of satisfaction with the community is low and the sense of belonging is weak. It is indicated that 15% very strong and 59% somewhat strong.

Accessibility of homework assistance / tutoring programs is low. There were high level of negative response, both in terms of availability and accessibility, with regard to drop-in youth centre, mentoring programs, peer listeners, parental involvement and youth-led programs. There were also high levels of positive response regarding to availability of relevant information and volunteering. All the listed programs for youth are highly needed.

These are challenges that service providers encounter as they deliver services to Newcomers, including the following:

- Difficulties in conducting outreach and engaging the community
- Lack of meaningful collaboration and coordination of services
- Inadequate infrastructure
- Changes in the economy
- Language barriers
- Lack of adequate service/program funding
- Managing clients' expectations.
- Barriers/Challenges to Accessing Services

According to serving youth better organization, Eglington east-Kennedy Park Local Immigration: These are the challenges that clients encounter as they try to access services and resources in the community:

- Child minding and transportation services are not provided during service delivery
- Service eligibility criteria lead to many clients not being eligible for services
- Culture shock and cultural context issues related to business and employment
- Credential assessment is expensive and time-consuming
- Lack of early reliable settlement information and orientation, leading to the right services not being accessed at the right time
- Some of the concepts used during service delivery are foreign to clients (e.g., volunteering)
- Lack of knowledge and awareness of the services, leading to confusion regarding where to go for particular settlement assistance
- Lack of resources (money), leading many newcomers to take whatever job comes along and then “getting stuck” in these survival jobs

## **CHAPTER- 3**

### **EGLINGTON EAST - KENNEDY PARK NEIGHBOURHOOD**

#### **3.0 Community Needs Assessment - Survey**

##### **3.1. Objectives:**

The objectives of this Community Needs Assessment 2011 Survey are:

- ❖ To measure the index of well-being at community level
- ❖ To find out how community services and life conditions impact the residents' perception of well-being
- ❖ To provide information and guidance to government and non-government service organizations to develop appropriate programs in order to promote community well-being

The objectives of conducting the Community Needs Assessment and the survey for the Priority Area No.7 Eglinton East-Kennedy Park were to get to know the community, identify its needs and understand why it is included as one of the City's Priority Neighborhood. It was an amazing and reflective experience.

The City of Toronto Neighborhood Profile indicates that due to the low income and the lack of social infrastructure, Eglinton East-Kennedy Park has been included as one of the priority communities. The low-income populations are affected. They cannot grow in the same condition that this city is growing. There is big gap between rich and poor and this lead to major social problems.

The social infrastructure determines the inaccessibility of the social services provided in this specific area, because the Community Centers, Libraries, Social Programs, Food Banks, Shopping Centers, Bank Services, Employment Programs are not in close proximity that allowed to have Strong neighborhood.

The social infrastructure must meet not only the broad needs of the general population, but also the specific needs of the diverse and very vulnerable groups. In comparison to the rest of the Greater Toronto Area (GTA), Toronto is home to a significantly higher proportion of vulnerable groups that rely on its social infrastructure.

### 3.2. Methodology

Data from several sources were used for this report.

- ❖ The methods used in collecting survey data were: community residents were individually interview, focus groups, by phone, by email, by online, and interview with the key informant that played an important part in gathering information.
- ❖ City of Toronto's census reports 2006
- ❖ Statistic Canada, Census report 2011
- ❖ Canadian Index of well-being report – University of Waterloo
- ❖ Report on Eglinton East (Neighbourhood 138) and Kennedy Park (Neighbourhood 124) by Social Policy
- ❖ Eglinton East-Kennedy Park, Local Immigration Partnership – Local Settlement Strategy Report- 2011
- ❖ Analysis & Research Section in the Social Development, Finance and Administration Division of City of Toronto.
- ❖ Wikipedia database on Scarborough

Surveys were conducted to collect data about accessibility to social services and facilities in the Eglinton east - Kennedy Park. For example: community centres, service providing agencies and religious centres, schools, libraries, shopping centres and plazas, and neighbourhood grocery outlets. The survey findings was analysed and the report was prepared with a focus on community needs and to identify possible solutions to develop the community's well-being.

#### 3.2.1 Survey time line

Prior to beginning survey with our group, CCL&D executive director held a training session with all students to explain and agree upon the survey goals, procedures, calendar of activities, and the schedule for the interviews. Information regarding the survey was posted on <http://capacity-builders.org/ciw/iwip2011-12.asp>.

The formal survey assessment process with each neighbourhood began when CCL&D's survey Team:

- Prepare materials for their review
- Prepare questionnaire
- Prepare leaflet with online information
- CCL&D designed and administered an online survey. The online survey consisted of 42 questions

Total numbers of respondents for EGLINGTON EAST – KENEDY PARK, SURVEY were 65 people.

THE SURVEY PROCEEDED ACCORDING TO THE FOLLOWING TIME LINE:

Steps	Date	Activities
	October ,13,2012	Preparation of data collection and reviewed documents form each community
	October ,25,2012	Survey team conducted individual and group interviews
	January 20,2012	Survey team compiled and initially analyzed all data that had been gathered in preparation for the joint analysis meeting.
	February ,03,2012	Survey team held a meeting with the Guiding Coalition in order to analyze jointly the preliminary findings, agree upon final findings and to determine goals and directions for change and receive feedback regarding the survey itself
	March ,17,2012	Provide the first draft of the report to TCCLD for their comment and feedback
	March 31,2012	Provide the final version of the report to TCCLD

### 3.3. Personal Observation

Language was a barrier of exclusion for some new immigrants. 65% of the participants were hesitant to answer the self-identity questions. Most of the community residents refused to participate, because of the large quantity of questions.

It has been observed that many of the residents have negative response towards any sort of survey and did not want to participate. They feel that surveys do not bring any change to their problems and needs.

The problems include: unemployment, poor living condition, lack of social services and dissatisfaction with accommodation. Higher percentage of households are with incomes below the poverty line or low income cut off, higher proportion of rental households; most of the people are immigrants with university degree and college diploma, and higher percentage of population with less than high school education. These are the factors contributing to disengagement of the residents to their community in general.



**Canadian Index of Wellbeing (CIW)** – a true partner to GDP and one that provides a much fuller picture. The CIW is not just a number; it reflects real life. It tells us how we as citizens are faring, how our country is faring as a whole, and where we might be headed. It's a useful tool for governments of all levels, here and around the world, by providing more comprehensive data to better assess the impact of their policies and programs. It also empowers people to hold their governments accountable for making progress or falling behind.

**The CIW identifies a set of key indicators that will track Canada's progress in eight interconnected domains of wellbeing:**

The Neighbourhood survey was based on the domains of the Canadian index of wellbeing (CIW). Unlike Gross Domestic Product (GDP), the CIW created a picture of not just how our economy is doing, but more importantly, how people and community is doing.

COMMUNITY VITALITY



DEMOCRATIC ENGAGEMENT



EDUCATION



ENVIRONMENT



HEALTHY POPULATIONS



LEISURE AND CULTURE



LIVING STANDARDS



TIME USE



## CHAPTER- 4

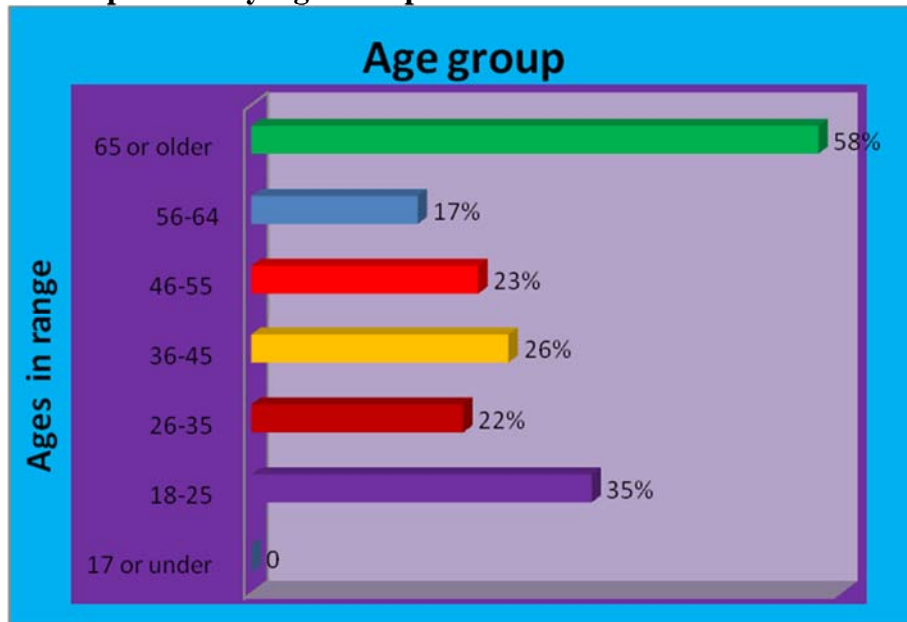
### EGLINGTON EAST - KENNEDY PARK NEIGHBOURHOOD

#### 4.0 Community Needs Assessment – Survey Findings

##### 4.1 DEMOGRAPHIC INFORMATION

##### 4.1.1 Population by Age Group

Chart: 1

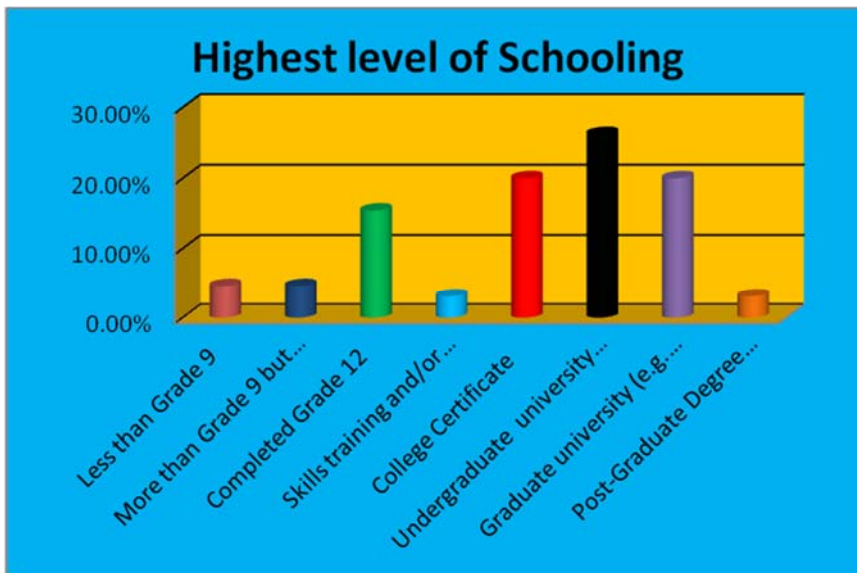


Age range of the respondents in this neighbourhood: the highest were 58% age between 65 or older. Others are:

- ◆ 17 or under 0.00%
- ◆ 18-25 are 4.62%
- ◆ 26 -35 are 21.15%
- ◆ 36- 45 are 26.15%
- ◆ 46 – 55 are 23.08%
- ◆ 56 – 64 are 16.92%
- ◆ 65 or older are 58

#### 4.1.2 Highest level of Schooling

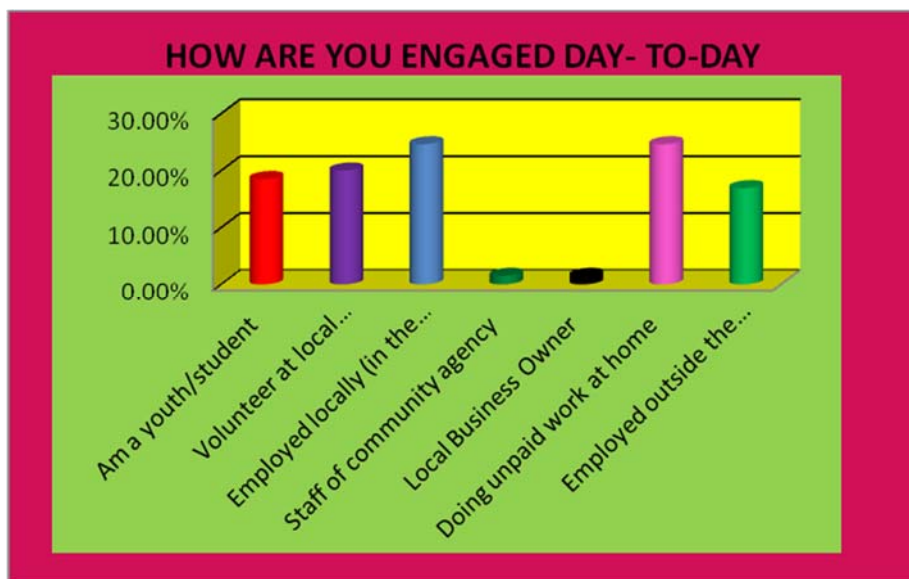
Chart: 2



The chart above shows the highest level of schooling in Eglington East-Kennedy Park: 26.20% obtained university degree, 20% master's degree and 20% college's certificate.

#### 4.1.3 How are you engaged day-to-day?

Chart: 3



The chart above shows that 24.62% of the Eglington East-Kennedy Park population are employed full time locally in the Community, 16.92% are employed outside the community, 24.62% are doing unpaid work at home, 20.00% are volunteering, 18.46% are Youth Students, and 1.54% are local business owners.

## 4.2 MARITAL STATUS

### 4.2.1 Marital Status

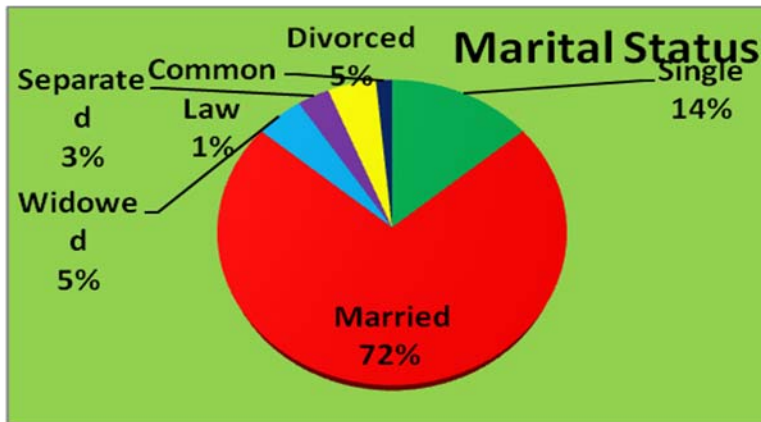


Chart: 4

The graph above shows that 14% of the Eglington East-Kennedy Park population are single, 72% are married, 5% are divorced, 5% are widowed, 1% is in common law, and 3% are separated.

### 4.2.2 People in your House Hold



Chart:5

The chart above shows: one person residing in the household 10.77%. Two people residing in the household are 20.00%. 26.15% of the population are three people residing in the household, and 30.77% of the population are four people, 7.69% are five people, and 4.62% are more than five people in a household.

### 4.2.3 Children living at home

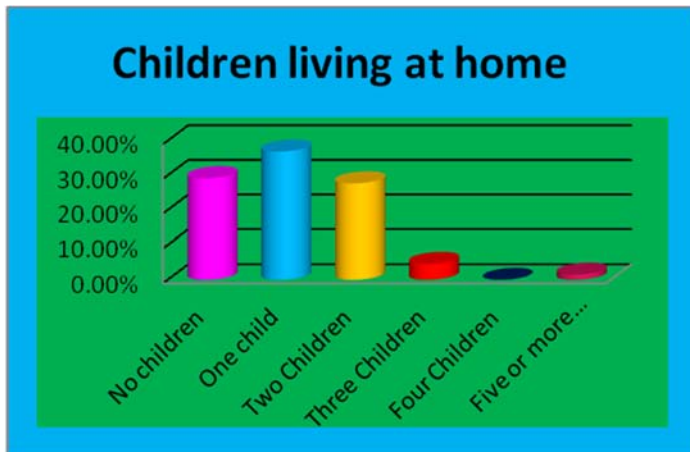


Chart:6

The survey above shows that 29% of the people in the area of Eglinton East-Kennedy Park are living with no children, 36.29% has one child, 27.69% has two children, 5% has three children, 4.62% has four children, and 2% has five or more children.

### 4.2.4 Civic/Immigration status

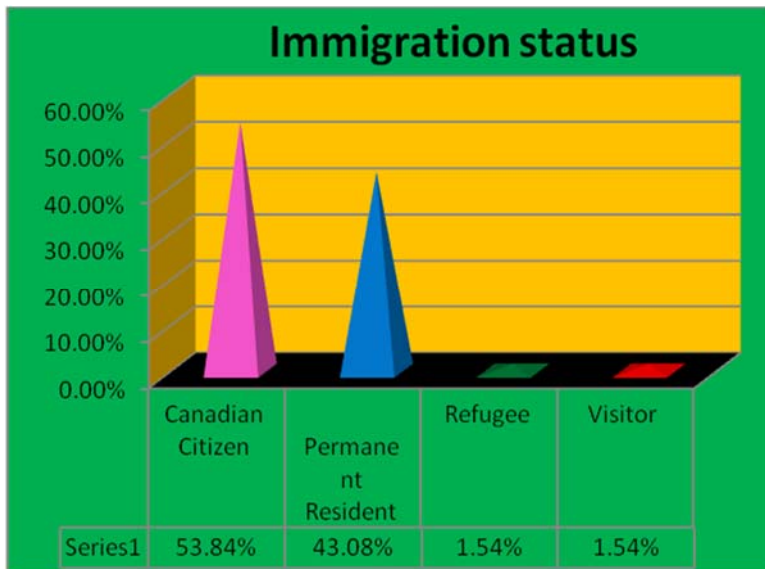


Chart: 7

The survey results above shows that in Eglinton East-Kennedy Park, 53.84% of the residents surveyed are Canadian Citizens, 43.08% are Permanent Residents, 1.54% are Refugees, and 2% are Visitors that are only here for one year or less.

### 4.2.5 Length of time in Canada

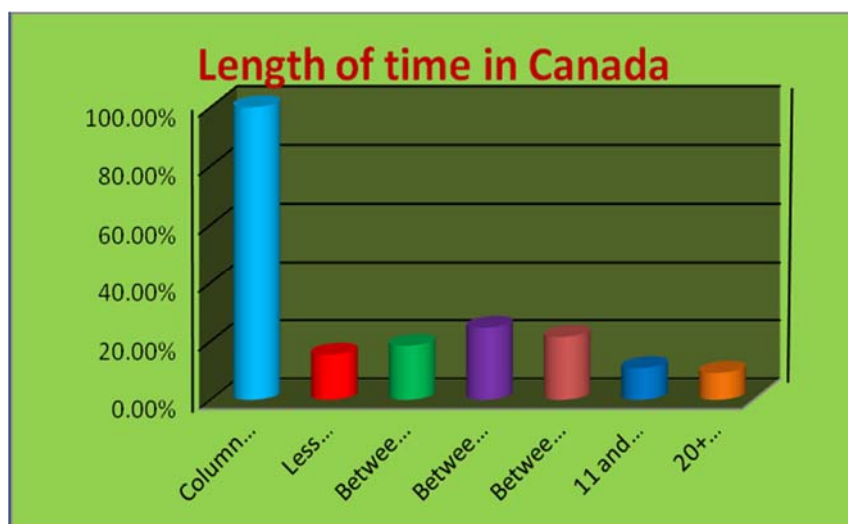


Chart:8

The chart above indicates that the majority of the participants have been living in the community between 2 to 5 years. 24.6% between 1 and less than 2 years. 18.5% between 5 and less than 10 years. 21.5% between 11 and less than 20 years. 10.8% are 20+ years while 9.2% are less than a year.

### 4.3. SELF-IDENTIFY

#### 4.3.1. Race/Ethnicity

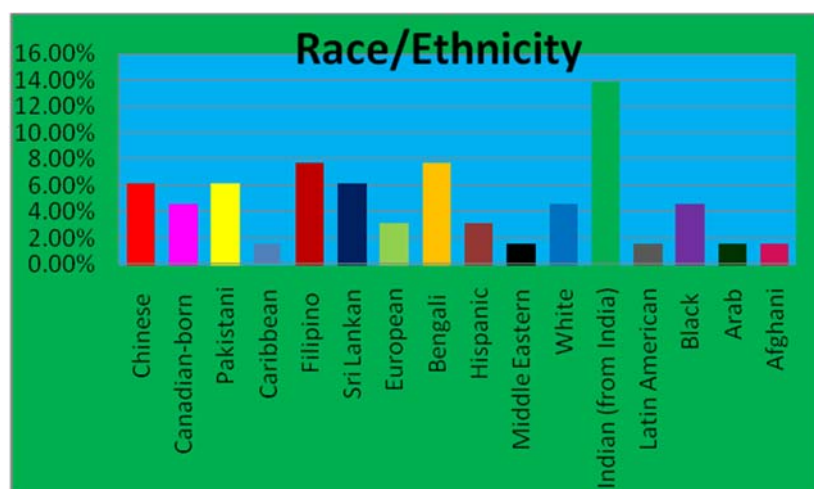


Chart:9

The Chart above shows self-identify: race/Ethnicity/Country/Region of Origin in the Eglinton East - Kennedy Park community: Main concentration: Indian 13.85%, Filipino 7.69%, Bengali 7.69%, Pakistan 6.15%, Sri Lanka 6.15%, 4.62% Black, 4.62% White, 4.62% Canadian-born, 1.54% Middle East, 3.08% Western European, 1.54% Caribbean, 1.54% Arab, 10.77% Others.

### 4.3.2 Gender

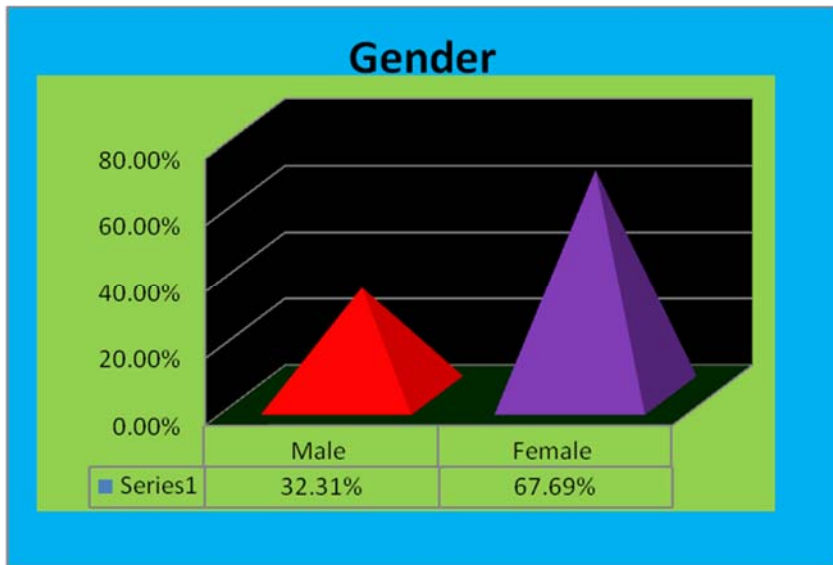


Chart:10

The chart above shows Eglington East -Kennedy Park area has 67.69% Female population and 32.31% Male population.

## 4.4 Living Standards

### 4.4.1 House hold Income

INCOME RANGE	TOTAL - 100.00%	Male %	Female %
\$15,000 or less	32.30%	47.60%	25.00%
\$15,001 to \$25,000	27.70%	23.80%	29.50%
\$25,001 to \$40,000	29.20%	14.30%	36.40%
\$40,001 to \$55,000	6.20%	4.80%	6.80%
\$55,001 to \$65,000	0.00%	0.00%	0.00%
\$65,001 to \$75,000	3.10%	4.80%	2.30%
More than \$75,000	0.00%	0.00%	0.00%

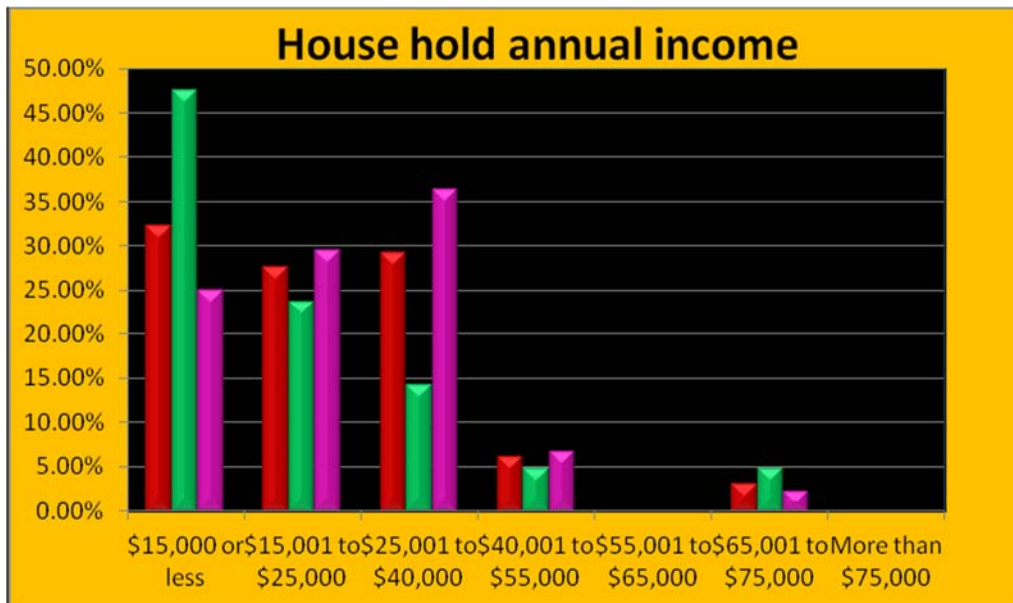


Chart: 11

The graph shows the annual household income for the participant of the survey of Eglington East - Kennedy Park areas are as listed:

- ◆ 32.8% gets \$15,000 or less
- ◆ 28.13% gets \$15,000 to 25,000
- ◆ 29.69% gets \$25,000 to 40,000
- ◆ 6.20% gets \$40,001 to \$55,000
- ◆ 3.10% gets \$65,001 to \$75,000

According to Statistic Canada the poverty line (low income cut off) for a single person living in a major city in 2007 was \$21,666 (before taxes). The majority of the population receiving incomes are 32.8% less than \$15,000. According to Statistic Canada 2006, 46% of residents were considered to have low income (before tax) as compared to 18% in the rest of Toronto, this is a very high-poverty neighbourhood.

#### 4.4.2 Financial situation

The Chart: below shows that 39.99% are satisfied with financial Situation 30.77% are neither satisfied nor dissatisfied and 23.08% are dissatisfied



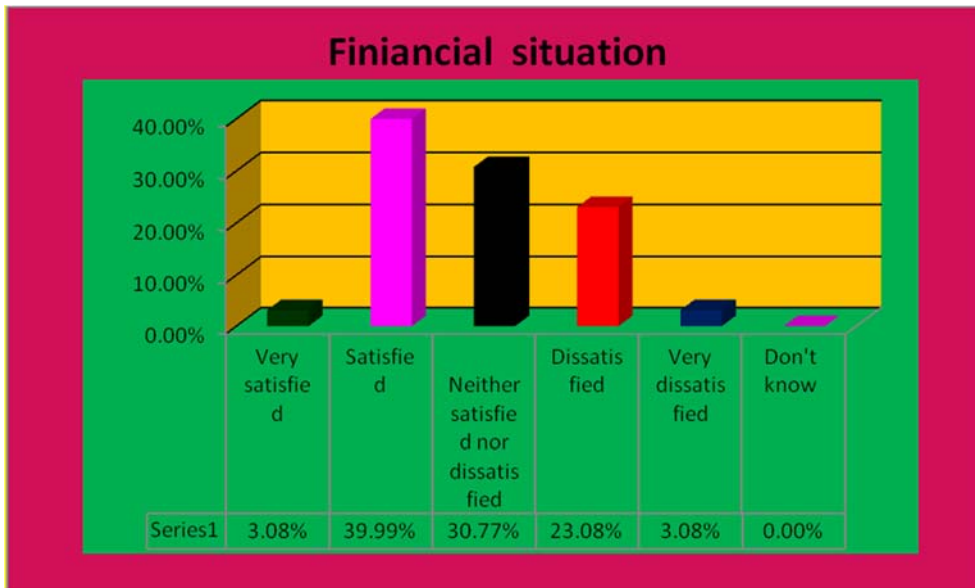


Chart: 12

#### 4.4.3 Most Important Financial Problem

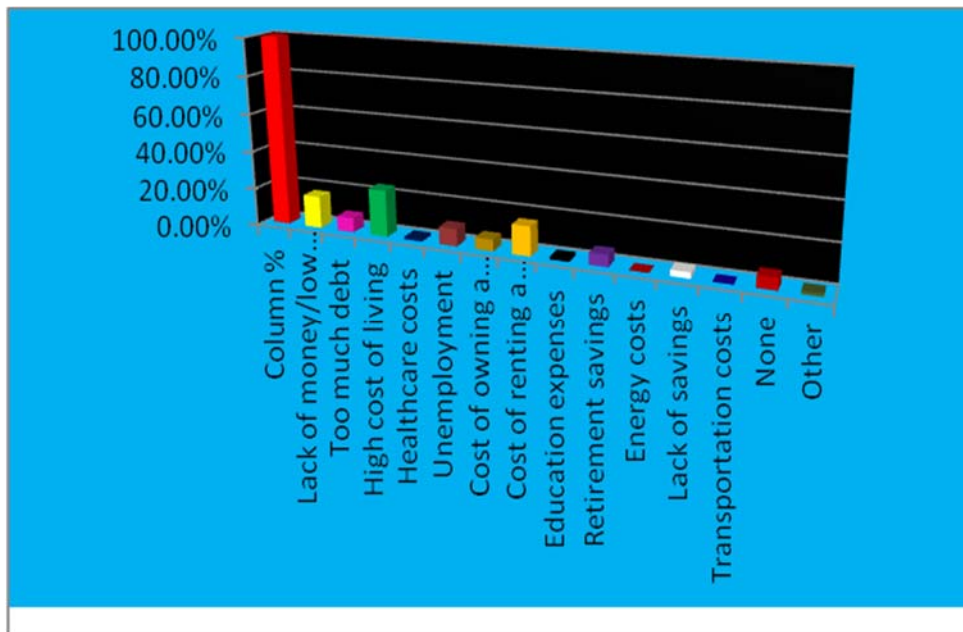


Chart: 13

The chart above shows that the majority of the population in the area identified that most of financial problem is: 24.63% is high cost of living, 16.92% is lack of money, 15.38% is cost of renting a home and 9.23% is unemployment 7.7% is too much debt.

## 4.5. Basic needs

### 4.5.1. Housing

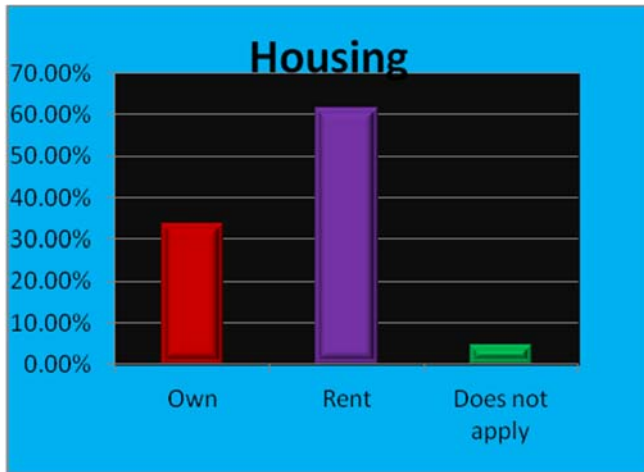


Chart: 14

The chart above shows that the majority of the population in the Eglington East –Kennedy Park identified 61.53% of the population live in rental apartments, and only 33.85% of the people their have own house

### 4.5.2 Satisfactions with accommodation

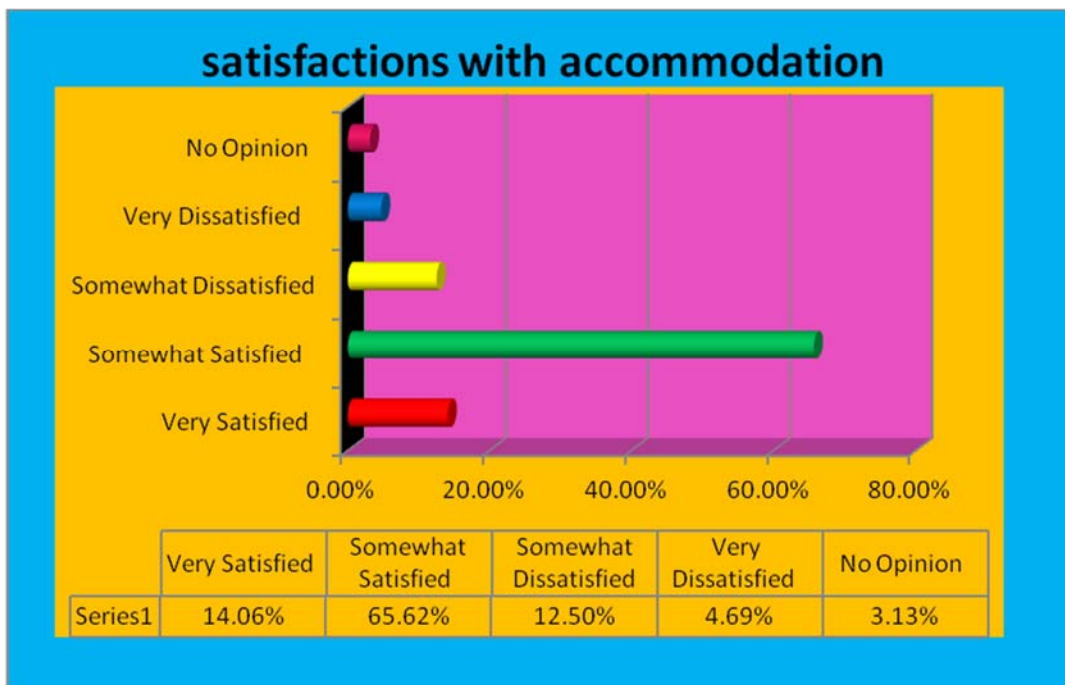


Chart:15

The chart above shows that the majority of the population in the Eglington East –Kennedy Park Satisfied with accommodation is, 65.62% somewhat satisfied, 12.50% somewhat dissatisfied, 14.06% very satisfied

#### 4.5.3. Amount spend on Housing



Chart:16

This chart shows that the majority of residents of Eglington East –Kennedy Park 21% to 30% of their household income are spent for housing. So, this amount of money to spend for household represents that the majority of residents do not have reasonable income to save or do other things for family.

- ◆ 31% spending 21% - 30% for housing
- ◆ 25% spending 51%-60% for housing

#### 5) Enough money to buy food

Enough money to buy food in this neighbourhood based on their response:

- 12.31% answered often
- 47.69% Sometimes
- 39.62% Never

## 7. Use of Support services

### 7.1 Use of Support services



Chart: 17

- Survey respondents that are on:
- Social Assistance -4.62%
- Employment insurance- 6.15%
- Subsidized daycare- 4.62%
- Community food programme -3.08%,
- Subsidized housing- 3.08%,
- Social Service Agency-1.54%,
- Not use support services- 76.92%

### 7.3 Day today Involvement

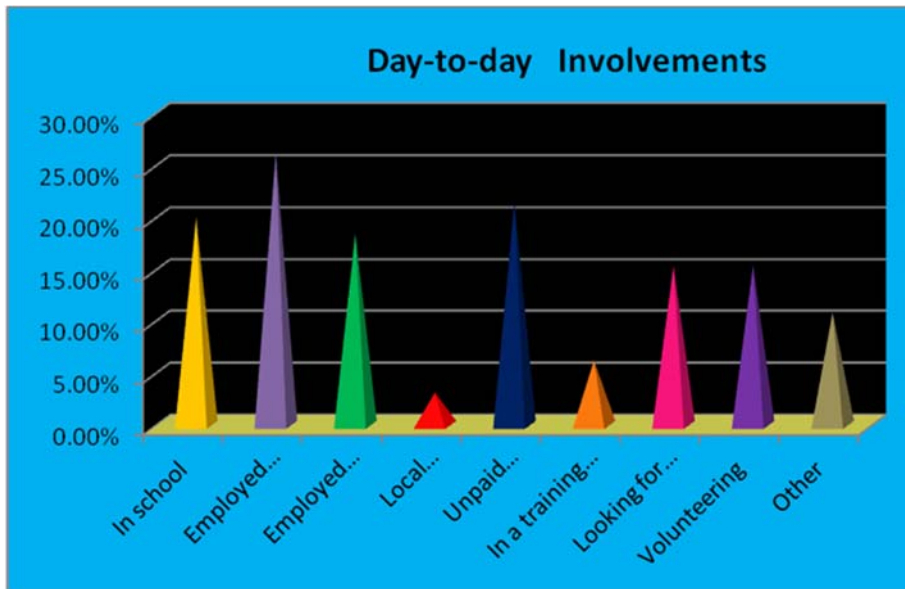


Chart: 18

The graph above shows that 26.15% of the Eglington East-Kennedy Park population are employed full time locally in the Community, 18.45% are employed part-time, 21.54% are doing unpaid work at home, 15.380% are volunteering, 15.38% are looking for work, 20% are in school and 3.08% are local business owners

### 7.3 Schooling Required for Job

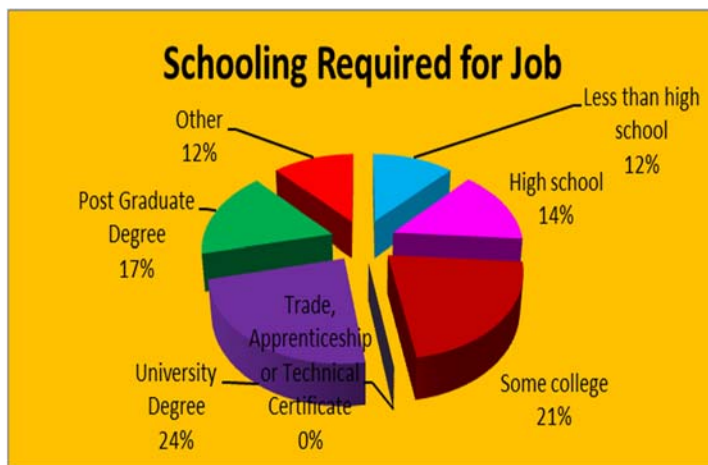


Chart: 19

Respondents were asked what level of education they required to perform their job: 12% of the jobs need less than high school education, 24% university degree, 14% high school, 21% some college, 17% post graduate degree, 12% other, and 0% apprenticeship and technical certificate. The majority of population in the community is not requiring higher than high school education to perform the type of job they are doing, such as retail, which shows that the low income level in the area is attributed by the low level of education and low standard of job.

## 8. Looking for work

### 8.1 Number of jobs

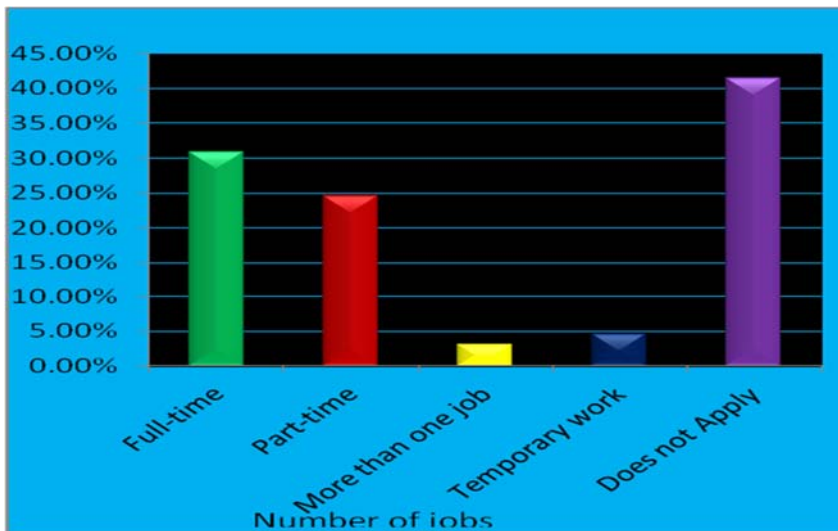


Chart: 20

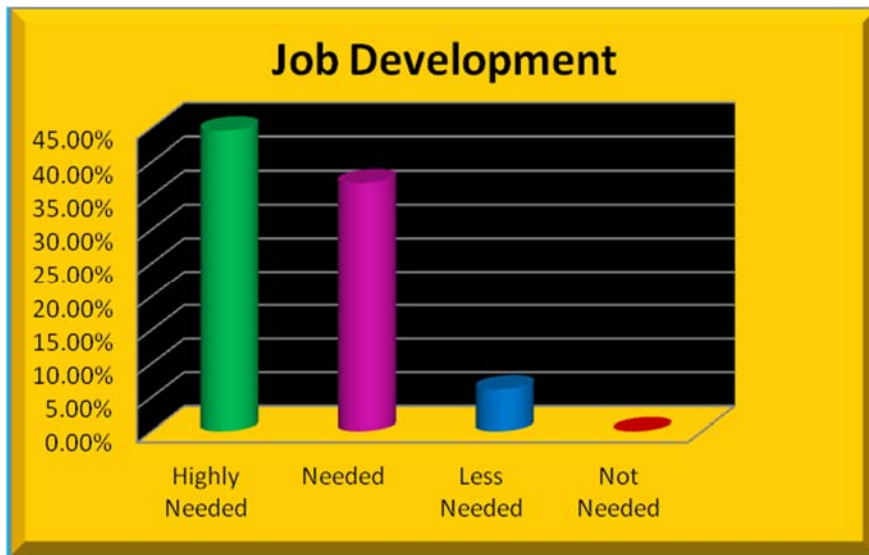
The graph above shows that 30.8% of the Eglington East-Kennedy Park population are employed full time locally in the Community, 24.6% are employed part-time, 3.08% are doing more than one job, 4.62% are Temporary work, and 41.54% does not apply.

## 8.2 Program needed

### 8.2.1 Job Development

Chart: 21

There are a lot of programs and services needed in this neighbourhood. Job development is one of the programs. 44.6% respondents indicated it is highly needed, 36.9% needed and 6.2% less needed.



### 8.2.2 Tutoring Programs

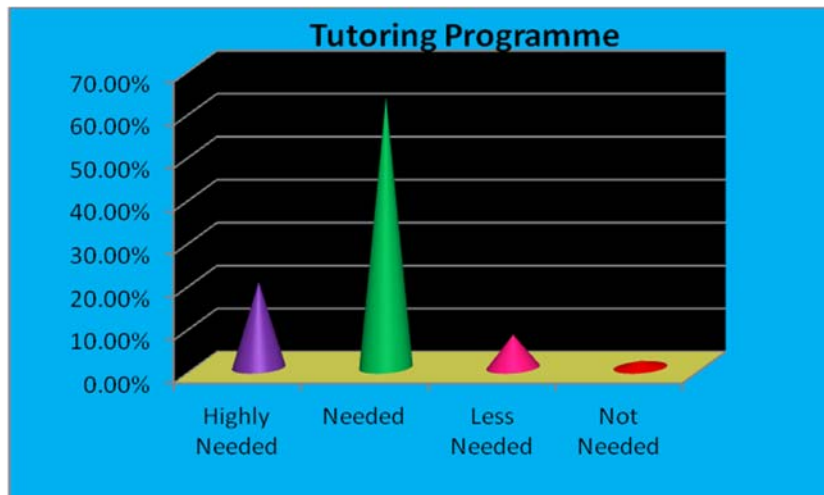


Chart: 22

21.67% respondents indicated it is highly needed, 62.90%, needed and 8.3% less needed

## 9) HEALTH STATUS

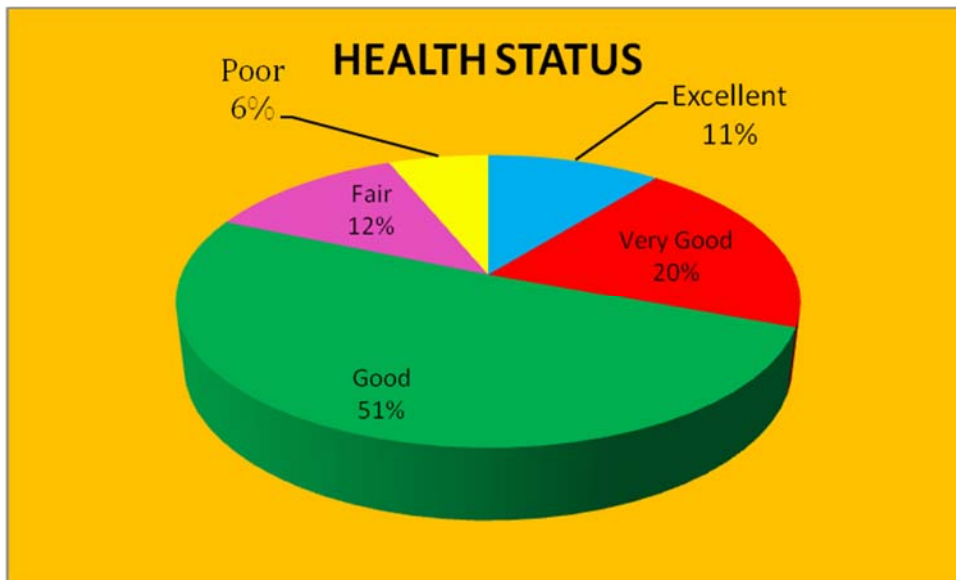


Chart: 22

Respondents indicated that 11% of their health conditions are excellent, 20% very good, 51% health conditions are good and 6% is poor.

## 10). DEMOCRATIC ENGAGEMENT

Civic engagement- Politics, Election and voting

- 65% respondents correctly identified the political party in power in Ontario
- 65% knew their Member of Parliament
- 55% knew their member of Provincial Parliament
- 43% discuss politics with friends, 17% with Family, and 15% do not discuss Politics
- 59% respondents were eligible to Vote 25% not eligible for Vote

## **CHAPTER 5**

### **5.1. KEY INFORMANT INTERVIEWS**

#### **Key Informant Interview Questions and responses**

1. If a family you knew wanted to move into this neighbourhood, what advice would you give them?
  - Letting them know it is a good residential area
  - There are lots of community organizations in this neighbourhood they can go and get informative advice from them.



- If they have children: most schools have after school programs. Parents can find out what the programs are about in order to benefit their children

2. What would you say are the strongest and best qualities of this community? What are some of the good things about living in this community for you? (You may want to consider social, spiritual, political, economic or other aspects of life here).

- There are two top qualities (culture and education). People in the community are highly educated and they are also interested in educating themselves and their children for employment opportunities e.g interested to go to university
- People are social or friendly and they want to help each other
- People likes spending their time volunteering in their community
- Multi-cultural area: it is a diverse community so there are people from different cultural backgrounds.
- Shopping centres: there are lots of multicultural or ethnic based shopping centres and grocery stores
- Respects for diversity: people are from different ethnic backgrounds and have respect for one another.
- People are active in different spiritual faith and still have a respect for one another e.g: Muslims, Hindus, Christians, etc.
- Convenient for Transportations: since it is very close to the subway it is easy to access transportation.
- Easy access to several banks in the area
- Easy access to the libraries: there are around 6 libraries in the area
- There are walk in or drop in clinics and government health clinics
- Settlement agencies: there are two immigration and settlement services in the community and some outside the boundaries but near to the community
- Social services and recreations centres: (Don Montgomery recreation centre) on the main intersection of the neighbourhood.
- Politically people are not involved however; during the election time they get together at Sidabrae School and 6 different parties are invited during the special meeting, which makes it easier because people ask questions.

3. Think about the problems you see in the community. If you had the power to solve three (3) problems in this community in a short time what problems would you address?
- Low income and underemployment since there are no employment agencies in the area. 89% are looking for a job and most of them are educated and economically have very low income. We can reduce financial barriers by creating job opportunities inside and outside the community such as Job search workshops and organize information fair
  - Housing problem: high rent most of the people are in apartment buildings and have to pay a lot. We need more community housing and we must advocate for affordable housing or national housing.
  - There are no subsidised day care facility for this reason we must advocate for affordable or national childcare
  - Safety: violence in the community. There is no police station in the community or nearby so there is lots of crime. WE must advocate for crime free environment. Creation of police station in the community or near to the community is very important.
  - Post offices are far away. We must build post office in the community that can easily be accessed.
  - Language barriers since there is lack of ESL classes. We must create adult English classes and make the class available in the community.
  - Lack of services such as youth counsellors and workers for youth, counsellors for abused women and lack of counsellors in mental health services
  - We must create services in the community e.g for youth, women, etc.
  - Lack of awareness of resources: community centres must work hard for better outreach
  - Lack of social activities such as community recreation centre for seniors, homework club and family support services. We must create services to bring the people in the community together.
  - Lack of government funding for this reason we must encourage government to be accountable
4. What do you think are the three (3) most serious needs of this community? What would you say are the main barriers (3 or 4) to dealing with these needs and issues?

- Youth are not participating: lack of interest among youth to involve in the community. Youth are involved in gambling and there is addiction of drug. Sometimes there is also lack of awareness of resources: community centres are working hard for better outreach
  - Lack of services such as youth counsellors and workers for youth, counsellors for abused women and lack of counsellors in mental health services
  - Safety: violence in the community. There is no police station in the community or near by so there is lots of crime. Creation of police station in the community or near to the community is very important.
5. If you were advising a group interested in improving the health and well-being of this community, what are the three (3) things you would recommend they focus on?
- Financial problem is one of the main barriers: for this reason: must encourage government to be accountable, donations and fund raising are the 3 things that have to be focussed on.
6. If you were returning to this community after 15 years in another country, what would like to see changed, and what would you like to see the same? (This could be a fun question).
- They mentioned that buses, parks and libraries have to stay the same. However, buildings, apartments and roads have to be changed. They also mentioned how they want to see changes in financial problems in the community. They want to see financial growth and residents in the community having an improved life with better income.

## **5.2. THEORY OF CHANGE**

### **ANALYSIS BASED ON SURVEY FINDINGS**

The purpose of the survey is to have a deeper understanding of the community needs. The survey covered Eglinton East - Kennedy Park neighbourhoods – neighbourhood # 124 and #138.

The survey covered immigrants, both citizens and permanent residents, from various parts of the world with the concentration from South Asia, South East Asia, Africa and East Europe, Middle East and Latin America.

The survey identified the following critical areas: increasing number of educated and skilled immigrants. Most of the surveyed respondents are highly educated and had appropriate experience in their fields. Lack of “Canadian experience” is a source of dissatisfaction and stress. Unemployment, which is lack of suitable employment opportunities in their own fields, is causing a great deal of worries or stress among immigrants. Job development and employment programs needs to be developed to improve peoples’ economic stability.

Community spirit is somewhat hampered due to weak sense of belonging and lack of participation in community activities. Leisure time is well spent with their respective families however do not have enough means of recreation.

The respondents are not well aware about their rights at work, community, school and Ontario Human Rights Code however they are well aware about the political party in power.

### **GOALS**

1. Is to Create Leadership
2. Develop programs for youth to become a good community leaders
3. Reduce the number of unemployed living under poverty conditions
4. Renovate social housing or create housing units for low income families
5. To increase Community Sprits and sense of belonging
6. Improve access to, and Coordination of immigrant integration services

### **ASSUMPTIONS**

- Most of the skilled immigrants are doing jobs that are not matching with their qualifications and experience
- Some of the survey respondents do not know working skills, and Canadian work place Culture
- Some of the survey respondents do not know lack of information regarding Canadian job market
- A considerable number of respondents have language barrier
- A considerable number of respondents have Technology barrier (computer skills)
- Some of them have low - self esteem
- Most residents find it difficult to get affordable housing and they are dissatisfied with their high cost of living
- Difficulties in conducting outreach and engaging the Community
- Many Programs and services are not culturally sensitive to support immigrant needs
- Lack of meaningful collaboration and coordination of services

### **ACTIVITIES**

1. Community settlement agencies, community leaders and employment centres will provide full training on academic upgrading skills, leadership skills and knowledge to youth and new immigrants.
2. Providing language and literacy training

3. Providing counselling and mentor services (in one on one base)
4. Providing Computer training
5. Providing job related trainings, workshops and seminars
6. Providing neighbourhood capacity building, leadership development programs that will allow the trainees to increase their knowledge, skills and learning
7. Providing volunteering opportunities or placement to connect with employers.
8. Providing job intensive and training programmes (use network for job connections)
9. Providing training how to run a small business
10. Providing home daycare training programs for young mothers

### **SHORT TERM OUTCOMES**

To increase awareness in different sector of social services and organization: by working together in providing services

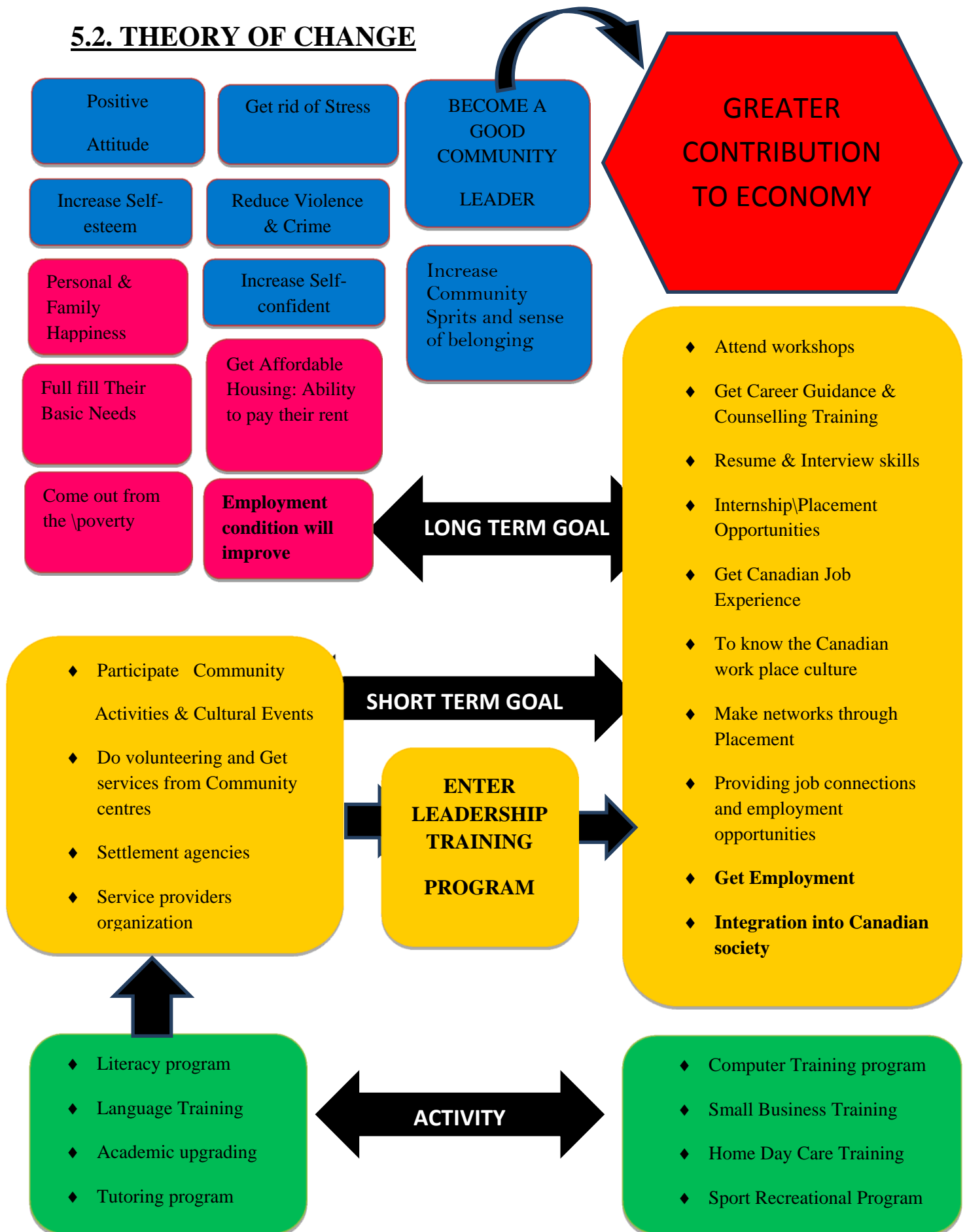
To increase self-esteem, and the number of youth who are using these services: so that there will be more number of community leaders in the neighbourhood.

- ◆ Leadership and mentoring programs will enhance self-esteem and divert the attention of youth from drugs, crimes and violence to positive changes.
- ◆ Training, job connections and employment opportunities for skilled immigrants will make this group self-reliant and help reduce stress and contribute to economy with proper utilization of their skill and experience.
- ◆ On the job training program: create more effective volunteering opportunities that would give the same experience of the job the training participants wants to do
- ◆ Counselling services are needed to help the residents to cope with stress and worries.
- ◆ Leadership program can help different groups of people to come together. The leaders selected from different neighbourhoods can be trained to become an effective leaders in their community
- ◆ Making services available: so that people could know about their rights and grow as a responsible residents of their communities

## **LONG TERM OUTCOMES**

- ◆ To increase community leaders and youth leaders who have received the appropriate training. The trained youth can share their knowledge and experiences with other community as a role model.
- ◆ Making sure the participant will get high quality of training, guidance, and volunteer jobs to get Canadian experience.
- ◆ To help them adopt positive attitude, have high level of self-esteem and understand the Canadian Culture of work and start to make networks through placement which will eventually prepare them for jobs
- ◆ To increase employment conditions and income level in Eglinton East Kennedy Park (higher ability for the population to come out of poverty).
- ◆ To meet the needs of newcomers in a coordinated and simplified manner.
- ◆ To ensure that immigrant services are delivered in a non-discriminatory manner e.g. services are responsive to different cultural needs of the population being served.

## 5.2. THEORY OF CHANGE



## THEORY OF CHANGE





### **5.3. RECOMMENDATIONS:**

This section provides many recommendations for Eglinton East – Kennedy Park neighbourhood based on the community needs assessment. The CIW is a new way of measuring societal well-being. It provides unique insights into the quality of life of Canadians – overall, and in specific areas for that matter: our standard of living, our health, the quality of our environment, our education and skill levels, the way we use our time, the vitality of our communities, our participation in the democratic process, and the state of our arts, culture and recreation.

The survey that I have conducted in Eglinton East – Kennedy Park neighbourhood is in alignment with the above mentioned areas, as the objective of the survey was to measure the well-being at community level. In these surveyed areas, the education level of the respondents is high. However low income, inaccessibility to affordable and appropriate housing, high cost of rent, standard of living, unemployment and underemployment are all interrelated factors that are affecting the overall well-being and quality of life in these two neighbourhoods.

Employment Services/Agencies need to create opportunities like apprenticeship, mentoring, internship and skill development for the skilled immigrants in order to ensure that they contribute positively towards the Canadian economy.

Social Service agencies need to broaden information and communication services and encourage enterprises such as, community gardens and small businesses to benefit the unemployed.

Social service agencies in collaboration with community centres and schools need to organize fair heritage programs for the residents to make connections with each other. Screening of digital stories and arranging Jane's Walk can be strong tools to enhance community spirit.

Community leaders, volunteers need to advocate for affordable and habitable housing and file petition to their ward councillors e.g. MP and TCHC.

Community Health Centres need to make counselling and interpretation services available.

The non-profit organizations need to implement rental assistance program to provide low rental housing for low-income families.

There is very low involvement in sports and other activity. Service providing agencies for youth need to take initiatives to develop skill building programs to prepare the youth to take on future leadership roles. 63% respondents spend their leisure time with family and watching television. It shows the lack of availability and accessibility of arts, culture and recreation facilities.

### **5.4. CONCLUSION:**

Based on the community needs assessment,

- We can eliminate poverty by creating more employment opportunity for residents
- Encourage community capacity building
- Renovate social housing or create housing units for low income families
- Increase Community Sprits and sense of belonging
- Improve access to community resources

- Coordinate immigrant integration services
- We need to develop more recreation programs for youth to encourage and engage them with their community
- Create leadership development programs for youth. This will help youth to become good community leaders and to build up their leadership skills that will eventually prepare them for jobs. This will give the youth an opportunity to have a bright future.

## **SERVICE PROVIDING AGENCIES IN EGLINTON EAST- KENNEDY PARK NEIGHBOURHOOD**

### **APPENDIX –I**



Figure: 1 Community Outreach Program



Figure:2 Scarborough West Social Services



Figure: 3 Scarborough West Employment Resource Centre



Figure: 4 Afghan Women Organization



Figure: 5 The Hub mid Scarborough



Figure: 6 Catholic Cross Cultural Services



Figure: 7 Canadian Centre for victims of Torture



Figure: 8 Goodwill Employment Centre

## **IMPORTANT RESOURCES IN EGLINTON EAST – KENNEDYPARK**

### **NEIGHBOURHOOD**



Eglington Ravine Park



Don Montgomery Community Recreation Centre



Figure: Kennedy Public Library



Figure: Day Care Centre



Figure: Kennedy Subway Station



Figure: Kennedy Subway Station

Figure: Maria Corati Catholic School

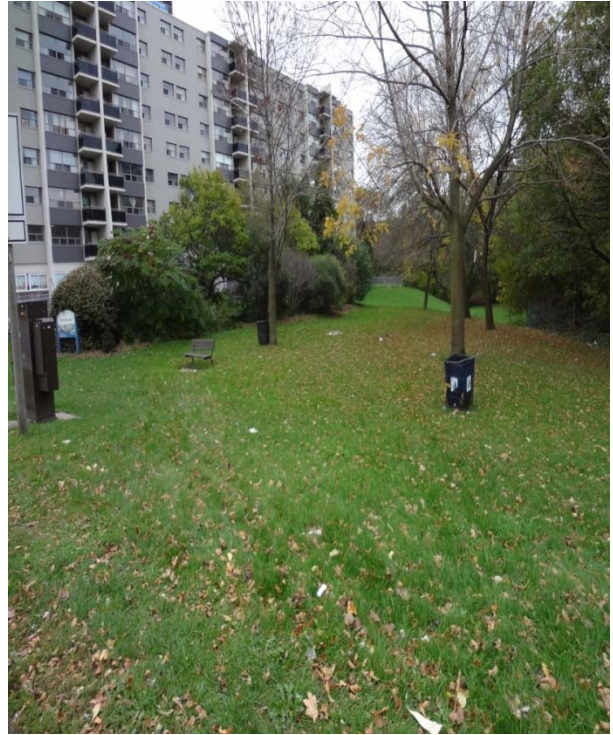


Figure: Birchmount Catholic Church



## ACCOMODATON- HIGHRISE APARTMENT BUILDINGS





## **Appendix II: List of Partnership Council Members**

- ❖ ACCES Employment
- ❖ Action for Neighbourhood Change
- ❖ Afghan Women's Organization
- ❖ Alternative Youth Centre for Employment
- ❖ Birchmount Bluffs Neighbourhood Centre
- ❖ Catholic Crosscultural Services
- ❖ Centre for Information and Community Services
- ❖ Centre for Women's Education and Development
- ❖ City of Toronto - Social Development, Finance and Administration
- ❖ City of Toronto - Parks, Forestry and Recreation
- ❖ Council of Agencies Serving South Asians
- ❖ Diversity in Action
- ❖ East Metro Youth Services
- ❖ Eglinton East-Kennedy Park Neighbourhood Action Partnership



- ❖ Goodwill Employment services
- ❖ Heritage Skills Development Centre
- ❖ Polycultural Immigrant and Community Services
- ❖ Scarborough Housing Help Centre
- ❖ Scarborough Women's Centre
- ❖ Settlement Assistance and Family Support Services
- ❖ Tamil Eelam Society of Canada
- ❖ The Canadian Centre for Victims of Torture
- ❖ The Hub Mid-Scarborough
- ❖ Toronto District School Board
- ❖ Toronto Employment and Social Services
- ❖ Toronto Public Health
- ❖ Toronto Public Library
- ❖ Toronto Scarborough Hospital
- ❖ Scarborough Centre for Healthy Communities
- ❖ Youth Link
- ❖ YMCA Toronto
- ❖ YWCA Toronto

## **REFERENCE**

1. Statistic Canada: <http://www.statcan.ca>,
2. Canadian Index of wellbeing: <http://www.ciw.ca>
3. City of Toronto: <http://www.toronto.ca>.
4. City of Toronto/311: <http://www.toronto.ca/311/>
5. Eglinton east-Kennedy Park Local Immigration: <http://www.servingyoubetter.org>
6. Toronto Center for Community Learning and Development: <http://www.tccltd.org>