

# St. James Town

## Community Needs Assessment Report



**Toronto Centre for Community Learning and Development**

**Immigrant Women Integration Program**

Presented by Ida Sharma Dhungana

# Table of Contents

## Executive Summary

### Chapter 1: Introduction

- 1.1 Overview of the current study
- 1.2 Objectives
- 1.3 Methodology
- 1.4 Introduction to the Neighbourhood

### Chapter 2: Survey Analysis

- 2.1 Demographic analysis
- 2.2 Marital status, household and children
- 2.3 Civic / Immigration status
- 2.4 Income, saving and living
- 2.5 Education and employment
- 2.6 Health, worry and stress
- 2.7 Physical activity
- 2.8 Mobility, seeing, hearing and speaking
- 2.9 Day-to-day involvement
- 2.10 Knowledge of politics
- 2.11 Knowledge of rights
- 2.12 Equity of access
- 2.13 Community vitality, spirit and action
- 2.14 General issues
- 2.15 Social support
- 2.16 Leisure time

**2.17 Services**

**2.18 Environment and recycling**

**2.19 Availability and accessibility of different programs**

**2.20 Program for youth and children**

**2.21 Suggested programs from respondents**

**Chapter 3: Final comments from the respondents**

**Chapter 4: Key Informants' interview**

**Chapter 5: Issues and effects**

**Chapter 6: Conclusion and recommendations**

**Chapter 7: Theory of change**

**Chapter 8: Other researches on St. James Town**

**Chapter 9: Pictures of St. James Town**

**Chapter 10: References**

**Chapter 11: Acknowledgement**

**Chapter 12: Appendix (1) Local Resources or assets**

## **Executive Summary**

This report attempts to cover all the aspect of wellbeing in St. James Town, Toronto and uses primary data collected from a survey on needs assessment (2010/2011) and secondary data from different sources. This report consists of introduction and objectives of the needs assessment, methodology, data analysis and summarization, conclusion and recommendation based on the data collected from the survey.

Chapter 1 starts with overview of the current study followed by objectives, methodology, time used and the introduction of the St. James Town neighbourhood. Chapter 2 is focused on the analysis of the data collected from the survey regarding different important domains of community well-being, including demography, civic and immigration status, income, saving and living, education and employment, health, safety and security, physical activity, mobility, seeing, hearing, and speaking, day –to-day-involvement, knowledge of politics, knowledge of rights, community vitality, spirit and action, social support, leisure time, services, availability and accessibility of different programs, program for youth and children and suggested programs from the respondents.

Chapter 3 is mainly focused on final comments followed by Chapter 4, 5, 6, and 7 on key informants' interviews, issues and effects, conclusion and recommendations and the theory of change, respectively. Chapter 8 is about other researches on St. James Town followed by chapter 9, 10, 11, and 12 on pictures of St. James Town, references, acknowledgement and appendix for the local resources (assets), respectively.

## **Chapter 1: Introduction**

### **1.1: Overview of the current study**

The current study is an integral part of the Immigrant Women Integration Program (IWIP) offered by Toronto Centre for Community Learning & Development. The survey questionnaire was designed and developed by IWIP participants under the supervision of the professionals from Toronto Centre for Community Learning and Development, based on the Canadian Index of Well-being, consisting of the domains like Art, Culture and Recreation, Civic Engagement, Community Vitality, Education, Environment, Healthy Population, Living Standard and Time Use. We conducted a series of survey in 8 out of 13 priority neighbourhood of GTA including St. James Town in 2010/2011. This Needs Assessment on the Community Index of Well-being covers education, work, health, civic engagement, social support services, youth building asset, community services, environment, leisure, family support, safety, housing, family income and day-to-day involvement of the respondents.

## 1.2: Objectives of the Needs Assessment



## 1.3: Methodology

Survey Questionnaires were distributed to the randomly chosen population of 8 priority neighbourhoods of GTA including St. James Town, with the help of peer researchers from the respective communities. Survey for the Community Needs Assessment was conducted in St. James Town from 24<sup>th</sup> November, 2010 to 24<sup>th</sup> January, 2011. The questionnaires were available online and through hard copies. Copies of the survey were distributed to the residents of St. James Town in different places such as the Toronto Public Library, Community Matters, LINC classes, Growing Together, Community Centre, Parenting Centres, Women council of St. James Town, YSM Neighbourhood office at St. James Town, different after school programs and door-to-door visit to the residents, stores and service agencies. There were 78 respondents to the survey from St. James Town. After the collection of the survey, responses were tabled, analyzed, summarized, and a conclusion and recommendations were written. During the survey we interviewed with different key informants regarding the concern on Community Well-being which is also included in this report.

## 1.4: Introduction to the neighbourhood

### The St. James Town Community

St. James Town is located in the North-East side of downtown Toronto, Ontario, Canada, comprising a ½ Kilo meter of squared. The area's 19 high-rise buildings are filled with new immigrants and refugees seeking to start a new life in Canada. Currently, four of nineteen high-

rise buildings are government-funded housings. The pockets of land encompass the area between Sherbourne Street on the East, Parliament Street on the West, Howard Street on the North and Wellesley Street on the South. St. James Town is Canada's most densely populated areas, the most culturally diverse community within Toronto and one of Toronto's poorest neighbourhoods. The residents of St. James Town consists of approximately 65% immigrant status residents. The population is 73% non-white causing some to call St. James Town "The World within a Block" or "Little World".



In the 1870's, St. James Town was popular for Toronto home buyers as a desirable upper middle class neighbourhood. It was filled with Victorian Houses and remained popular until into 1900's. A turning point for St. James Town occurred in 1953 when the City of Toronto announced major zoning amendment for the downtown core. When constructed in the 1960's, the purpose of these residential buildings were oriented towards bachelors and young couple with no other dependents living at the residence. When the high-rise apartment buildings first replaced the Victorian houses, it was against the law for children to live in St. James Town. Perhaps, this explains why city planners did not originally see the need for children resources such as parks, playgrounds and local daycare centres. Due to the lack of facilities, St. James Town was not attractive enough for the middle class people so mostly new immigrants started living in the community.

In September 1997, the former City of Toronto council approved "St. James Town 2000: A Community Action Plan", which aims to revitalize St. James Town through initiatives such as the building of multi-service community centre, improvements to parks and the maintenance and repair of St. James Town buildings. The action plan is a revitalization strategy that focus on an integrated planning approach that includes services co-ordination, partnership, maximization of space and resources and responsiveness to a changing population (source: a class project of

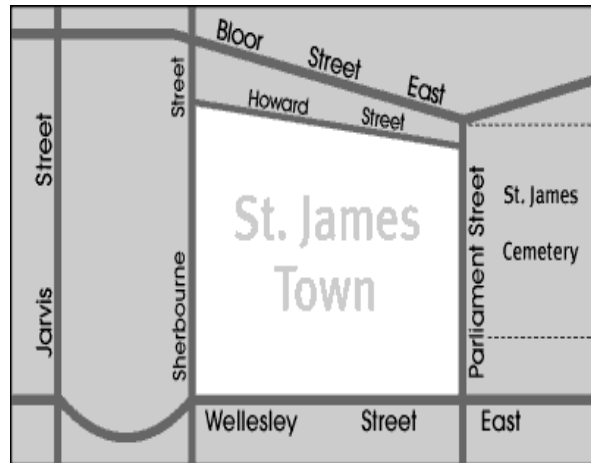
Sociology 394Y, University of Toronto). The St. James Town Public Library and Community Centre were also recently built in 2004.



### Map of St. James Tow



Source: Census Canada 2006 neighbourhood



Pocket Area of St. James Town

**Following pictures show the 4 corners of St. James Town**





## Chapter 2: Survey Analysis

### 2.1: Demographic Analysis

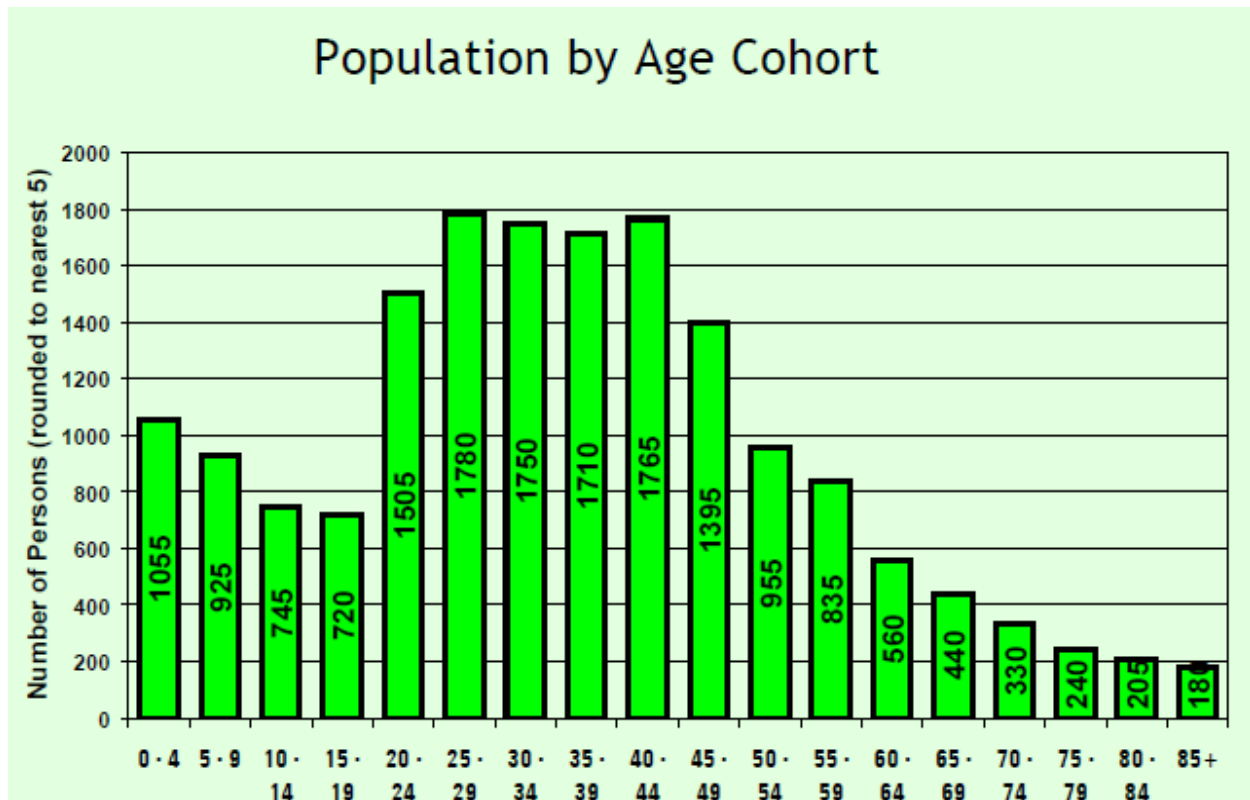
#### Data Presentation and Analysis

**Population:** The total population in St. James Town is 14,666 (Statistics Canada 2006)  
Comparison table of population between St. James Town and Toronto

| Age group                 | St. James Town | Toronto   |
|---------------------------|----------------|-----------|
| 0-14 years (Children)     | 2,635          | 409,620   |
| 15-24 years (Youth)       | 1,940          | 318,655   |
| 25-64 years (Working age) | 8,995          | 1,421,545 |
| 65 and above (Seniors)    | 1,095          | 343,455   |
| TOTAL                     | 14,666         | 5,113,149 |

Source: Census Canada 2006

Bar Chart presentation of Population by age group



The above chart shows that the majority of the population in St. James Town are working age from Census Canada 2006.

## Home languages spoken at St. James Town

Source: Census Canada 2006

| 2006 Home Language Top 10   |        |        |
|-----------------------------|--------|--------|
|                             | Number | %      |
| Total Pop. by Home Language | 16,905 | 100.00 |
| English                     | 9,020  | 53.36  |
| French                      | 165    | 0.98   |
| Not English or French       | 6,520  | 38.57  |
| ... Tagalog (Filipino)      | 1,195  | 7.07   |
| ... Chinese                 | 925    | 5.47   |
| ... Tamil                   | 800    | 4.73   |
| ... Korean                  | 335    | 1.98   |
| ... Russian                 | 280    | 1.66   |
| ... Spanish                 | 270    | 1.60   |
| ... Serbian                 | 230    | 1.36   |
| ... Amharic                 | 215    | 1.27   |
| ... Urdu                    | 210    | 1.24   |
| ... Bengali                 | 210    | 1.24   |
| Multiple Languages          | 1,200  | 7.10   |

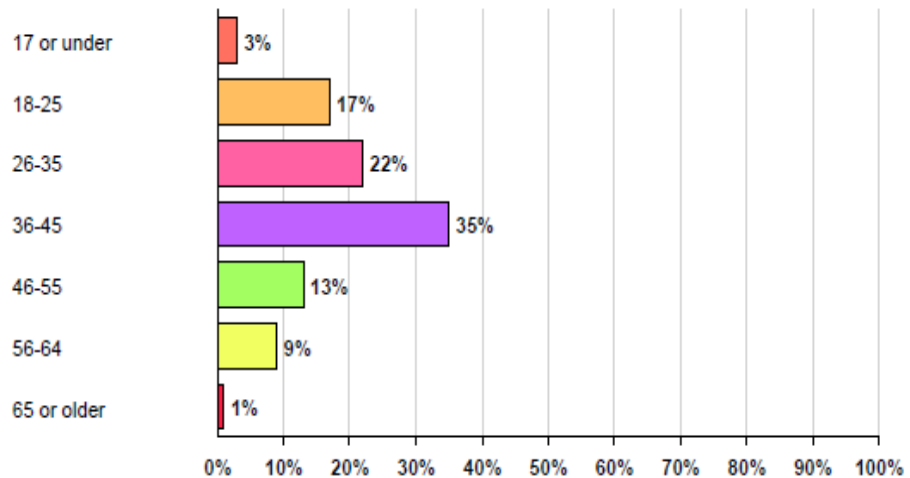
Source: Census Canada 2006

## Survey Community Index of Wellbeing 2010

Graphical Rating Report

### Rating

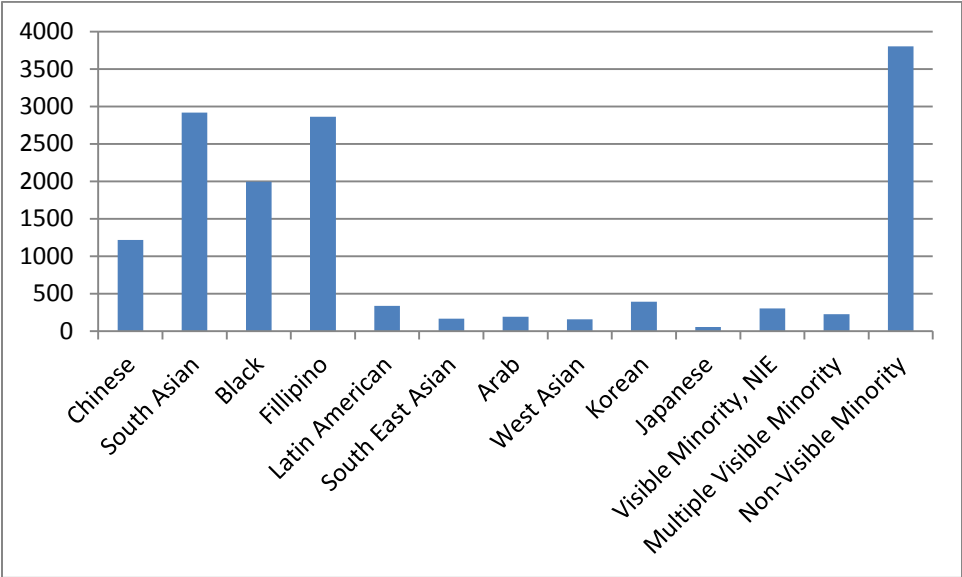
#### 1(a). Age Range



Above: graphical rating report shows that the respondent age group of the survey in St. James Town and which is similar to the overall respondents age group from overall Toronto. The St. James Town community represents 15% of respondents from the total number of respondents from Toronto.

**Population Structure:** According to Census Canada 2006, there are 4,505 non-immigrants and 9,285 immigrants living in St. James Town. Before 1991, there were 2,380 immigrants living in St. James Town. From 1991 to 2001, the number of immigrants has increased by 2,380 and from 2001 to 2006 the number of immigrants living in this town was increased by 3,455.

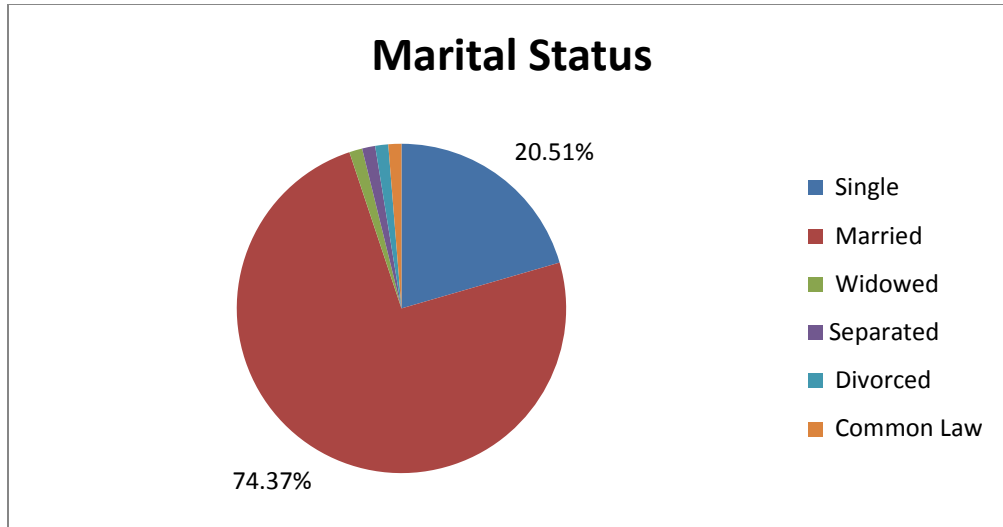
**Bar Chart presentation of Population Structure in St. James Town**



Census Canada 2006

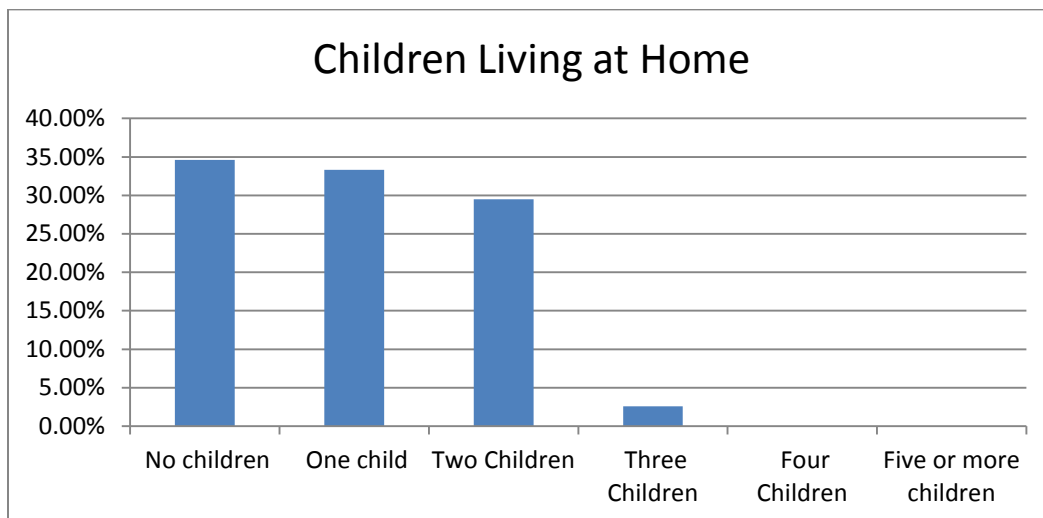
Note: The Employment Equity Act defines **visible minorities** as, “persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour”. **Visible minorities, n.i.e.** stands for, “not included elsewhere”. **Multiple Visible Minorities** includes those who reported to identify with more than one visible minority group, for example, Black and South Asian. **Non-visible Minorities**, includes respondents who define themselves as Aboriginal.

## 2.2: Marital status, household and children living at home



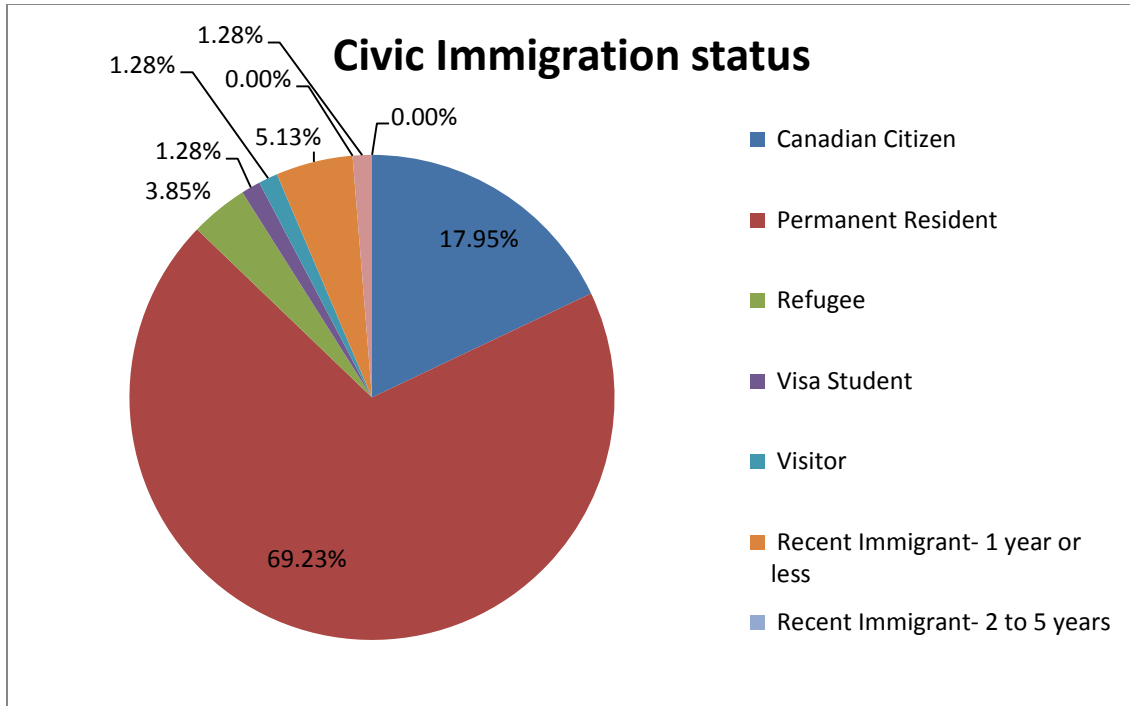
Source: Community Needs Assessment Survey 2010/11

74.37% of the respondents are married whereas 20.51% of the respondents are singles. The percentage of Widowed, Separated, Divorced and Common Law Unions are much less (1.28% each) in the community among the respondents. Regarding the question of “how many people currently reside in your household”, 6 respondents said one, followed by 13, 30, 27, 1 and 1 respondents who answered two, three, four, five and more than five people, respectively.



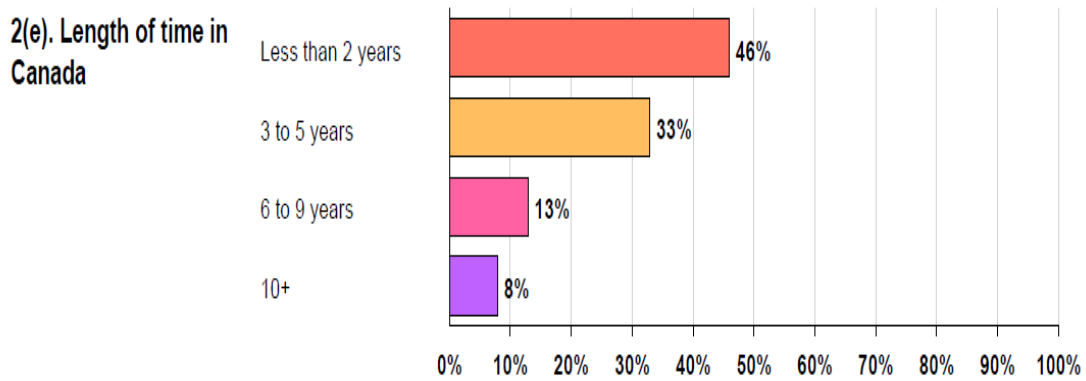
The bar chart above shows that there is not a single household which have 4, 5 or more than 5 children among 78 respondents of the survey. 27 respondents said that they don't have children living with them, and respectively, 26 and 23 respondents have 1 and 2 children living with them.

### 2.3 Civic / immigration status



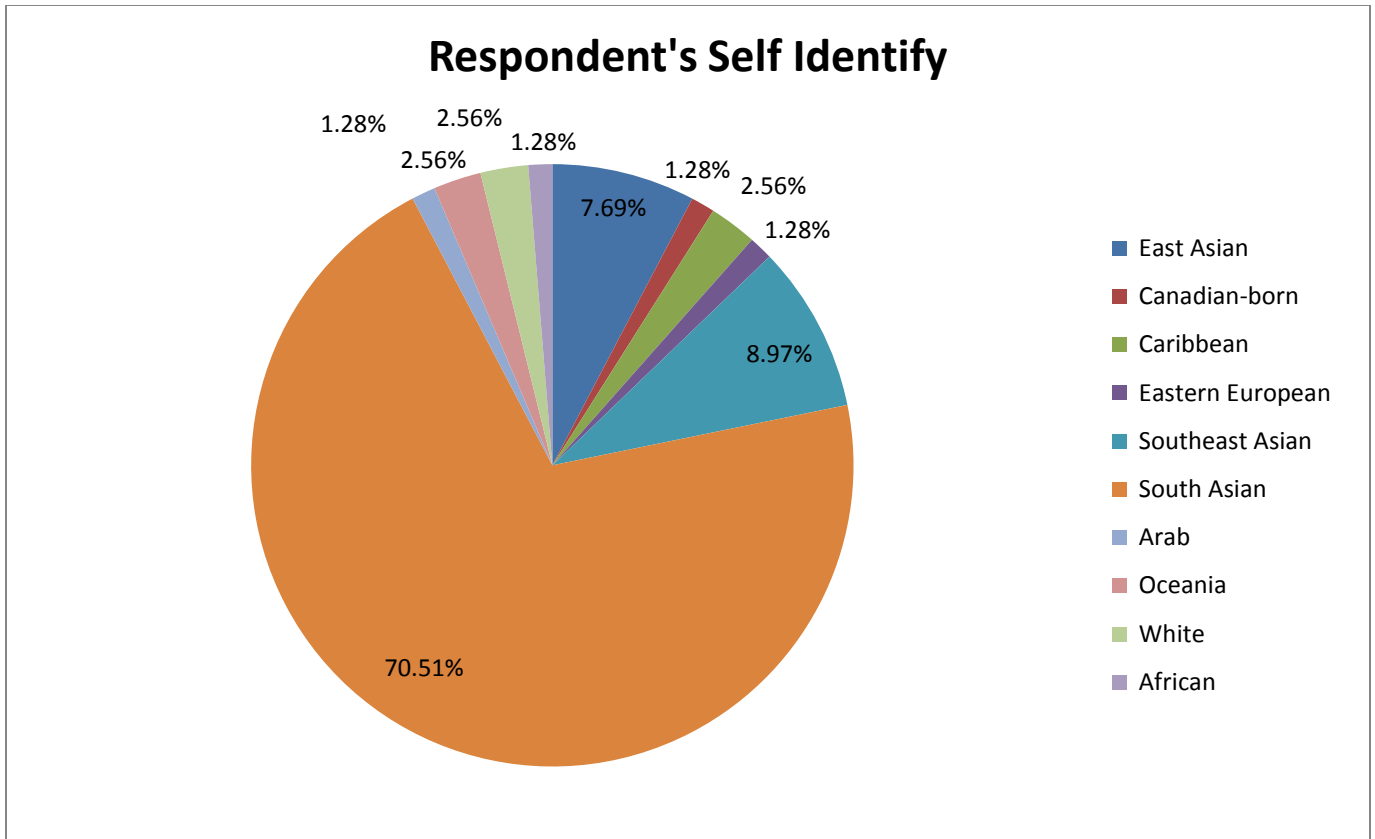
Source: Community Needs Assessment Survey 2010/11

When we talk about the civic/immigration status of St. James Town, out of 78 respondents, there are 14 Canadian citizens followed by 54 permanent residents, 3 refugee, 1 Student visa, 1 visitor visa, 4 recent immigrant (1 year or less), 1 immigrant (6-9 years).



Source: Community Needs Assessment Survey 2010/11

The chart above indicates that there are 46% of respondents who are in Canada for less than 2 years followed by 33%, 13% and 8%, who answered 3 to 5 years, 6 to 9 years and more than 10 years living in Canada, respectively.

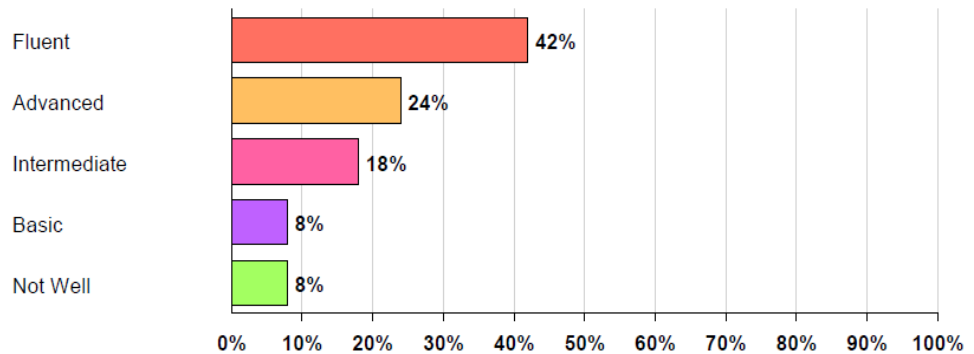


We can see that among the respondent 70.51% are South Asian followed by 7.69% East Asian, 1.28% Canadian born, 2.56% Caribbean, 1.28% Eastern European, 8.97% Southeast Asian, 1.28% African, 2.56% white, 2.56% Oceania and 1.28% Arab.

### Self Identity Gender and Disability

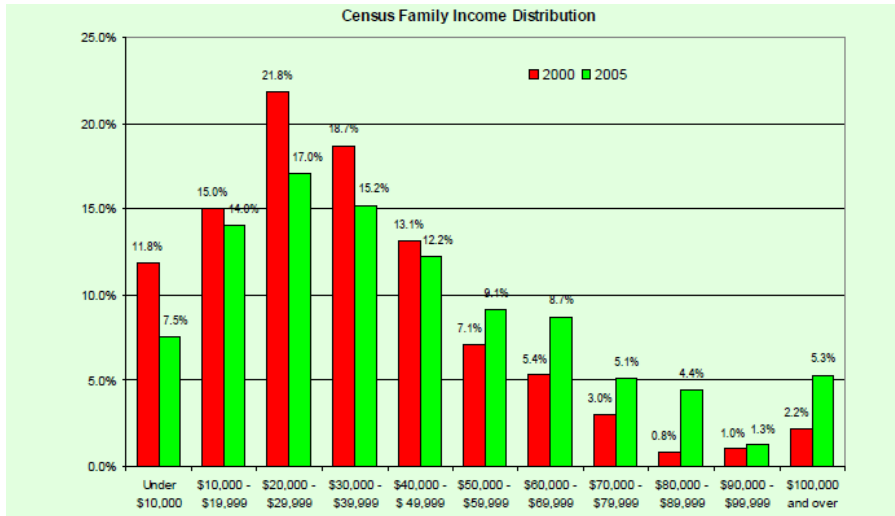
Among 78 total respondents, 31 are male and 47 are female and 3 people consider themselves as a disable.

#### 3(f). English Fluency



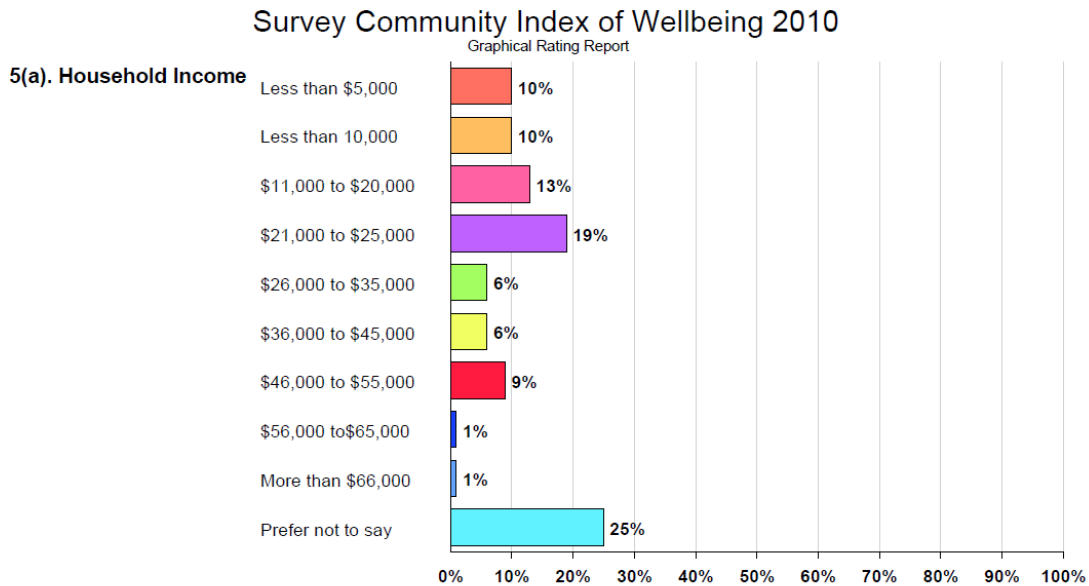
33 respondents said that they are fluent in English, followed by 19, 14, 6 and 6 who answered advanced, intermediate, basic and not well respectively.

## 2.4: Income, saving and living



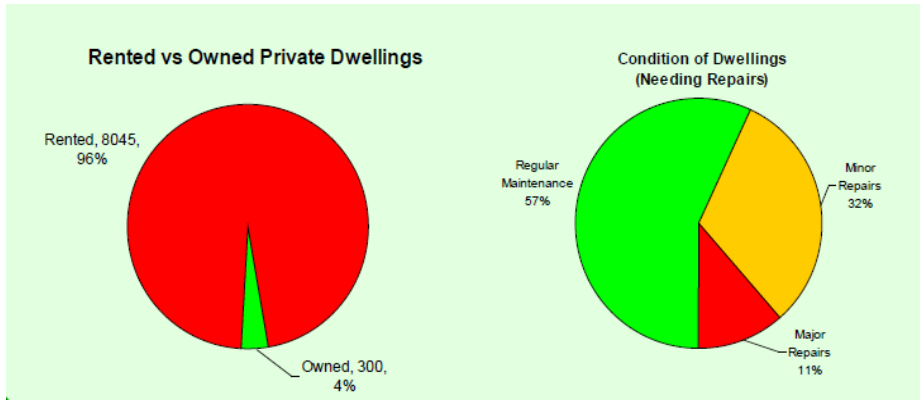
Census Canada 2006

The bar chart above shows the comparison of family income distribution between 2000 and 2005. We can see survey household income in the following chart.

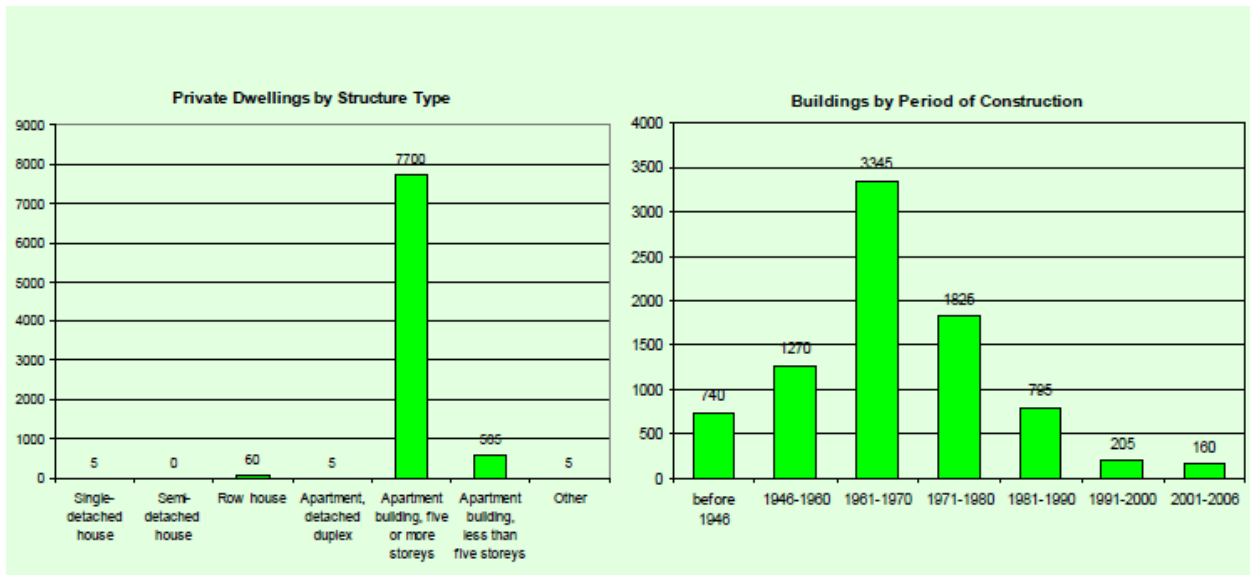


8 respondents have the annual household income that is less than \$5,000 and there are only 2 respondents who said that their household income is more than \$56,000. Out of 78 respondents 18 respondents did not prefer to tell their income.

**Dwellings:** The following pie and bar charts show that the structure of dwellings of St. James Town.



Census Canada 2006



Census Canada 2006

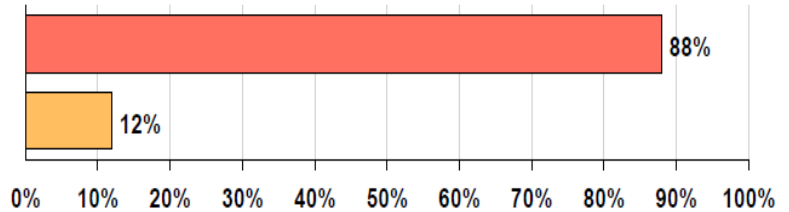
Among the 78 respondents, 2 of them owned their home where as 76 rent their apartments. The following bar chart shows the answer for the Question “do you think is it difficult to find the affordable housing?”



### 5(d). Affordable Housing

Yes

No



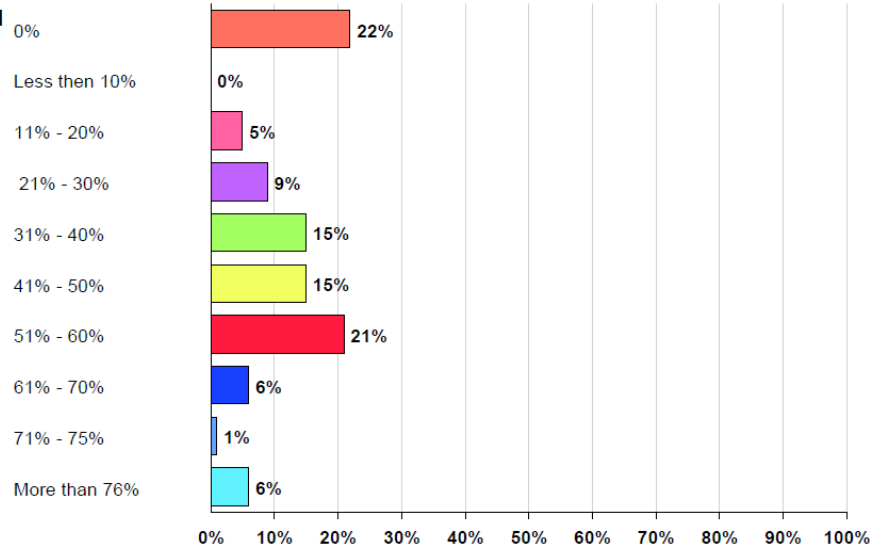
The chart above shows that people find it hard to get affordable housing. When we compare these results to the overall survey report of Toronto, they are quite similar, which indicates that not only the residents of St. James Town, but all the residents of the survey area are finding it difficult in getting affordable housing. There are a lot of housing-related problems though we are spending a huge amount of our income on housing.

30 people said they have problem with their housing and 43 people don't have any problem for housing. Satisfaction with the current accommodation is only 48%. 38.46% said they had major worries about their housing in the past 12 months where as 55.13% said no and 6.41% did not respond. 67 respondents think it is difficult to find affordable housing whereas 9 said no and there are two empty responses. 41% said they have problem with housing and 52% are not satisfied with their current accommodation. There was a question "what is the main reason that you are not satisfied with your accommodation?". The answers from the respondents are as follows: "no exhaust fan", "not sufficient spaces", "I don't feel safe and good in my neighbourhood", "not able to afford double bed room and more convenient place", "It is very expensive with the income level", "not comfortable", "too much rent expenses", "new arrival and hard to set up everything", "there is not the way to pass the kitchen gas", "The house is not really well maintained". "Housing management is not perfect", "unclean environment", "cost", "Elevator problem", "I live in high rise building, 25<sup>th</sup> floor and sometimes elevator does not work and it's hard to use stairs", "Not sufficient spaces", "Financial problem", "elevator problems", "cockroaches", "the hygiene concern", "No appropriate facilities as per the charge of the apartment", "It is more costly in comparison to the minimum hourly pay in Ontario, and usually we get only the minimum Pay", "unsafe" etc.

## Survey Community Index of Wellbeing 2010

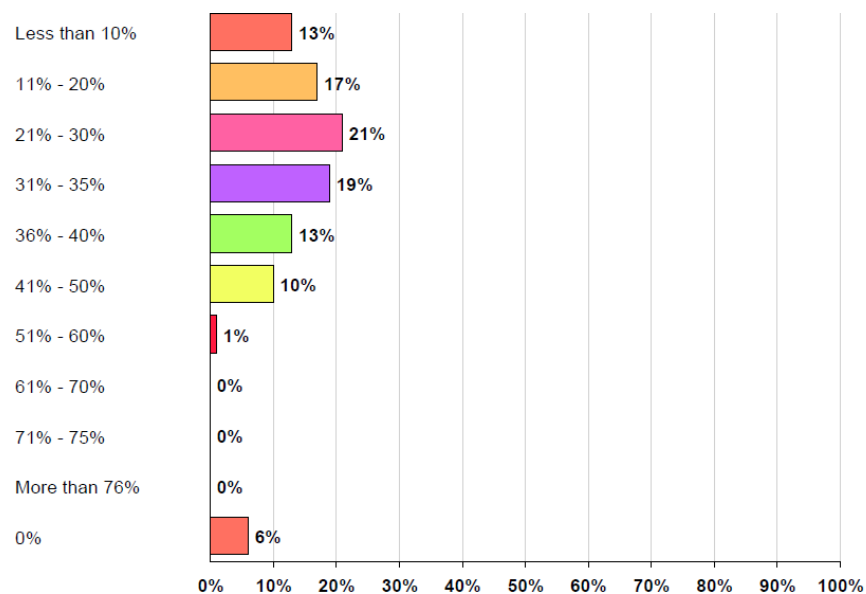
Graphical Rating Report

### 5(h). Amount you spend on housing



The table above shows that 21% of population are spending 51-60% of their income for housing whereas in the GTA, only 6% are spending 51-60% for housing which clearly proves that the resident have low level of income compared to the GTA.

### 5(i). Amount you spend on food

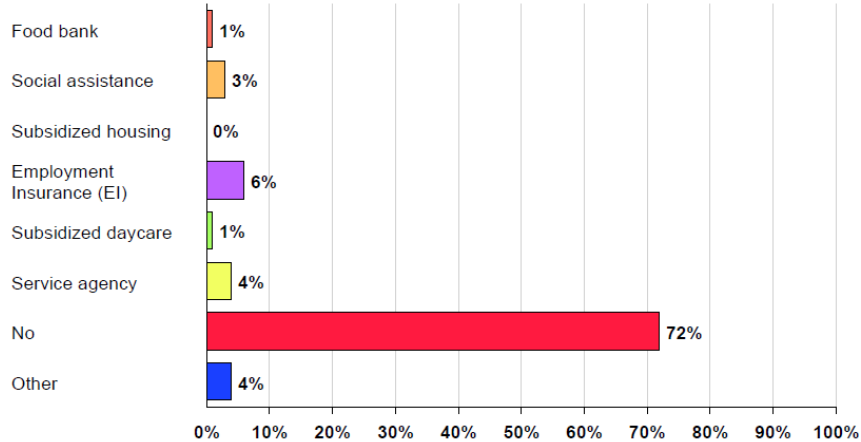


The chart above shows the percentage of income that the respondents spend on their food. 13% are spending less than 10% on food where as 1% is spending 51-60% and 6% are not spending anything for food.

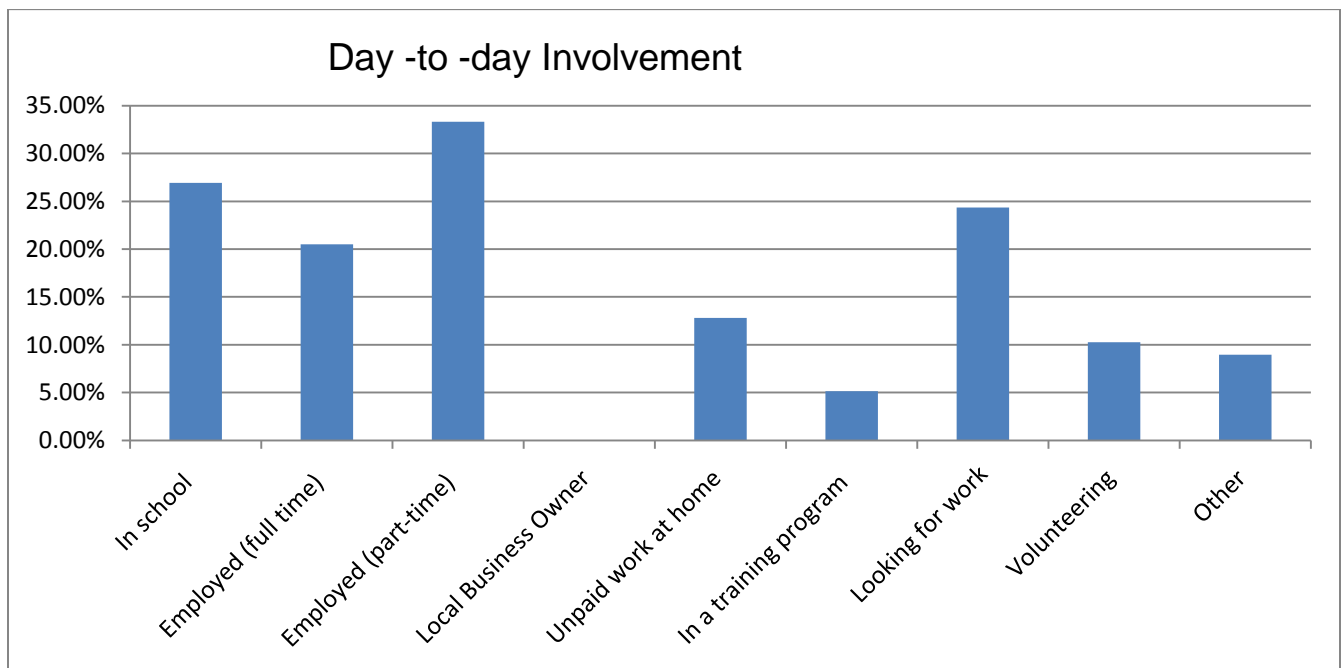
## Survey Community Index of Wellbeing 2010

Graphical Rating Report

### 5(j). Use of support services

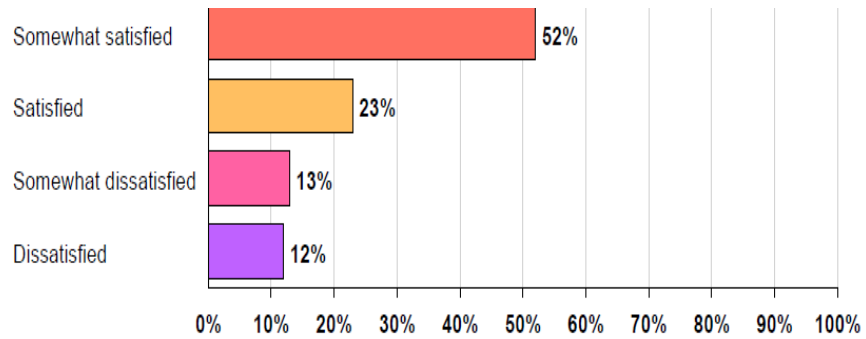


The bar chart above shows that the use of support services among the respondents is very low in St. James Town. Among 78 respondents of the survey 56 don't or haven't use any support services and only 1 respondent uses food bank followed by 2, 5, 1, 3 respondents who uses social assistance, employment insurance, subsidized daycare and service agencies, respectively. 2 respondents said that they are taking OSAP or student loan.



The bar chart above represents the day-to-day involvement of the respondents in St. James Town. 21 respondents are involved in school followed by 16 who are employed (full time), 26 employed (part time), 10 unpaid work at home, 4 in a training program, 19 looking for work, 8 volunteering and 7 indicating other.

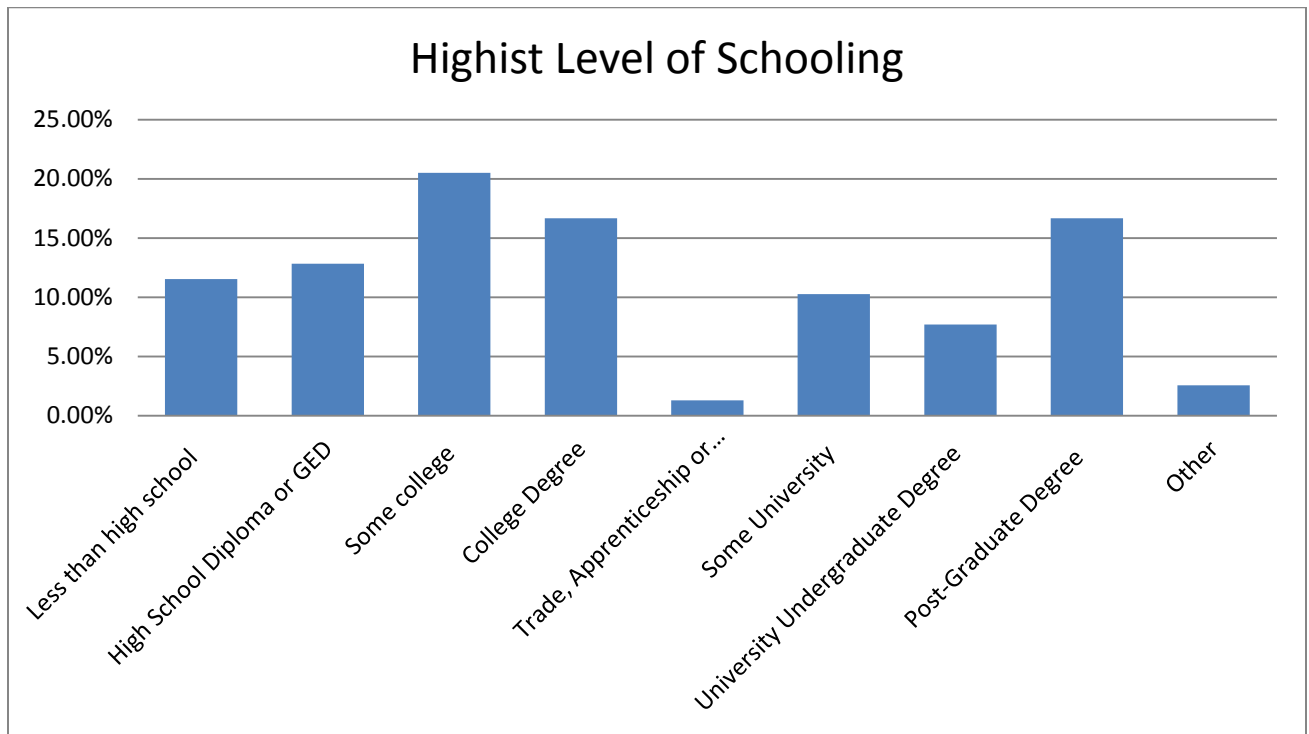
**5(o). Level of Satisfaction with standard of living**



This chart shows how the respondents rate their level of satisfaction with their standard of living. We can see that 52% are somewhat satisfied followed by 23%, 13% and 12% who are satisfied, somewhat dissatisfied and dissatisfied, respectively.

**2.5: Education and Employment**

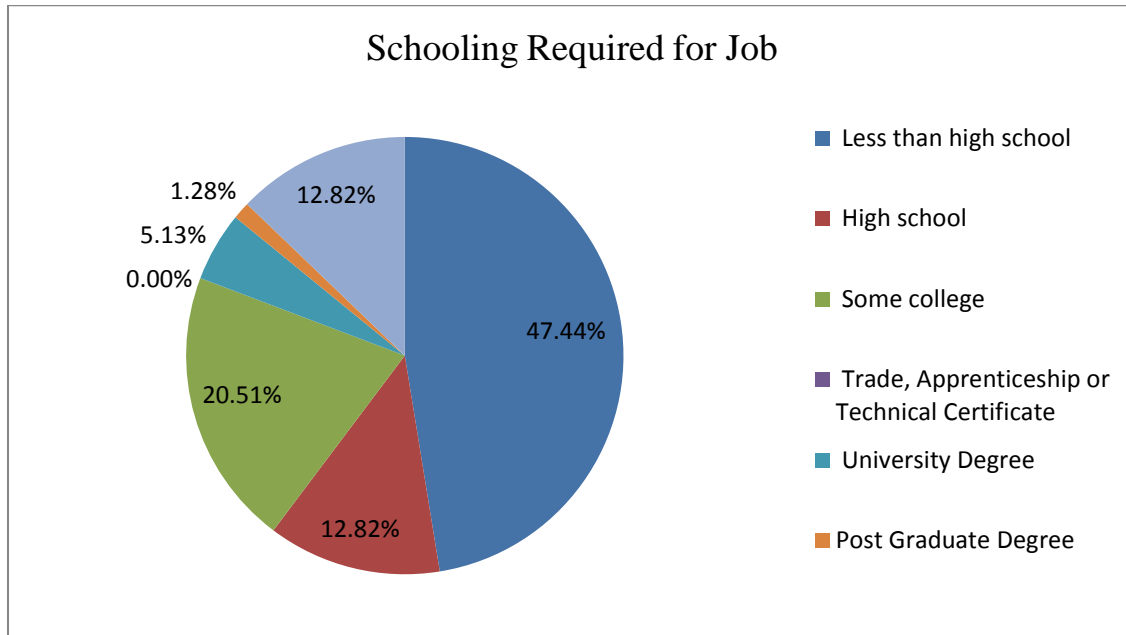
**Highest Level of Schooling**



9 respondents of the survey have less than high school education, followed by 10, 16, 13, 1, 8, 6, 13, and 2 who have high school diploma or GED, some college, college degree, trade or

technical, some university, university, undergraduate degree , post- graduate degree and other, respectively.

### Schooling required for job

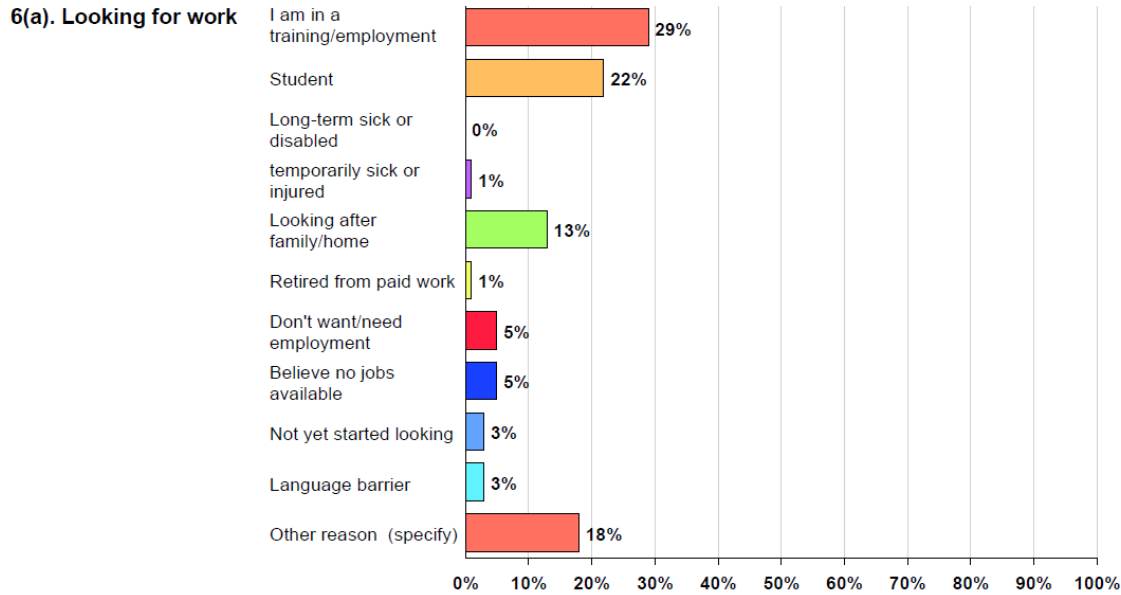


Regarding the question “If you are currently employed, what level of education is required to perform your job?”, 37 respondents, out of the 78 total, said that to perform their job they need less than high school education . This was followed by 10, 16, 4, 1 and 10 respectively who claimed they need high school, some college, university degree, post graduate degree and other. The chart above represents the percentage of respondents’ educational requirement to perform their current job. When we compare the highest level of schooling with the schooling required for their job, 47.44% of the respondents of St. James Town are working in at a job where high school qualification was not required, whereas their level of education is higher than that. So there is underemployment for the survival in St. James Town.

## Employment

### Looking for work

There are many reasons why people can't or don't seek work. "If you are not working right now, what is the main reason you are not looking for work?" The following chart shows the answer to the question.

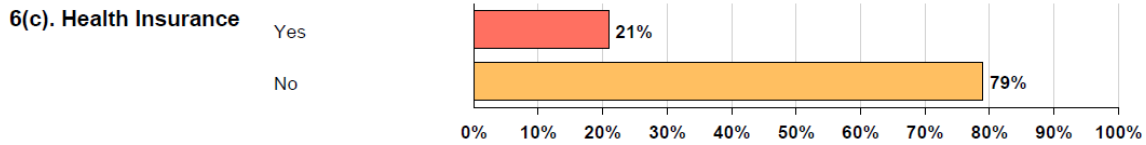


The question and bar chart above is affected by flow control and may not have been answered by all respondents. 76 respondents answered this question while 2 respondents skipped this question because it was not relevant. 14 people specify other reasons as "a visitor", "new comer and looking for a job", "I am a full time employee, not getting a full time job", "lack of Canadian training and experience" etc.

## 2.6: Health, worry and stress

Health Insurance:

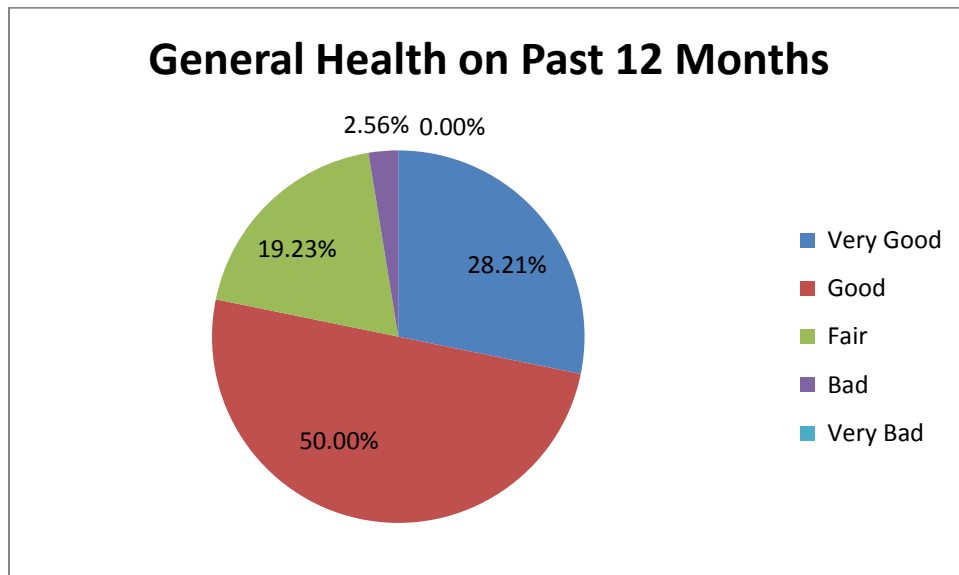
“Do you or someone in your family have health insurance at work?” There were 58 respondents who don’t have their health insurance at work and only 15 respondents have the health insurance. We can see the percentage of respondent having health insurance as follows:



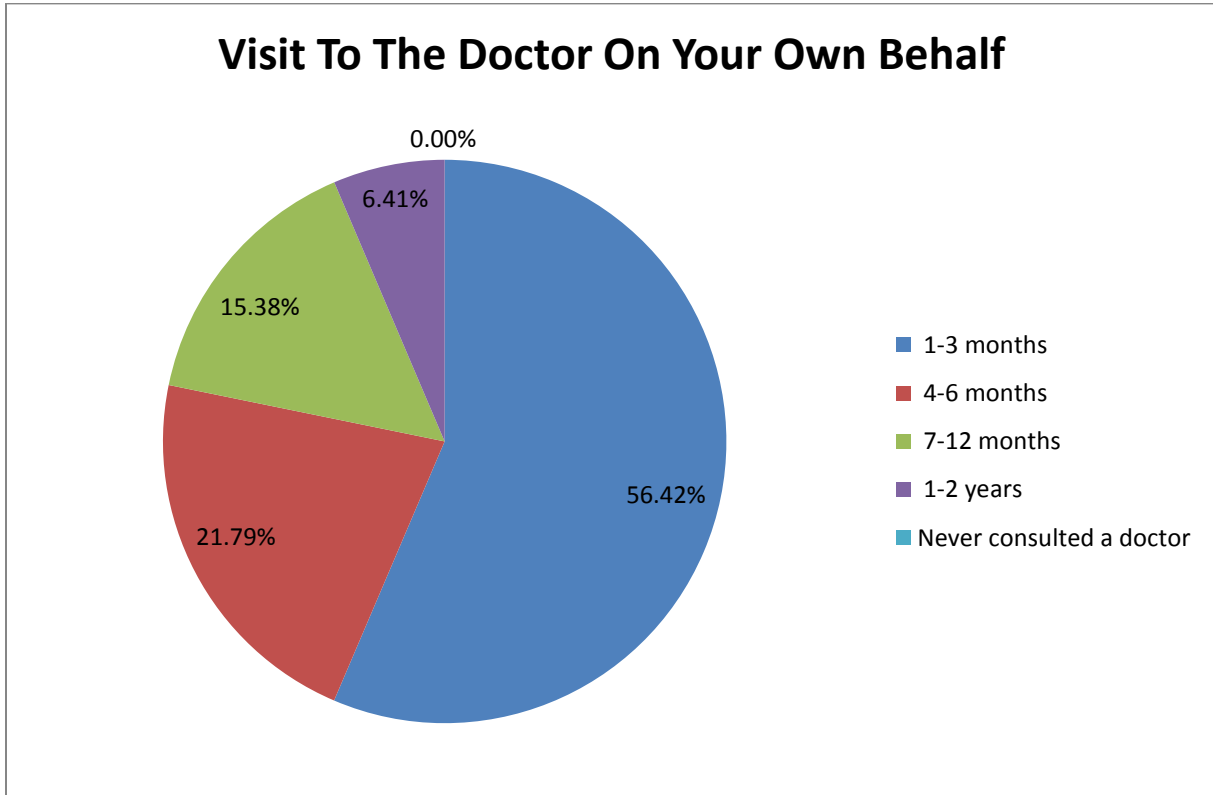
The chart above shows that 79% of respondents don’t have any health insurance at their work.

### General Health

The following chart shows that the general health of the respondents on the past 12 months. 28.21% said their health has been very good. None of the respondents said that their health has been very bad during past 12 months.



Source: Community Needs Assessment Survey 2010/2011

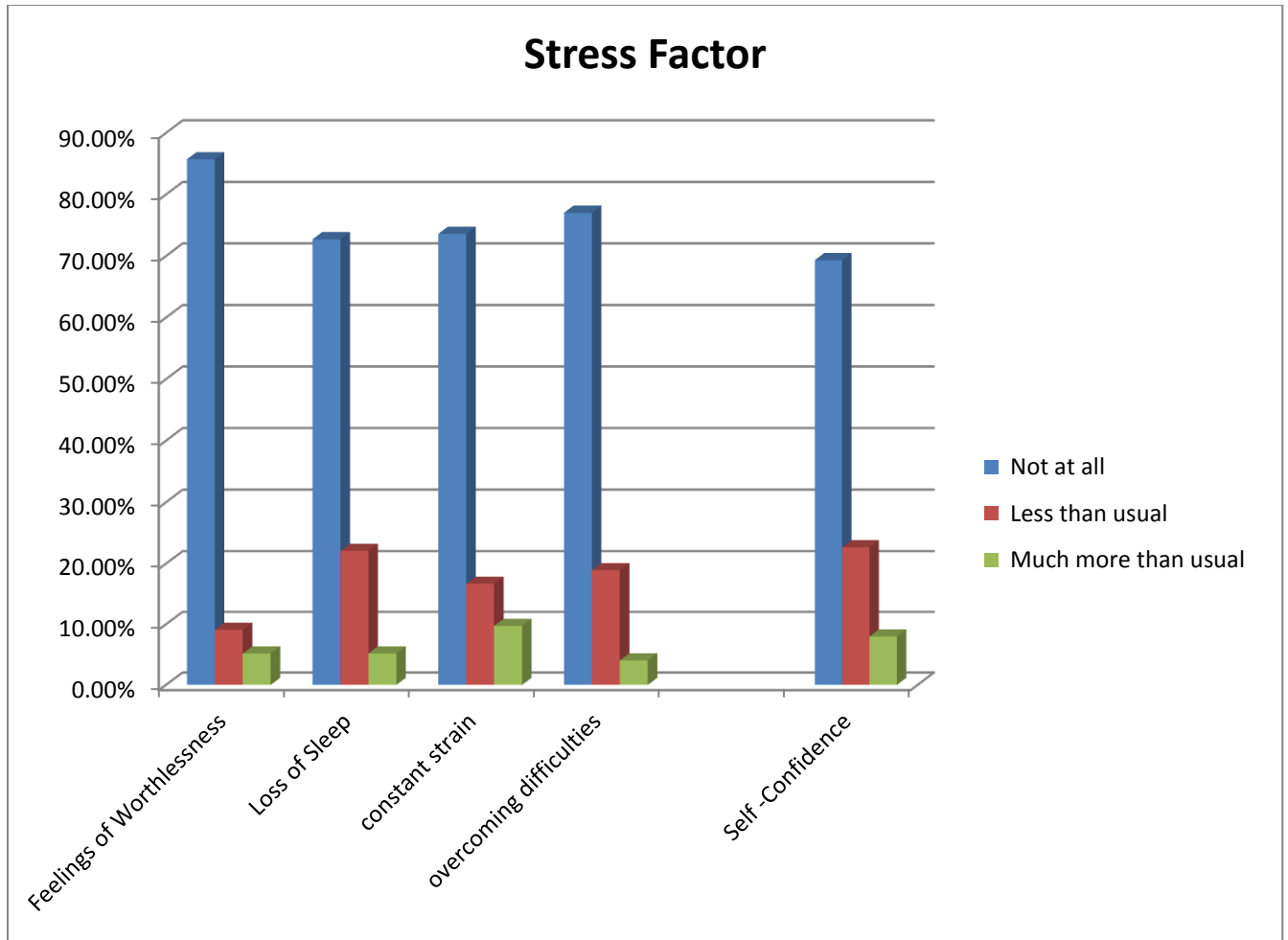


The 2 charts above show the condition of general health of the respondents in the past 12 months in St. James Town. None of the respondents express their health as very bad and only 2 respondents said that their health is bad during past 12 months. 5.13% of respondents said that they have a long standing illness and 0% of respondents never consulted a doctor. 4 out of 78 respondents of the survey have suffered from illness, disability and other physical or mental problems that was caused or made worse by their job or work done in the past, whereas 71 have not gone through those difficulties.

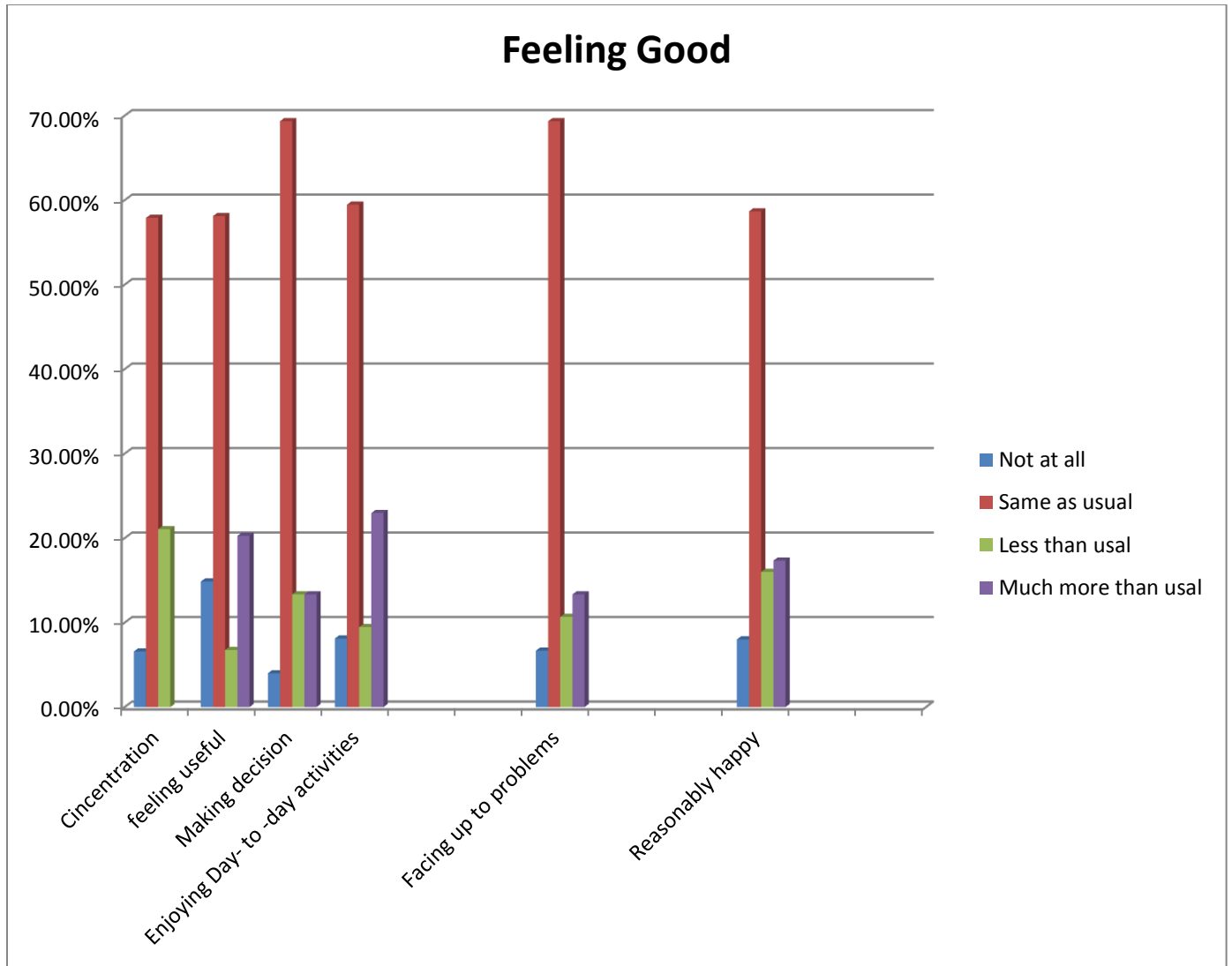
**Worry or stress**

Thinking about everything that has happened in the past 12 months, out of 78 respondents 4 said that they have great deal of worry or stress followed by 24, 19 and 31 with no worries or stress, just a little and a moderate amount, respectively. 15 respondents have been feeling unhappy and depressed and 5 respondents are taking medicine for stress/anxiety or depression.





The chart above shows that most of the respondents do not have any stress regarding feeling of worthless, sleep, constant strain, overcoming difficulties and self confidence but respectively, 5.19%, 5.19%, 9.72%, 4.05% and 8% of respondents are having these feeling much more than usual.

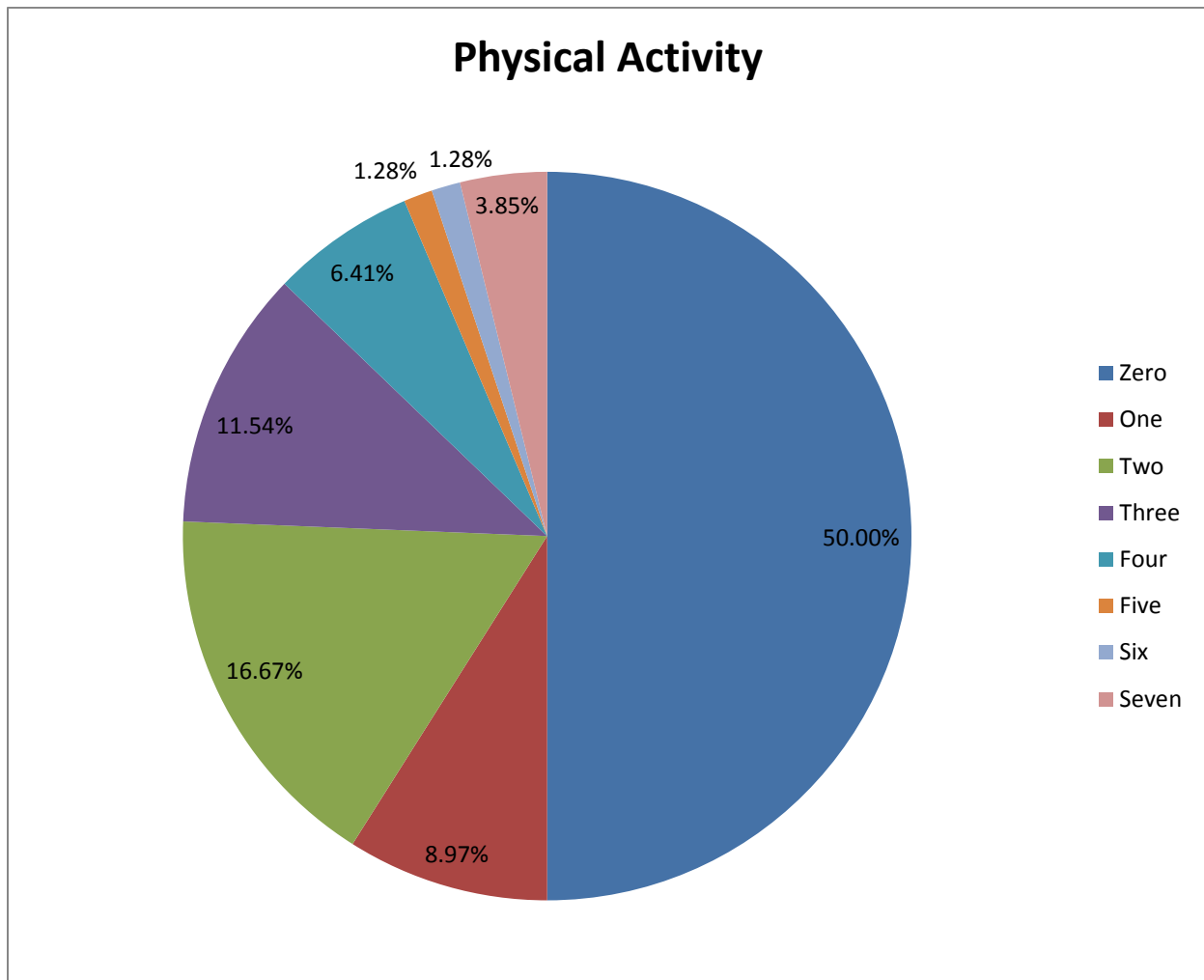


High percentage of respondents have concentration on whatever they are doing, feeling useful, capable of making decision, enjoying day-to-day activities, able to face up to their problems and feeling reasonably happy.

## 2.7: Physical Activity

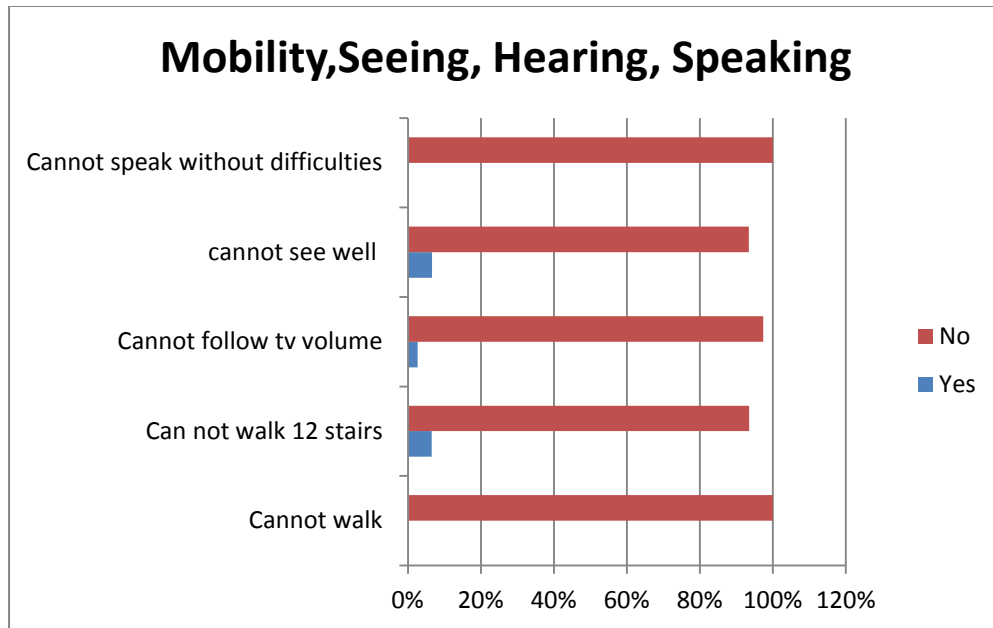
### Vigorous Physical Activity

During the last 7 days, on how many days did you do activities which took vigorous or hard effort, for at least 10 minutes at a time, like running, aerobics, heavy gardening or anything else that caused large increases in breathing or heart rate?



The chart shows that 50% of the respondents did not do any physical activity over the last 7 days and 3.85% are taking part in physical activities every day. Out of 78 respondents, 41 said that they are physically active and have been doing physical exercises for longer than 6 months. 5 respondents said that they are not physically active and do not intend to be so.

## 2.8: Mobility, seeing, hearing and speaking



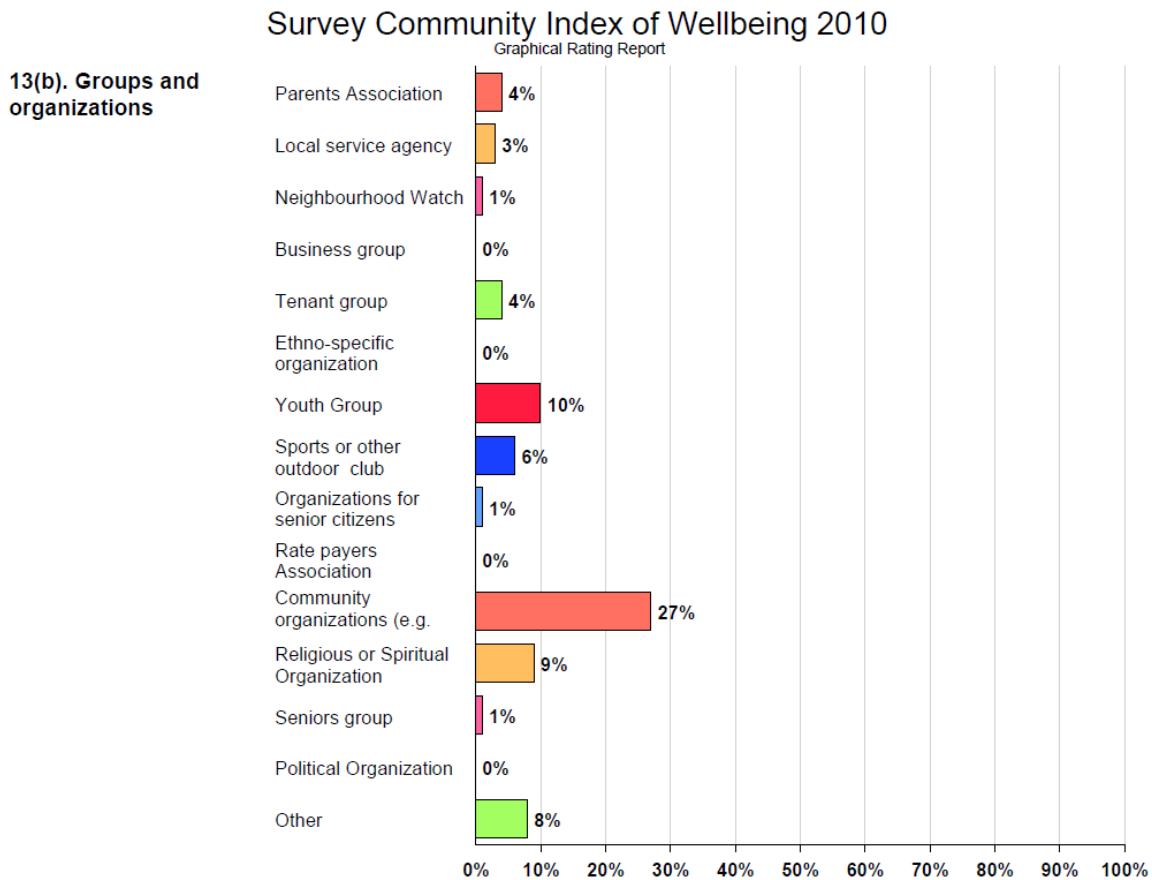
Out of 78 respondents, 76 answered the questions and said that they don't have any problem regarding walking but 2 respondents did not answer the questions where as 5 respondents cannot walk up and down a flight of 12 stairs without resting. 2 respondents cannot follow a TV program at a volume others find acceptable and 5 cannot see well enough to recognize a friend across a street.

## 2.9: Day –to- day engagement in different activities

| Value | Description                                      | Number | %      |
|-------|--|--------|--------|
| 1     | Youth/Student                                    | 25     | 32.05% |
| 2     | Volunteer at local organization/place of worship | 8      | 10.26% |
| 3     | Employed locally (in the community)              | 10     | 12.82% |
| 4     | Staff of community agency                        | 0      | 0.00%  |
| 5     | Local Business Owner                             | 2      | 2.56%  |
| 6     | Unpaid work at home                              | 17     | 21.79% |
| 7     | Employed outside the community                   | 30     | 38.46% |

The table above shows that 38.46% of respondents are working outside the community, 12.82% are working locally in the community and 21.79% are doing some short of unpaid work at home.

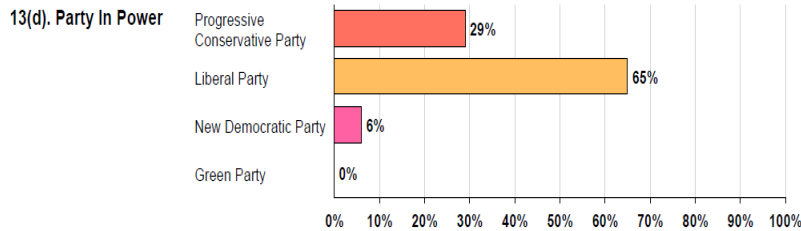
## Respondents' participation in different groups and organization



From the bar chart above, we can see that 27% of the respondents are participating in community organization such as sports, arts, cultures and religious based and 10% are participating in youth groups where as 8% choose others which are as follows:

- a. Visitor
- b. Student Club
- c. Student
- d. None
- e. I am a participant of LINC program
- f. None at the moment because just arrived Canada on November 2010
- g. None of these because the unsettled status is preventing me from thinking of participating in them.

## 2.10: Knowledge on politics



The above bar chart shows the answer to the question “which political party is currently in power in Ontario?” Among 78 respondents 27 answered that they know the Member of Parliament and 43 said that they don’t know the Member of Parliament where as 23 residents know the MPP and 48 don’t know. Regarding the conversations about politics, 55.13% do not discuss politics with friends, family and colleagues.

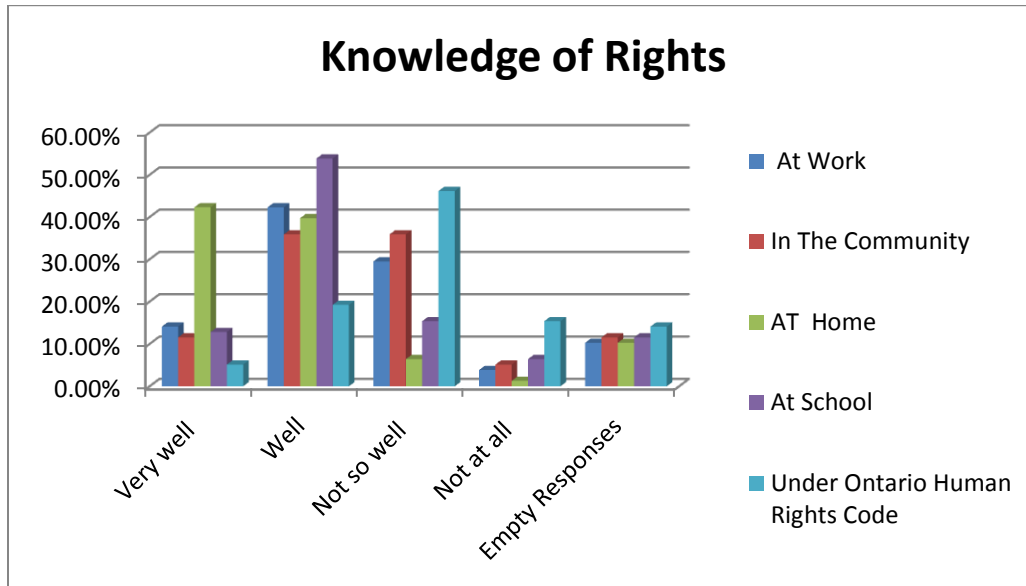
### Elections and Voting

The survey report shows that 26.32% are eligible to vote and 71.05% are not. Only 14.47% of eligible residents ever voted which shows that 21.05% did not use their voting rights. These questions are affected by flow control and may not have been answered by all respondents. There are 49 empty responses for the question “have you ever voted if you are eligible?” The reason why they did not vote in the respondent own language are as follows:

- a. “I am one of Jehovah’s witness. We are neutral, respect government pay our taxes and don’t believe human to solve our problems, we believe god government that is why we don’t vote. Jehovah God in christ jesus is the only solution.”
- b. “No time”
- c. “No interest”
- d. “Don’t know the person well”
- e. “Have not found right candidate to vote”

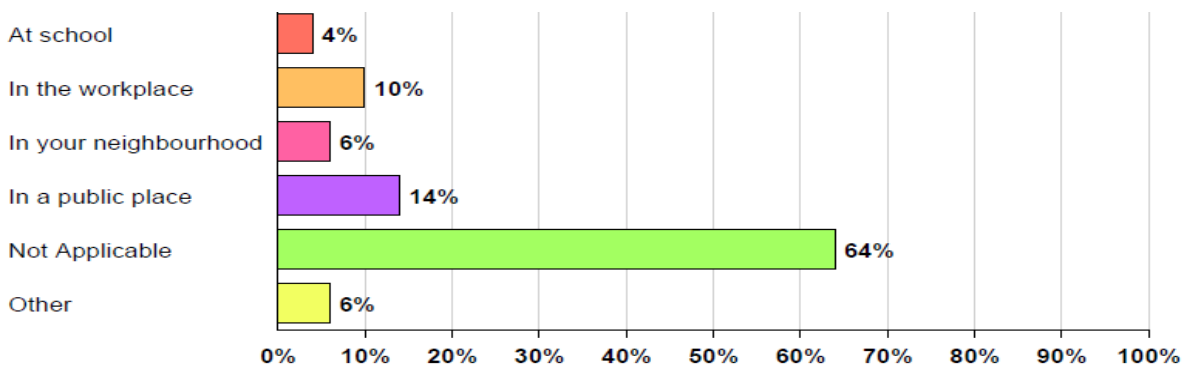
## 2.11: Knowledge of Rights

There are 5 different categories and 4 different levels of understanding in the survey questionnaire for the knowledge of rights among the respondents. This includes knowledge of rights at work, in the community, at home, at school and under the Ontario Human Rights Code. From the collected data we can analyse the following chart which shows that the respondents have less knowledge of rights under the Ontario Human Rights Code.



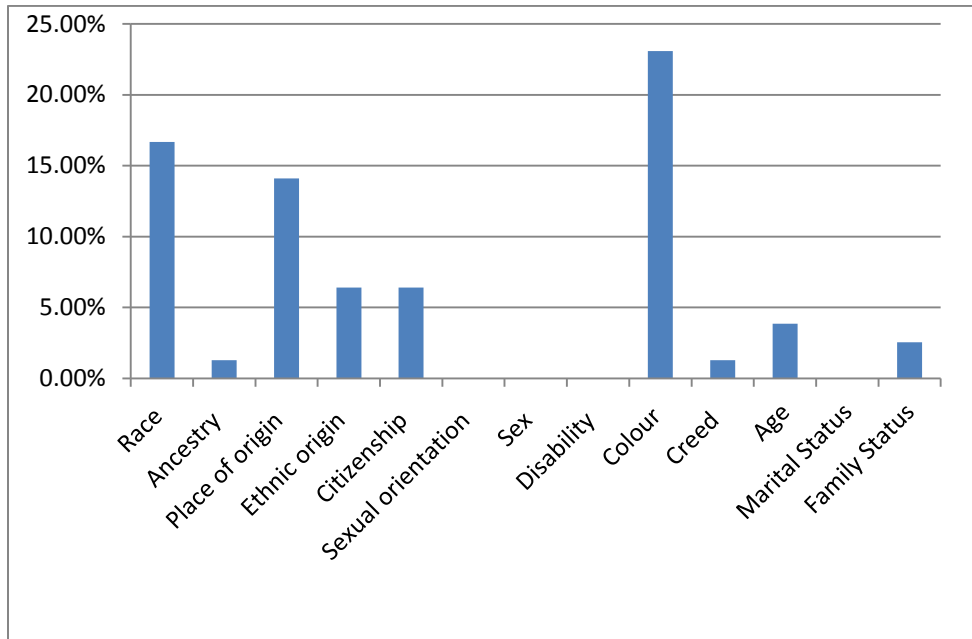
## Discrimination or harassment

The following chart shows the answer of experienced discrimination or harassment in different sectors. 64% do not experienced any discrimination or harassment and the rest have some experienced as following .



The responses for the others from the above chart is “I have been treated with prejudice in my work place by my supervisor for a month and he blamed me for not knowing things which I have supposed to have known by that time, and refused to work with me.”

Our other question regarding the prohibited ground was “If you have experienced discrimination in Canada, what was it based on?” and the following chart shows the discription:



Respondents have experienced discrimination based on colour, race, place of origin, ethnic origin and citizenship.

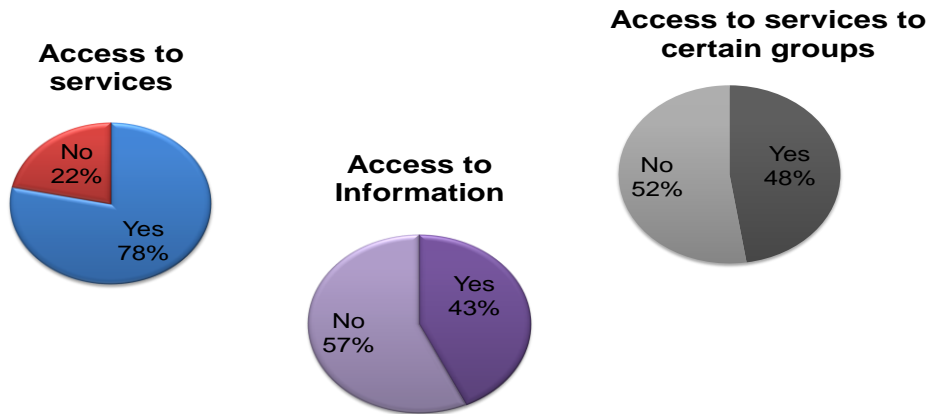
## 2.12: Equity of access

There are three different questions regarding equity of access for the needs assessment survey which are as follows:

1. Do you think the way services are provided in your community allows equal access for everyone?
2. Do you feel that availability of information about social services is adequate in your community?
3. Is it harder for certain groups in your community to get access to the services they need?

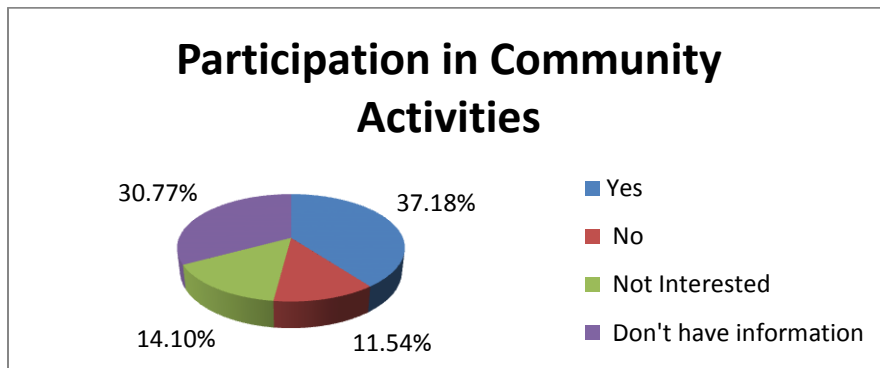


## Equity of Access



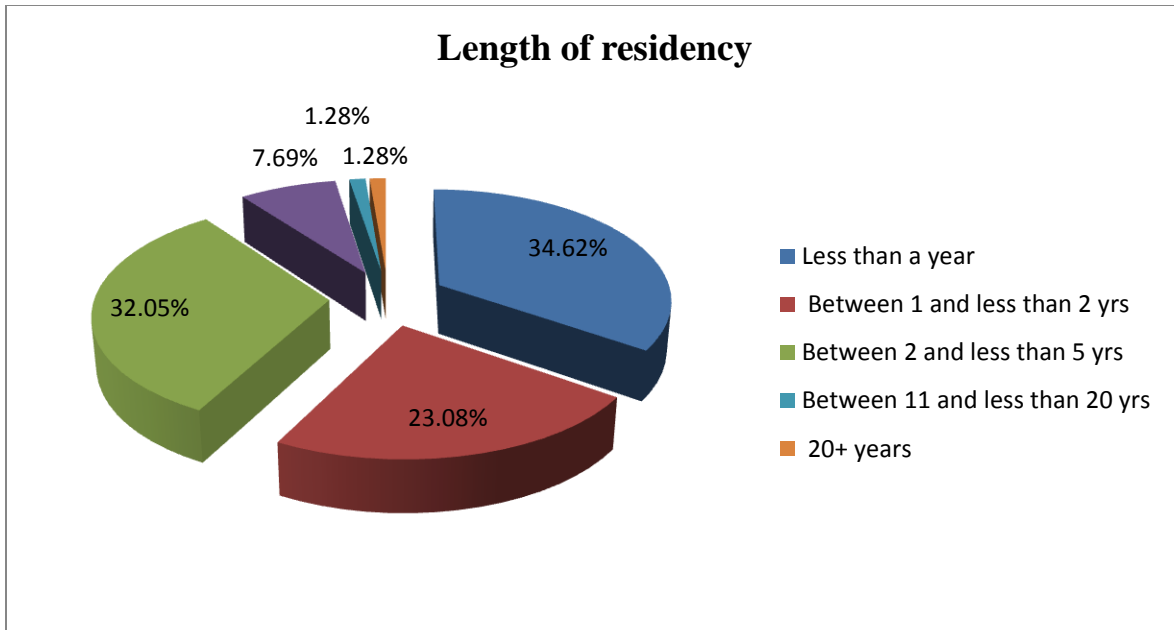
These three pie charts give the answers to the 3 questions above. 78% of respondents of the survey said that there is equal access of services for everyone provided in the community whereas 22% said there is not. 43% feels that the availability of information about social service is adequate in the community whereas 57% feels that there is not. 48% agrees that it is harder for certain groups in the community to get access to the services they need whereas 52.46% said there is not.

### 2.13: Community vitality, spirit and action



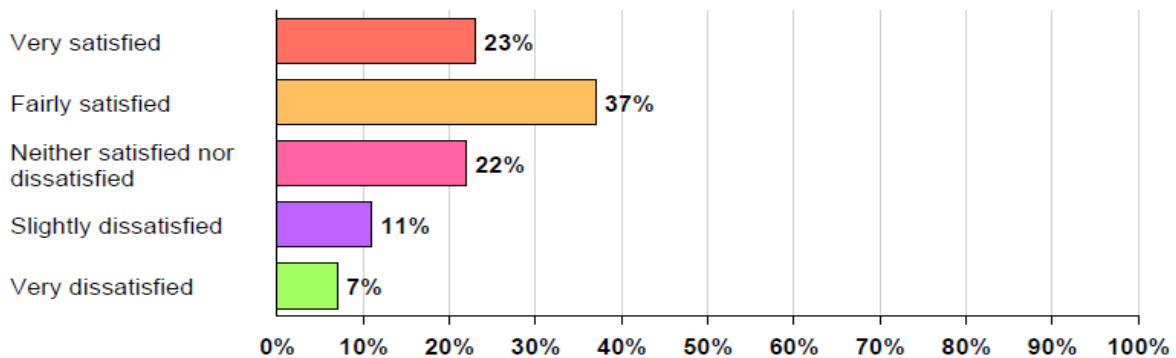
The chart above shows that only 37.18% of the respondents of the survey are participating in community activities whereas 11.54% do not participate, followed by 14.10% who are not interested and 30.77% don't have information about the community activities.

According to the survey among 78 respondents, 55 read and 22 don't read the local newspaper.



Most of the residents of St. James Town are new immigrants, living in the community from less than a year to 5 years. 7.69% are living in St. James Town for between 5 to 10 years. Only 1.28% are living in St. James town for 20 years and more than 20 years.

### Level of Satisfaction with the community

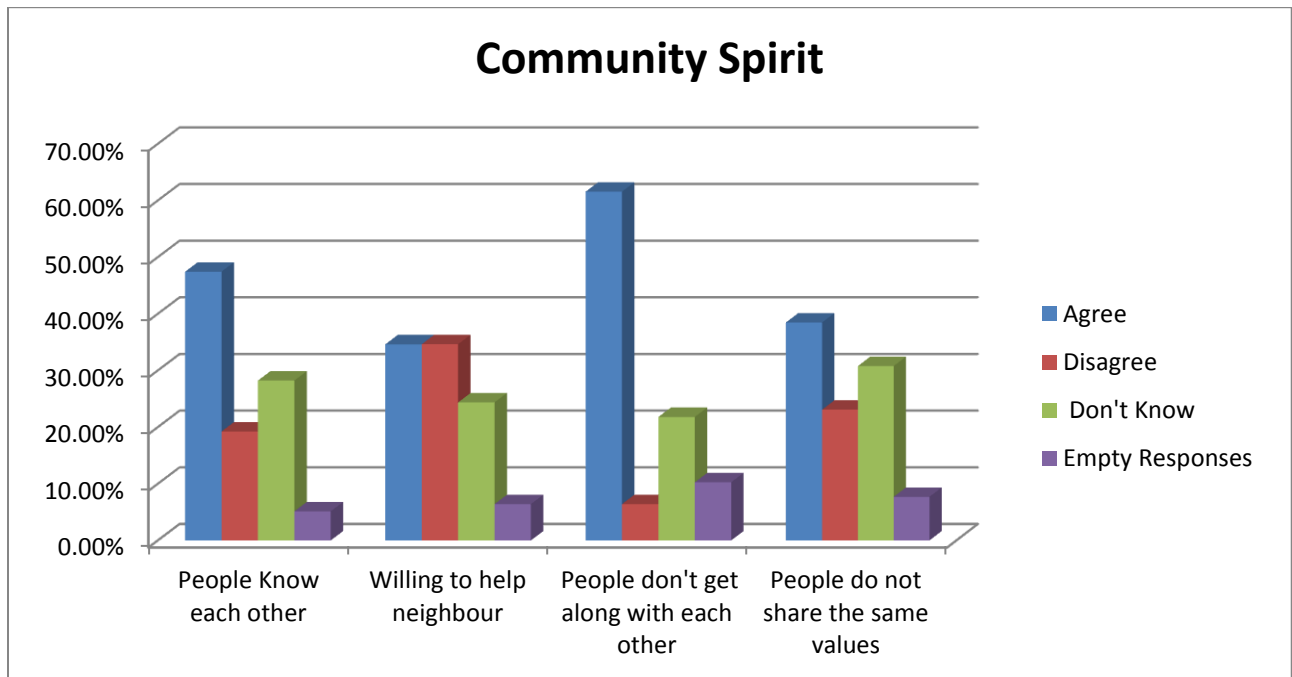


11% of respondents are slightly dissatisfied and 7% are very dissatisfied with this neighbourhood as a place to live.

## Sense of Belonging

Data analysis from the survey, regarding the sense of belonging in the community describes 16.67%, 37.17%, 17.95% and 28.21% indicated strong sense, somewhat strong sense, weak sense and no opinion, respectively. On most days, 33.33% spoke to their neighbours (face-to-face) once or twice a week, 38.47% once or twice a month, 12.82% less often than once a month 8.97% and never 6.41% speak to the neighbours.

## Community Spirit



Analysis on community spirit shows mixed results from the respondents. There is an equal response to agreeing and disagreeing for willing to help neighbours. There are some respondents who said that they don't know about things regarding community spirit and there are some empty responses too.

## Community Action

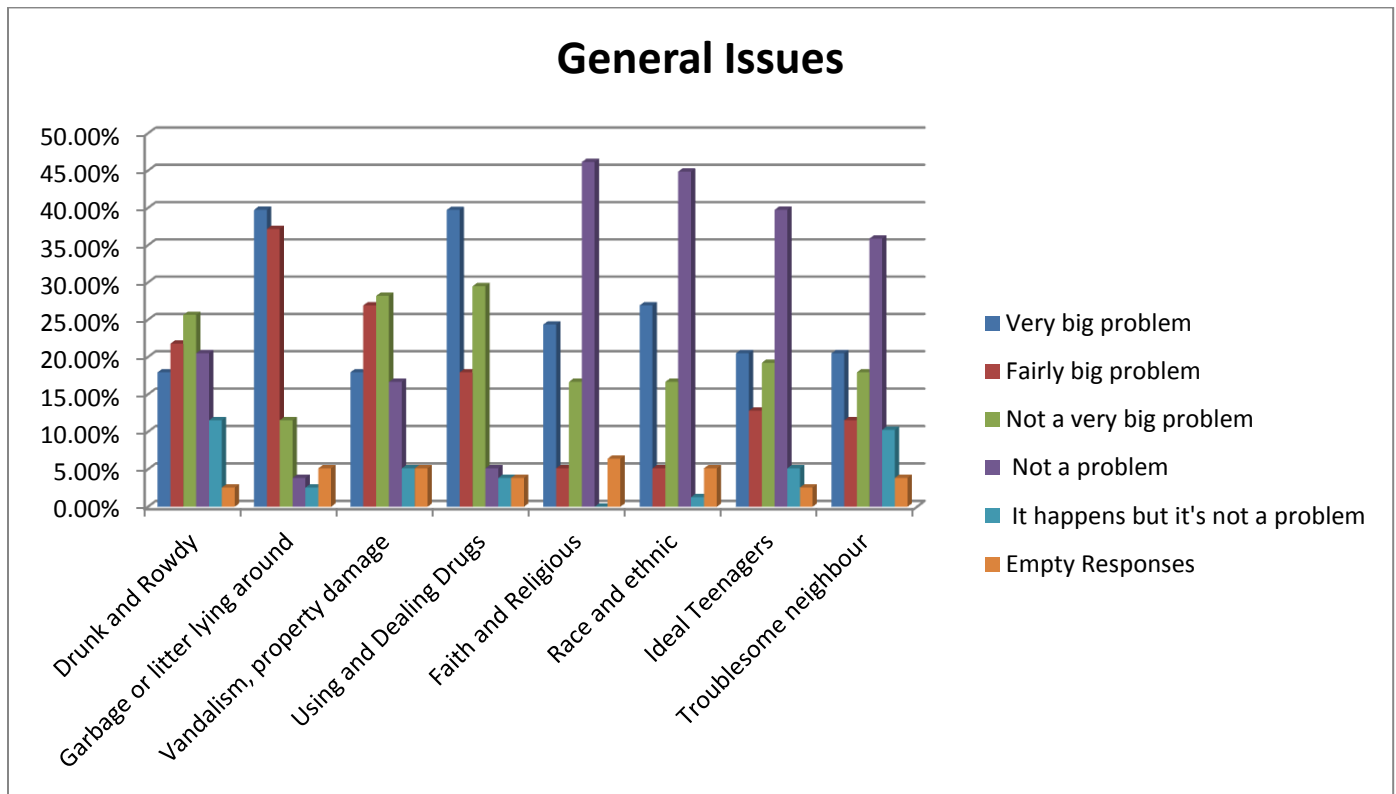
In the last 12 months the following actions have taken in an attempt to solve a problem affecting people in local areas.

| Number | Description   | Respondent No | Percentage |
|--------|---|---------------|------------|
| 1      | Contacted a local radio station, television station or newspaper          | 6             | 7.69%      |
| 2      | Conducted the appropriate organization to deal with the problem           | 2             | 2.56%      |
| 3      | Contacted a local councillor or MPP                                       | 0             | 0%         |
| 4      | Attended a public meeting or neighbourhoods forum to discuss local issues | 1             | 1.28%      |
| 5      | Attended a tenants' or local residents' group                             | 0             | 0%         |
| 6      | Attended a protest meeting or joined an action group                      | 0             | 0%         |
| 7      | Helped organize a petition on a local issue                               | 1             | 1.28%      |
| 8      | No local problem  | 8             | 10.26%     |
| 9      | None of these   | 60            | 76.93%     |

## Lost and Found

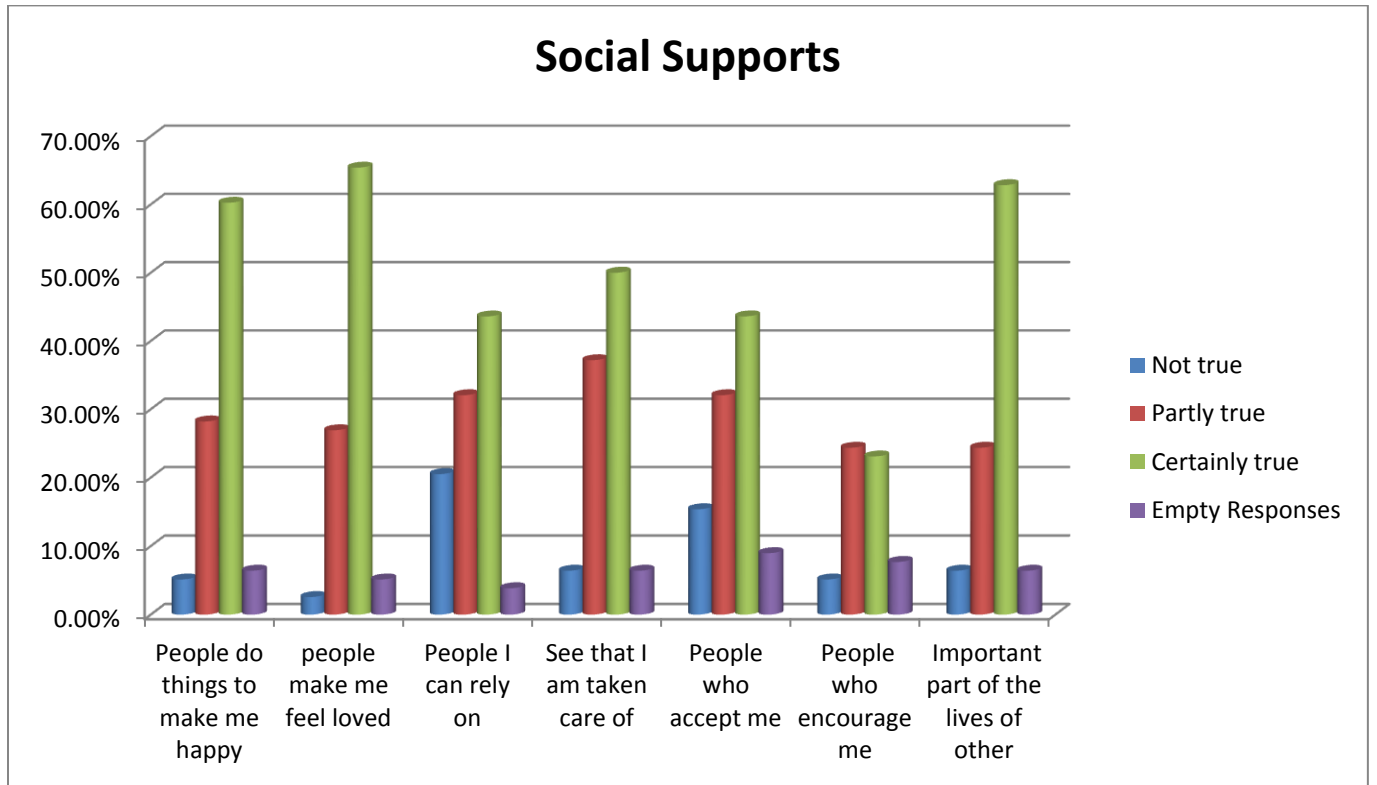
From the the survey we can say that if we lost our purse/wallet containing our address details, and it was found in the street by someone living in this neighbourhood, 21.79% said that it is very likely to be returned to us without anything missing, 10.26% said quite likely, 39.74% said not very likely and 28.21% said it would be not at all likely.

## 2.14: General Issues



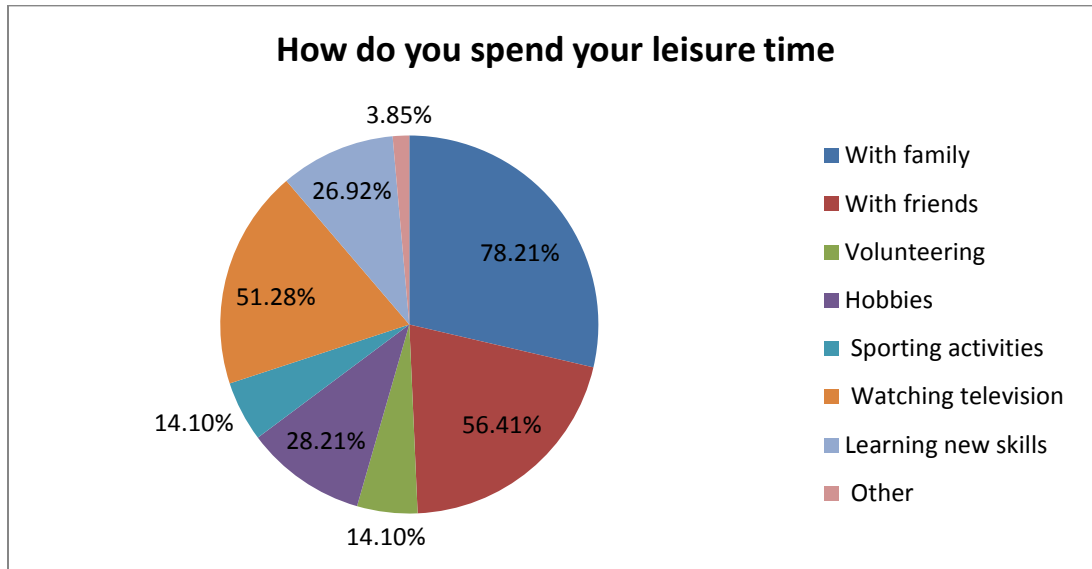
This chart clearly shows that garbage or litter lying around and using and dealing drugs are very big problems of the neighbourhood. Vandalism and property damage also seems like a fairly big problem whereas issues regarding faith and religious, race and ethnic, ideal teenagers and troublesome neighbour don't seem as a big problem according to the survey respondents.

## 2.15: Social Supports



From the bar chart above, we can see that the higher number of respondents are feeling certainly true for family and friends support, feeling, loved, people they can rely on, they are taken care of, friends and family who accept them, people who encourage them and people who make them feel an important part of their lives.

## 2.16: Leisure Time



Other leisure activities are cooking, travelling and hanging around. 15.38% of the respondent said that they have too much leisure time followed by just enough, not enough and no leisure time respresented as 44.88%, 30.77%, 8.97%, respectively. Respondents' reply on services most important to you for leisure activities are quality time with family, relaxing, watching movies, net surfing, outing, walking, visiting new places, TTC,l learning more, social activities, skate, swim, volunteer to help people to know the bible and it's message, physical activities, to look for a permanent job, sport social relationship, swimming pool, adult education centre, health-related activities, public library, parks, indoor sports facilities, study etc.

## 2.17: Services

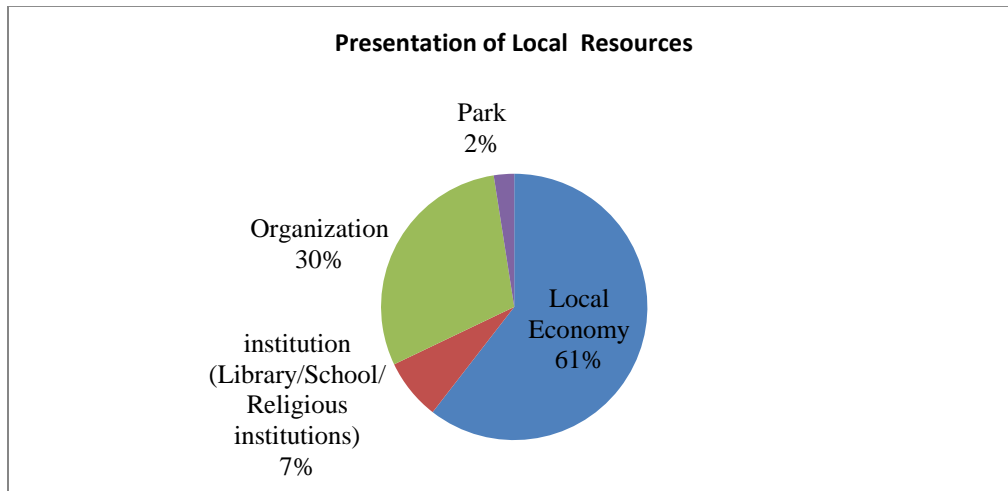
### Assets in St. James Town

#### Summary Table presentation of local resources in St. James Town

| Local Economy and Number of services  | Institutions and Number of services                     | Organizations and Number of services  | Parks and Number of facilities |
|---|---|---|--------------------------------|
| Food Services - 15<br>Pharmacies - 4<br>Convenience Stores - 7<br>Money Services – 4<br>Computer/Photo/Cell phone - 4<br>Laundry/Dry Cleaning/Tailoring – 5<br>Personal Care/Beauty – 6 | School – 1<br>Library – 1<br>Religious Institutions – 4 | Educational Services – 7<br>Parenting Child Care – 5<br>Recreation Services and Program – 4<br>Multi Service Organization – 8 | Public Park – 2                |

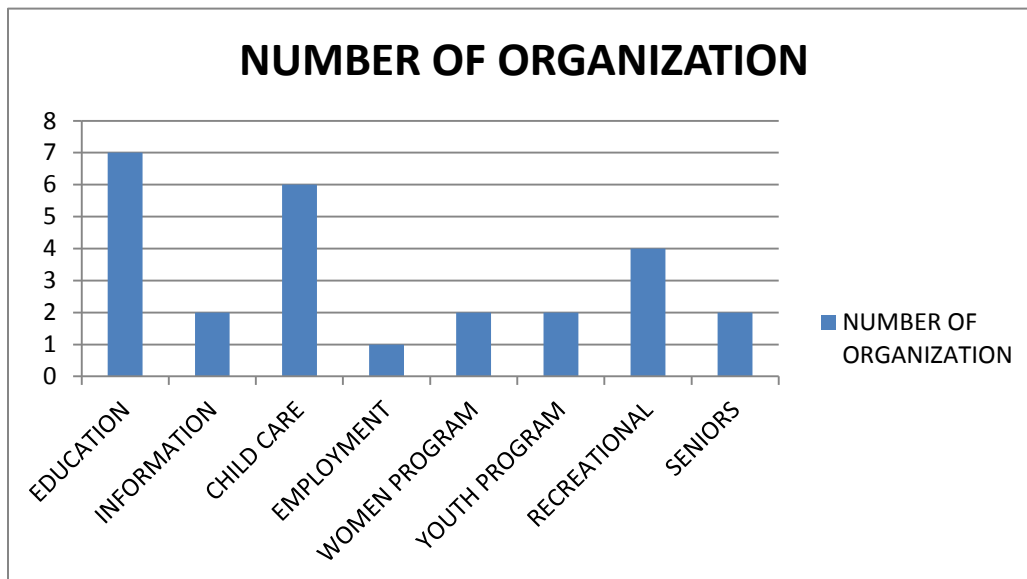
|  |           |            |           |
|--|-----------|------------|-----------|
| Health Services – 3<br>Others (Renovations/Contractor) - 1 |           |            |           |
| Total - 49   | Total – 6 | Total – 24 | Total - 2 |

**Pie-Chart Presentation of Local Resources in St. James Town**



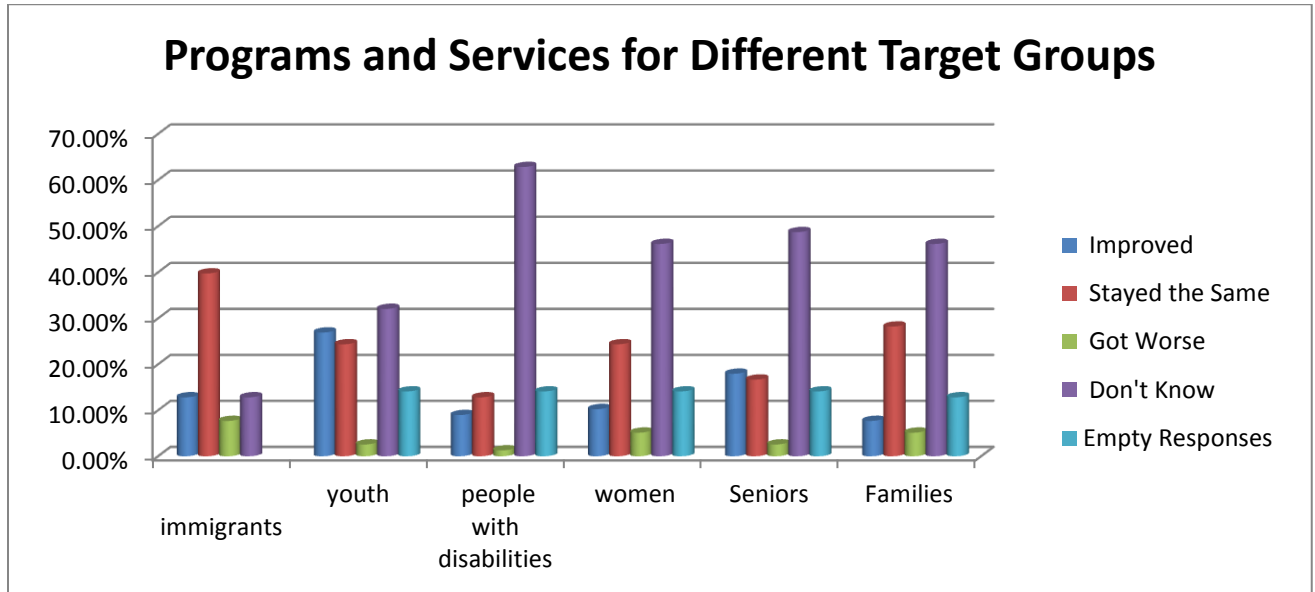
The area of St. James Town is so small that there is only one elementary school and students go to Winchester Park and Jarvis Collegiate Institute for middle and high school. There are 26 multi-service organizations (including 2 public parks) working in different ways to support the community for better opportunities. The following Bar-Chart shows the ratio of organizations working to provide, different services in St. James Town.

**NUMBER OF ORGANIZATIONS AND THEIR SERVICES**



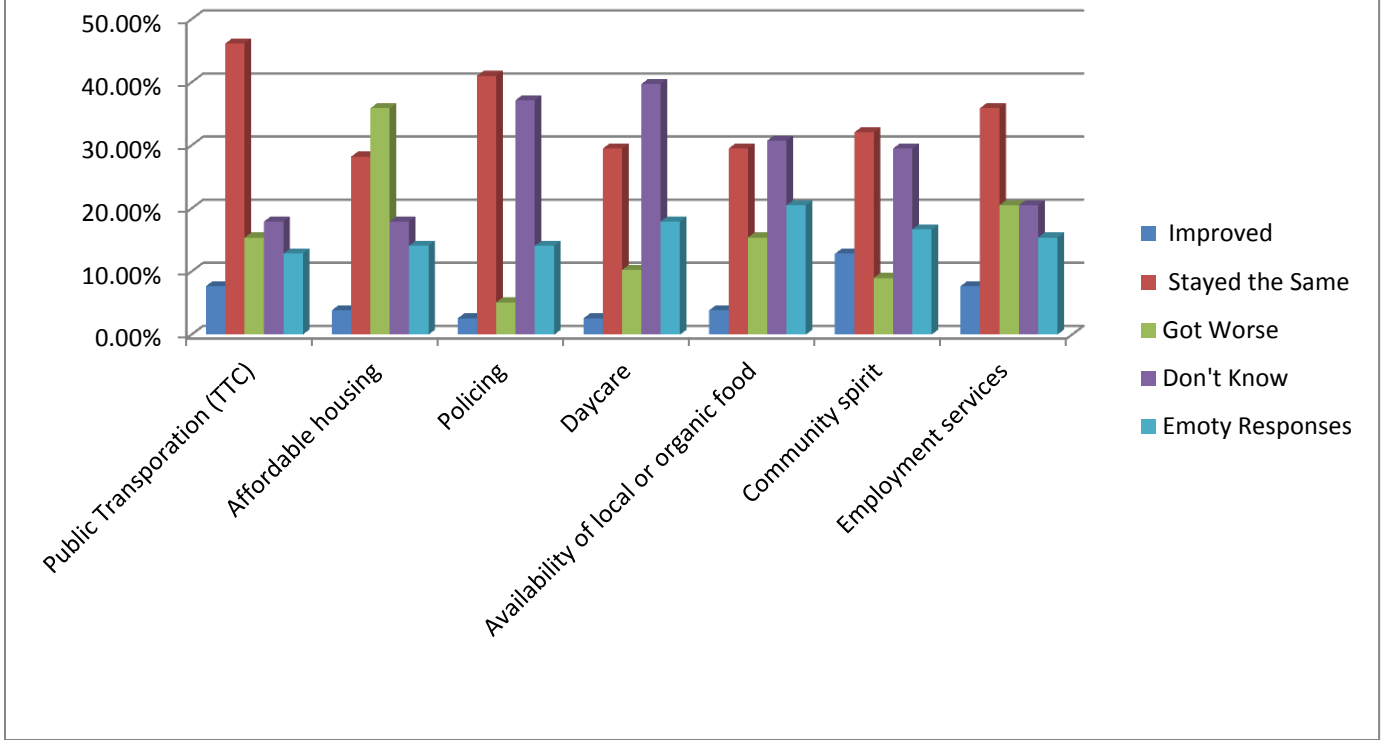


The Bar Chart shows youth, senior and children oriented programs are not sufficient in St. James town in comparing to the population of those age groups from our demographics data. In St. James Town, for the increasing number of immigrants every year, there are not sufficient services for information and employment assistance. Detail of local resources or assets is in appendix 1.



Some of the programs improved, such as youth, women and for the family, whereas some stayed the same. There is a huge response from those who don't know about the change in programs and services for different target groups.

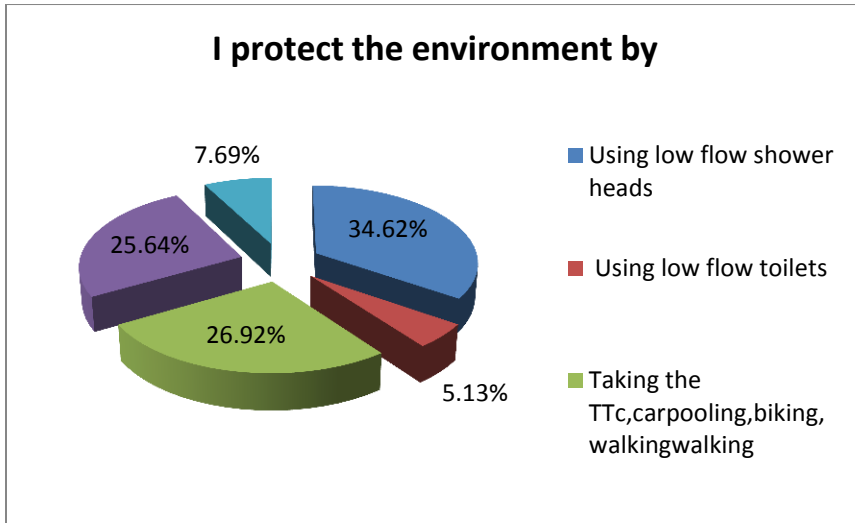
## Change in Services



45% of the respondents said that the TTC stayed the same. Affordable housing is getting worse in St. James Town. Policing also stayed the same. There are some empty responses. Some of the respondents said that they don't know about the changes in the services because they are new immigrants.

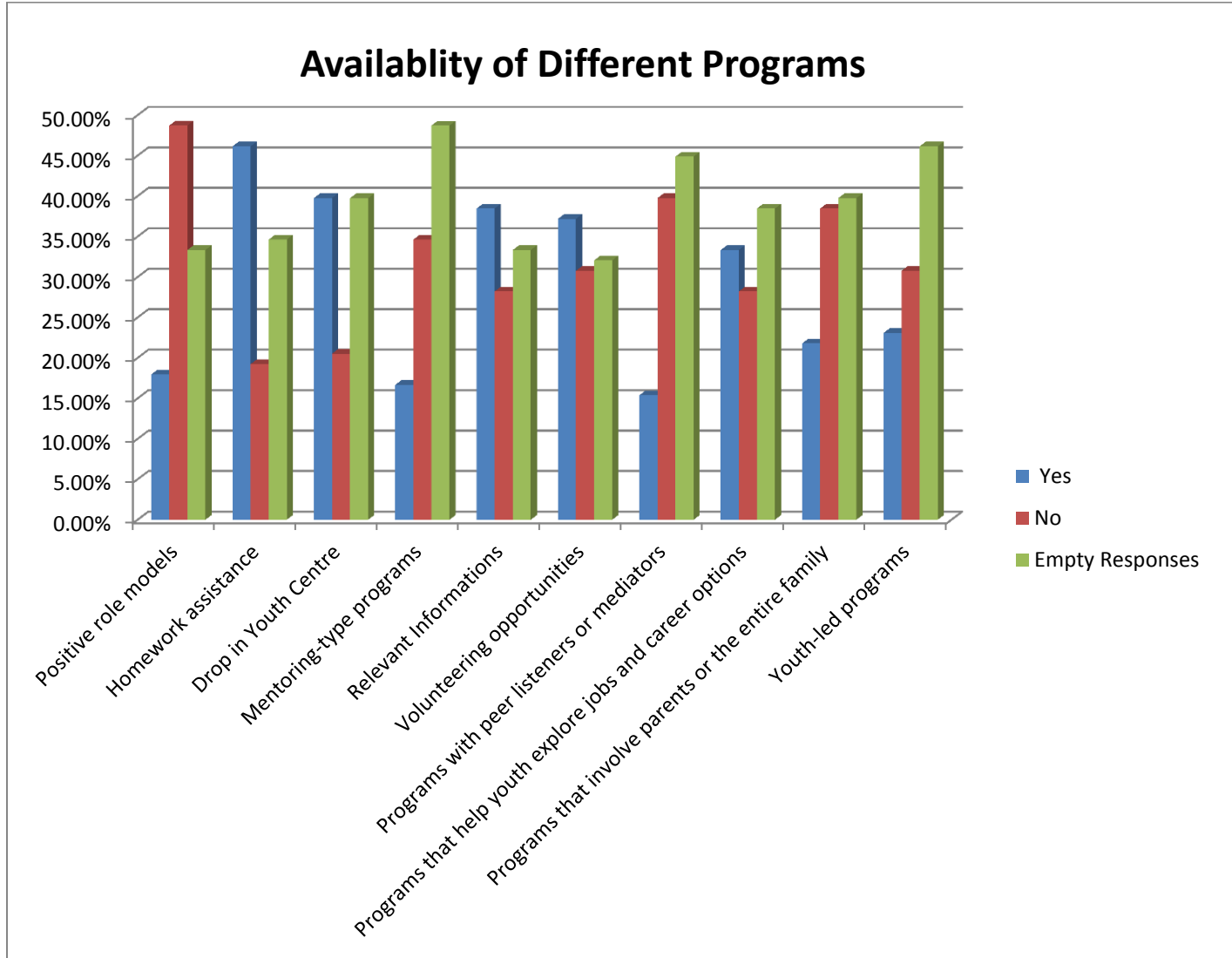
## 2.18:Environment and recycling

13 out of 78 respondents are not recycling bottles. 26 are not recycling clothes and 23 are not recycling papers and 19 are not recycling cans and plastics. 33.33% of the respondent agrees that the provision of recycling is adequate in the community where as 66.67% don't agree.

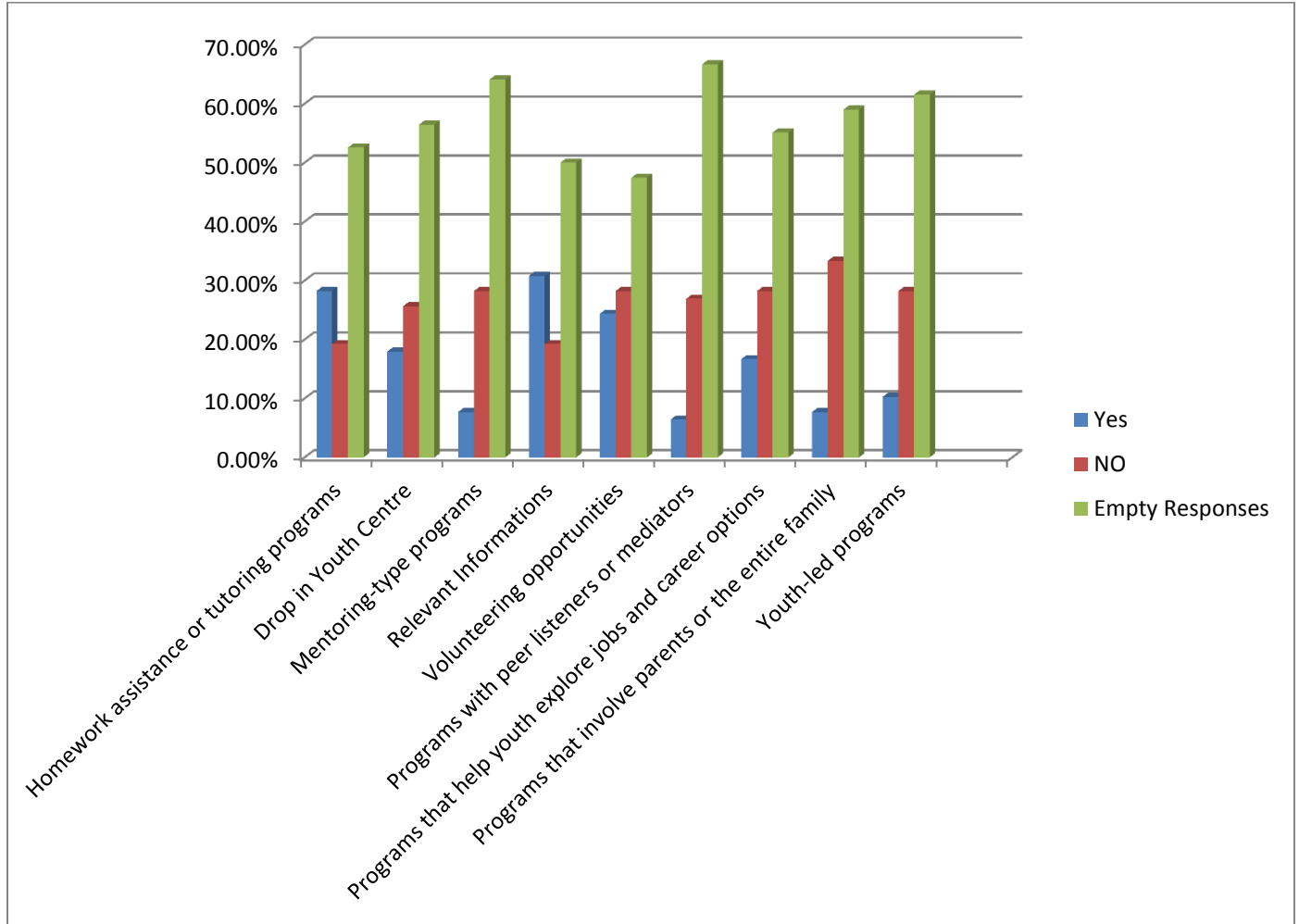


According to the survey, the respondents protect the environment by using the less plastic bags, making people aware of environment, using less electricity and water.

**2.19: Availability and Accessibility of different programs**

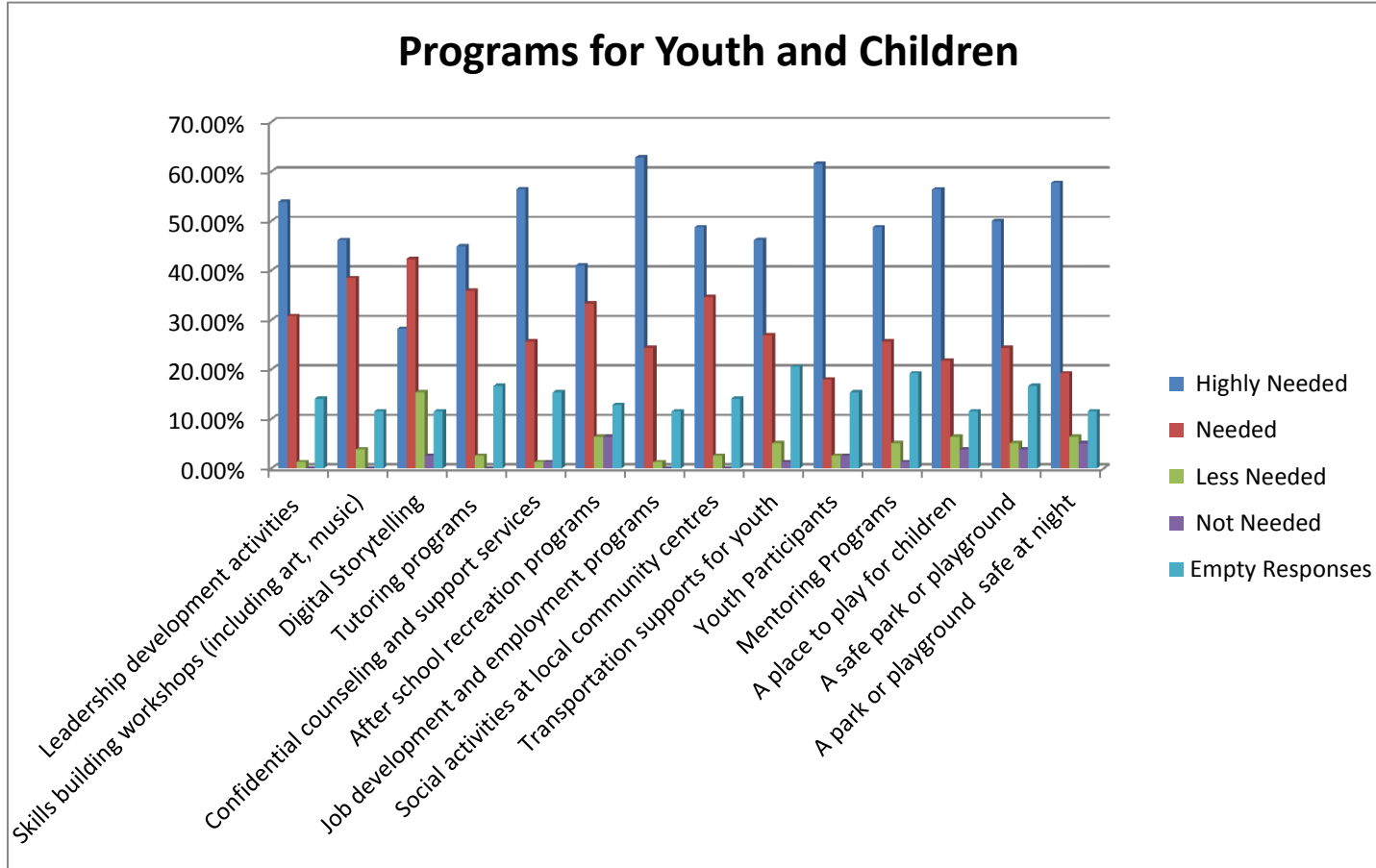


## Accessibility of different programs



When we compare the two charts above the first chart shows there is more availability of different programs than the second chart for accessibility to them. There are a lot of empty responses which might indicate that respondents do not know about the availability and accessibility of the services.

## 2.20: Program for youth and children



Most of the respondents indicated that programs for youth and children are either highly needed or needed.

## 2.21: Suggested programs from respondents

We can see the respondents thoughts and suggestions for improving programs for children, youth and others from the following table:

| Children   | Youth  | Others  |
|--|--|---|
| Play ground ,Swimming pool, after school programs, availability of subsidized day care, better after school program, more play ground, More parks and open spaces, more library hours, proper daycare, | Tutoring ,after school program, career support programs, different activities(programs),job search and counselling, awareness about drugs and eating habits, areas need to be more safe( lots of gun fires have happened in the past year) | The government should take action whatever is needed urgently, immigration law is complicated now |

## **Chapter 3: Final comments from the respondents**

### **Sharing the findings**

41 of respondents would like to be informed the findings of the survey whereas 33 are not interested. Respondents are interested to receive the following information

“any job hunting related program”, “anything that happens recently”, “any survey regarding St. James Town”, “about immigration law and policy”, “job fair and immigration law”, “job posting”, “conclusion and recommendations of the survey”, “would like to be the part of the future survey”

### **There are more comments from the respondents which are as follows:**

“Is the findings of survey will implement or just for work”

“This is the right way to survey”

“More programs for the seniors and accessible information services for the residents”

“Part of the questionnaire does not give the option of” no idea”. So I am compelled to choose from among the options given. I actually don’t know about some of the facilities in my area and can’t say”

“Try to make easy law for family sponsorship to the landed immigrant”

“Information regarding the services provided to newcomer”

“Can’t afford double bedroom”

“I live in high rise building 25<sup>th</sup> floor and sometimes elevator does not work and hard to use stairs”

“Cockroaches”

“Rent is high comparison to the minimum wages we get”

“May be lack of Canadian experience”

“Always worried about the job”

“Having social bond with my own community”

“Conclusion and recommendation of the survey”

“I want to see the result”

“I am a new comer and looking for a job”

“I migrated and found it hard to get the line of my job and financial problem came which stressed me a lot”

## Chapter 4: Key Informants' Interview

During the process of needs assessment we interviewed with different key informants which are as follows:

1. Uttam Makaju-Living in St. James Town for almost 8 years and working as a day program instructor at Vita Community Living Services. He was one of the core group member of St. James Town Initiatives, Wellesley Institute, which is an organization involved in different research activities on the health and well-being of this neighbourhood.

2. Chris Drew-Who is a Community Planner for MPP office -514 Parliament Street- He Organizes different Community Planning Meetings in St. James Town neighbourhood.

The conversations were mainly focused on the following areas or questions. The summarization of the key informants' interview is documented as below.

1. If a family member you knew wanted to move into this neighbourhood, what advice would you give them?
  - This is a good decision and be ready to encounter with diversities such as different nationalities, ethnic groups, cultures and values and you will enjoy it.
  - Be mentally prepared to face mid-standard lifestyle regarding environment and economy
2. Strongest and best qualities of the community
  - From Elementary to High School within the vicinity of the neighbourhood
  - Transportation accessibility
  - Grocery Stores
  - Nearest location by Centre Business Area (down town)
3. Good things about living in this community
  - Having social bonds with my own community
  - Cultural events according to my tradition
  - Availability of ethnic food
  - Schools ,Transportation ,Stores
  - Sense of belonging
  - Convenient location to make a home
4. If you have power what kind of problem you want to solve
  - Housing
  - Garbage
  - Proper lighting at the street and places
  - More programs for youth , children and seniors



5. 4 most serious needs of the community
  - Employment-Canadian experience, communication, skill upgrading programs and lack of bridging programs because mostly the resident are new immigrant from the different parts of world
  - Maintaining the high rise building such as elevator, recycling process and piled stuff from the balcony
  - Day care centre for children- There are few day care centres but not sufficient for the population of the community
  - Public Places-Parks, sports field, Recreation Centre and service centre for youth and children
  
6. 4 things recommended to the advising group interested in improving health and well being of the community
  - Maintain clean environment such as Parks , Garden and Garbage
  - Employment oriented activities such as information and referral , self employment and small business
  - More programs for youth and seniors
  - Residents health care system and nutrition or diet

7. If you are returning to this community after 15 years, what would you like to see changed and same

Change

- Demolish old buildings
- More open spaces
- Parks, Gardens and Hospital
- Safety

Same

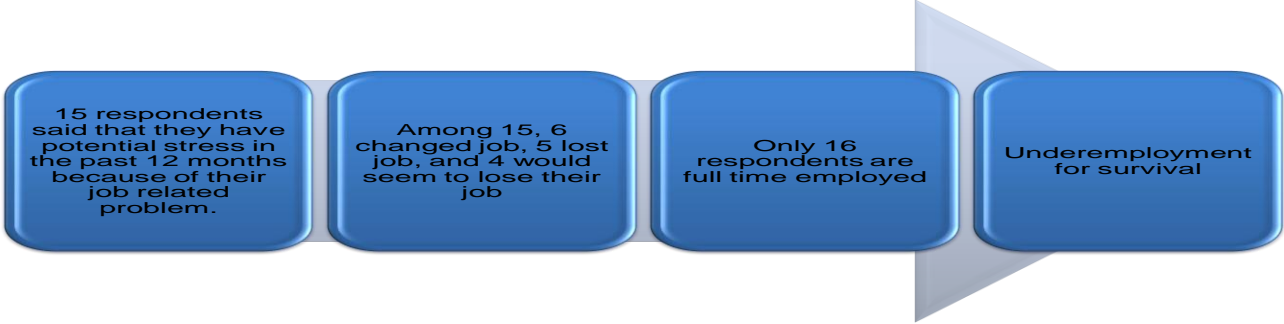
- School
- Community Centre
- Grocery stores
- Transportation accessibility ( Train and buses)

## **Chapter 5: Issues and effects**

### **1. Employment and stress**

When we compare the highest level of schooling with the schooling required for the job, we can clearly see that the respondents are underemployed in St. James Town. There is not a fair

distribution in jobs based on the academic qualification or their credentials are not recognized. So the residents of this neighbourhood have to work whatever they can get for survival. We can see the different issues and effects regarding the employment from the following diagrams.



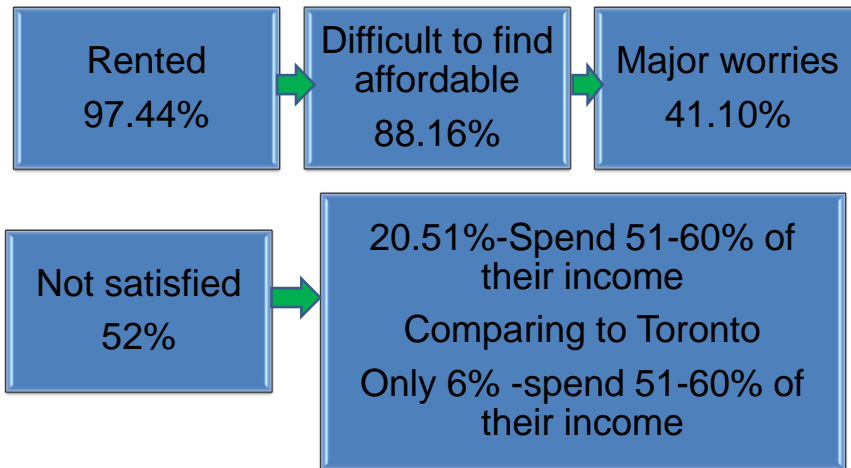
**2. Household Income and poverty:**

When we see the demographic data of St. James Town from Census Canada 2006, it clearly shows that the majority of the population (8,995) are working age ( 25-64 years) and the youth (15 -24 years) represents 1,940, but due to insufficient employment opportunities only 16 people out of 78 from our survey respondents are employed full-time. This issue is affecting the household income of St. James Town and becoming one of the poor neighbourhoods in GTA.

**3. Housing and income level**

The following diagram shows the structure of housing, issues and effects in the St. James Town neighbourhood. 97.44% of respondents said that they rent the apartment, 88.16% of respondents found difficult to find affordable housing, 41.10% of respondents have major worries about their housing in the past 12 months and 52% of the respondents are not satisfied with the current accommodation. When we compare these issues to the amount they spend on housing it is higher than the overall GTA because in St. James Town 21% of the survey respondents are spending 51-60% of their income for housing whereas in GTA( from the survey report of 8 priority

neighbourhood) only 6% are spending 51-60%



#### **4. Length of residency and sense of belonging**

44.59% of the respondents do not want to be informed of the findings of the survey. It shows that there is a weak sense of belonging. The cause might be that they are new immigrants and they rent the apartments. People should be informed about the programs in order to involve themselves in activities, which allows them to be a part of the community.

#### **5. General issues, safety and security**

Garbage or litter lying around, and using and dealing drugs, seems to be a very big problem in this neighbourhood. Vandalism and property damages are also a fairly big program in this neighbourhood. Out of 78 respondents 16 said that they are neither satisfied nor dissatisfied with this community as a place to live followed by 8 and 5 respectively slightly dissatisfied and very dissatisfied.

#### **6. Participation in community activities**

Only 37.18% of the respondents of the survey are participating in community activities where as 11.54% are not participating followed by 14.10% and 30.77% respectively not interested and don't have information about the community activities.

## **7. Programs for youth and children**

Programs such as leadership development, skill building, tutoring, confidential counselling and support services, after school recreation programs, job development and employment, social activities at local community centre, transportation support for youth, mentoring, place to play, safe park and safe playground at night are highly needed according to the respondents of the survey.

## **8. Equity of Access**

13 out of 78 respondents said that the way services are provided in St. James Town don't allow equal access for everyone. 37 respondents said that availability of information about social services is not adequate in the community. 29 respondents said that it is harder for certain groups to get access to the services they need.

## **9. Provision for Recycling and environment**

13 out of 78 respondents are not recycling bottles followed by 26 are not recycling clothes, 23 are not recycling paper and 19 are not recycling cans and plastics. 66.67% of the respondents feel that provision for recycling is not adequate in the community. It is creating negative effects on the environment.

## **10. Health Insurance**

79% of the respondents of the survey in St. James Town don't have their health insurance at their work.

## **11. Physical activities**

50% of the respondents are not doing any physical activities during the last 7 days.

## **Chapter 6: Conclusion and Recommendations**

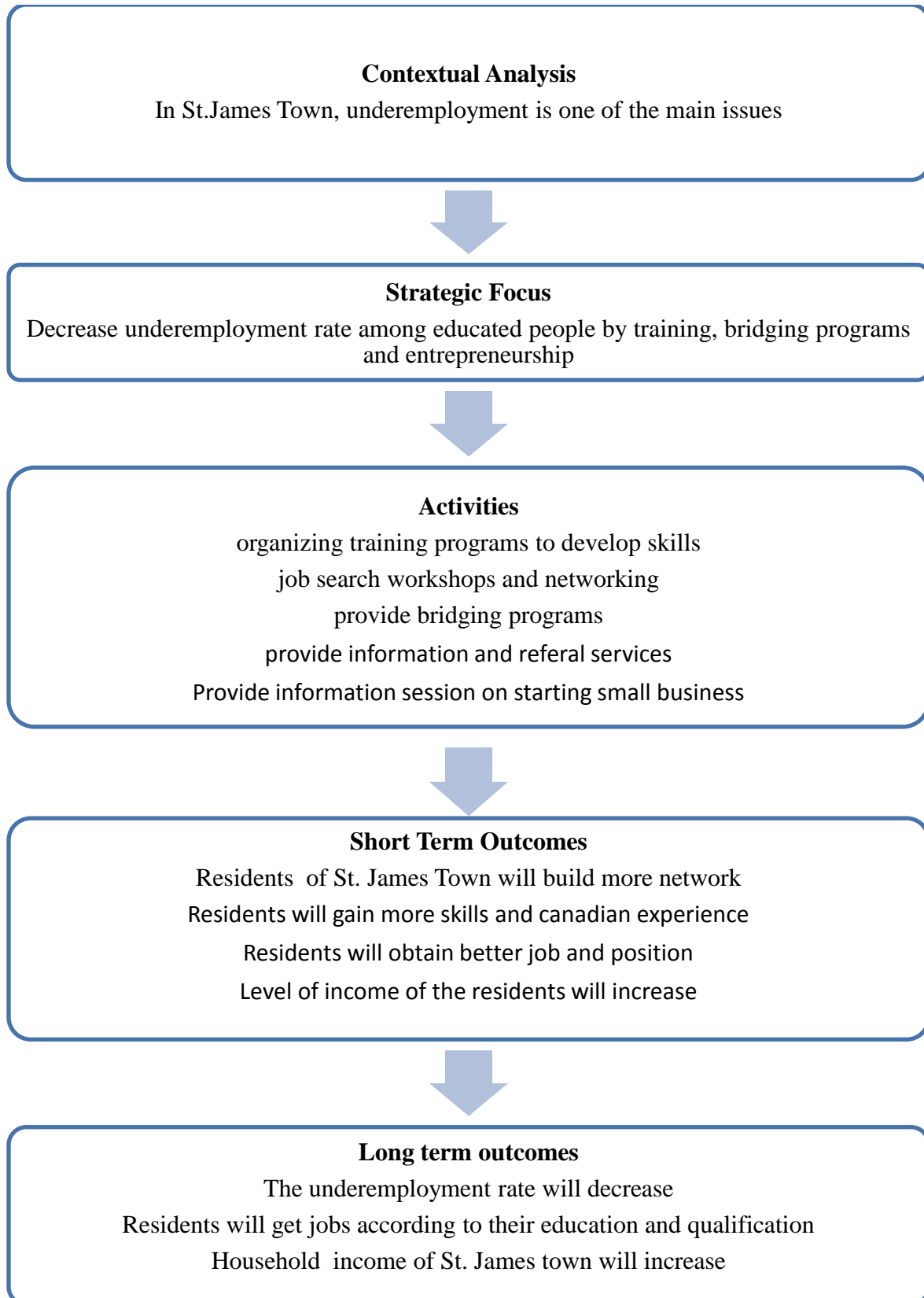
- Majority of new immigrants (Just arrived to Canada to 5 years)
- Underemployment for the survival
- Low level of household income
- Lack of information on community activities, social services and job development programs
- Garbage problem
- Provision of Recycling is not adequate

- Children and youth programs are highly needed
- Parks and playgrounds are highly needed
- A safe playground at night is highly needed
- Poor housing condition and elevator problem
- Using and dealing drugs is a big problem
- Need of youth led programs
- Vandalism and property damages are fairly big problems

**Recommendations:**

- Organizations working at the community have to develop training and bridging programs based on labour market
- The community organizations should take initiatives to foster more interactions among different cultures and groups within the community
- Information and referral centre should distribute flyer and other material related to resources and employment in the community and outside the community
- Community should take initiatives for safe playground at night
- Social service organizations working in the community should co-ordinate with each other
- The community organizations should take initiatives to develop different youth and children programs
- Community development organizations should take the initiative to protect the environment by creating awareness such as recycling and beautifying the neighbourhood

## Chapter 7: Theory of change



## Chapter 8: Other Researches on St. James Town

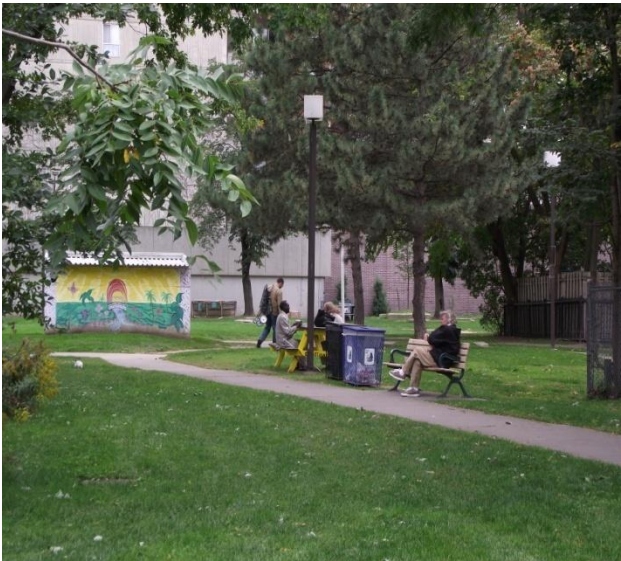
There are different surveys, research and programs conducted by different organization and institutes on the health and well-being of this neighbourhood which are as follows

- St. James Town Initiative-Wellesley Institute
- St. James Town Research into Action: Impact of the physical environment on Health and Wellbeing(produced by Stephanie R Montesanti and supervised by Bob Gardner)Wellesley Institute, July 2010
- Improving Living Conditions for SJT Residence –Matt Kanter, (Wellesley Institute , November 2009
- St. James Town Research into Action-Immigrant Employment-Wellesley Institute
- Peacemaking circle pilot project in St. James town and Regent park
- St. James Town youth Mapping Initiatives
- Walk ability in Toronto`s Apartment Neighbourhood –November,2009
- Community Report on Economic Social and Culture Human Rights in St. James Town, Toronto(St. James Town L.E.A.D Project)
- Toronto Vital Science
- St. James Town community Improvement plan-2003

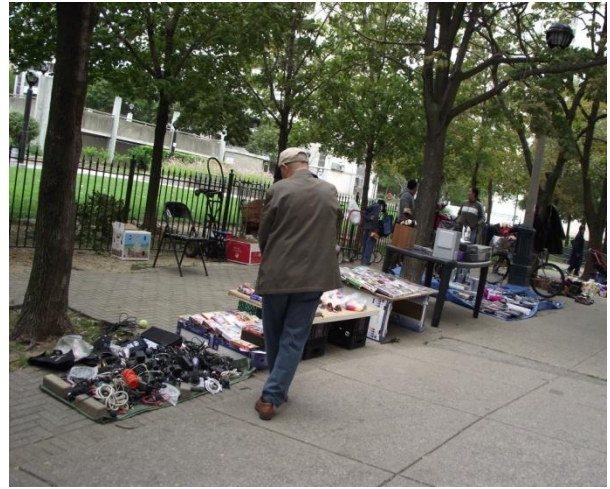
According to some of the participants in urban health St. James Town focus group ``having rent geared to one`s income prevents residents from being able to save for better housing. Many of the buildings are rundown and unsafe and unable to cope with its capacity. The evidenced by long waits for elevators, over flowing garbage disposals, faulty electrical system and plumbing that frequently breaks down .Other problems are bed bug and cockroach, lack of park and open area and pigeons.” (St. James Town neighbourhood)

After going through different reports and talking to the neighbours, we can say that “Housing in St. James Town is almost entirely rented, residents generally do not have the sense of ownership of the neighbourhood. Many building are in need of repairs and lack of adequate waste disposal are concerns of many. Green spaces and recreational facilities are not enough to serve the large population. Safety is also an issue, some residents express fear to go out after dark and there are reports of violence and drug use .Where as” the neighbourhood has a strong community and many social networks built around the public school and the many community organisation that work in the neighbourhood. These strengths serve as the capacity for St. James Town residents to work together to overcome barriers and improve health and wellbeing as a community.

Chapter 9: Pictures of St. James Town







Next to Food Basics on Ontario Street, people sell used and new items such as CD, watches, clothes, shoes and electronic items on their own. Sometimes, we can see people selling fruits and vegetables.



## Chapter 10: References

- ❖ Statistics of Canada 2001 – 2006
- ❖ City of Toronto
- ❖ <http://www.unitedwaytoronto.com>
- ❖ St. James Town Directory 2007
- ❖ Toronto Public Library
- ❖ St. James Town Initiative
  
- ❖ <http://www.torontoneighbourhoods.net/regions/toronto>
- ❖ [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf1/cpa74.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa74.pdf)
  
- ❖ <http://www.tgmag.ca/magic/mt60.html>
- ❖ Wellesley Community Centre
- ❖ Your Guide to Toronto Neighborhood -Toronto Real Estate Board
- ❖ Community Matters Toronto
- ❖ Wellesley Institute
- ❖ Vital Signs

## Chapter 11: Acknowledgement

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- Staff of Growing Together and LINC classes, St. James Town
- St. James Town, Public Library
- Rose Avenue Public School, SJT
- Women Council, SJT
- The Residents of St. James Town

## Chapter 12: Appendix 1

### Local resources or assets

#### 1. Local Economy:

##### a. FOOD SERVICES

| Number | Name of Services                                | Address  | Phone Number/<br>Website   |
|--------|---|--|--|
| 1      | Food basics                                     | 238 Wellesley St. East                               | <a href="http://www.foodbasics.com">www.foodbasics.com</a>                   |
| 2      | No Frills                                       | 555 Sherbourne St.<br>Unit 1                         | 416-928-9158<br><a href="http://www.shopnofrills.ca">www.shopnofrills.ca</a> |
| 3      | Farmer's<br>Market(seasonal)                    | Intersection of<br>Ontario St. and St.<br>James Ave. |  |
| 4      | A Submarine                                     | 565 Sherbourne St.,<br>Unit 12                       | 416-924-5317   |
| 5      | Chae's Chester<br>Chicken Express               | 23 Howard St.  | 416-961-3025   |
| 6      | Coffee Time                                     | 601 Sherbourne St.                                   |  |
| 7      | Cozy Corner<br>Filipino/Caribbean<br>Restaurant | 4 Howard St.   | 416-963-8608   |
| 8      | Milk Mart                                       | 29 Howard St.  |  |
| 9      | Harla Spice Market                              | 240 Wellesley St.<br>East Unit 105                   | 416-923-0004   |
| 10     | Our Lady of Lourdes<br>Food Bank                | 275 Bleecker St.(back<br>entrance)                   | 416-972-0630   |
| 11     | RJ's Fast Food                                  | 10 Howard St.  | 416-963-8608   |
| 12     | Sam's Pub                                       | 583 Sherbourne St.                                   |  |
| 13     | Timothy's Coffee                                | 425 Bloor St., East                                  |  |
| 14     | UPK Restaurant                                  | 599 Sherbourne St.                                   | 416-929-2300   |
| 15     | Venus Fruit Market                              | 21 Howard St.  | 416-921-2882   |

##### b. PHARMACIES

| Number | Name of Services    | Address                     | Phone Number / Website   |
|--------|---------------------|-----------------------------|--|
| 1      | St. James Drug Mart | 240 Wellesley St. East      | 416-966-1028   |
| 2      | Sherbourne Pharmacy | 565 Sherbourne St., Unit 22 | 416-972-0189   |
| 3      | Howard Pharmacy     | 25 Howard St.               | 416-515-1515   |
| 4      | Shoppers Drug Mart  | 565 Sherbourne St., Unit 40 | 416-963-9495<br><a href="http://www.shoppersdrugmart.ca">www.shoppersdrugmart.ca</a> |

c. CONVENIENCE STORES:

| Number | Name of Services                | Address                          | Phone Number / Website |
|--------|---------------------------------|----------------------------------|------------------------|
| 1      | St. James Town Gift and Variety | 240 Wellesley St. East, Unit 140 |                        |
| 2      | Rose Park Tuck Shop             | 99 Howard St.                    |                        |
| 3      | Price Depot Canada              | 240 Wellesley St. East unit 9    |                        |
| 4      | Handy Variety                   | 591 Sherbourne St.               | 416-923-9620           |
| 5      | Philippine Store                | 240 Wellesley St. East Unit 106  |                        |
| 6      | Sherbourne Variety and Gift     | 545 Sherbourne St. Unit 3        | 416-960-5599           |
| 7      | Dollar Power                    | 565 Sherbourne St.               | 416-323-0404           |

d. MONEY SERVICES:

| Number | Name of Services    | Address                           | Phone Number / Website   |
|--------|---------------------|-----------------------------------|--|
| 1      | Mac Tax Canada Inc. | 240 Wellesley St. East Unit III   | 416-927-0770   |
| 2      | PNB Rapid Remit     | 545 Sherbourne St. (ground level) | 416-960-8004<br><a href="mailto:pnbrcc@canada.com">pnbrcc@canada.com</a> |
| 3      | Cash House          | 565 Sherbourne St. Unit 21        | 416-927-1960   |
| 4      | Iremit              | 240 Wellesley East Unit 112       | 416-926-9358   |

e. COMPUTER, PHOTO, PRINTING AND CELE PHONE SERVICES:

| Number | Name of Services                                     | Address                           | Phone Number / Website   |
|--------|--|-----------------------------------|--|
| 1      | Web Fusion   | 545 Sherbourne St. (ground level) | 416-925-5104   |
| 2      | Supreme Computer and Electronics (printing services) | 240 Wellesley St. East            | 416-964-1777   |
| 3      | Cell Phone Sales and Repairs (photo service)         | 240 Wellesley St. East Unit 104   | 416-968-1414<br><a href="mailto:fast.tech.ca@gmail.com">fast.tech.ca@gmail.com</a> |
| 4      | Neo Space  | 27 Howard St.                     | 416-962-8638<br><a href="mailto:27howardst@gmail.com">27howardst@gmail.com</a>     |

f. LAUNDRY, DRY CLEANING TAILORING SERVICES:

| Number | Name of Services                | Address                       | Phone Number / Website |
|--------|---------------------------------|-------------------------------|------------------------|
| 1      | Coin Laundry                    | 31 Howard St.                 |                        |
| 2      | Dry Cleaning and Phone Cards    | 565 Sherbourne St.<br>Unit 25 | 416-444-7298           |
| 3      | Ambassador Cleaners and Tailors | 601 Sherbourne St.            | 416-921-1983           |
| 4      | New World Coin Laundry          | 600 Parliament St.            |                        |
| 5      | Taylor's Cleaners               | 240 Wellesley St. East        | 416-206-8007           |

g. PERSONAL CARE SERVICES:

| Number | Name of Services       | Address                         | Phone Number / Website |
|--------|------------------------|---------------------------------|------------------------|
| 1      | Platinum Barbers       | 597 Sherbourne St.              | 416-922-1530           |
| 2      | Pinoy Beauty Salon     | 240 Wellesley St. East Unit 102 | 416-960-4715           |
| 3      | The "IN" Cut           | 601 Sherbourne St.              | 416-921-0095           |
| 4      | Dagala Beauty Salon    | 565 Sherbourne St. Unit 7       | 416-923-4150           |
| 5      | Beauty Jenny           | 591 Sherbourne St.              | 416-944-2377           |
| 6      | JC Beauty Supply Store | 565 Sherbourne St. Unit 24      | 416-925-5238           |

h. HEALTH SERVICES:

| Number | Name of Services                 | Address           | Phone Number / Website |
|--------|----------------------------------|-------------------|------------------------|
| 1      | Bloor East Village Health Centre | 33 Howard St.     | 416-964-6342           |
| 2      | Dental Office                    | 35 Howard St.     | 416-922-1821           |
| 3      | Dental Office and Denture Clinic | 240 Wellesley St. | 416-928-2827           |

i. OTHER SERVICES: (Building Contractor and Renovation)

| Number | Name of Services      | Address       | Phone Number / Website |
|--------|-----------------------|---------------|------------------------|
| 1      | Ultracare Renovations | 33 Howard St. | 416-964-6342           |

2. Institutions:

a. SCHOOL:

| Number | Name of Institution       | Address         | Phone Number / Website   |
|--------|---------------------------|-----------------|--|
| 1      | Rose Avenue Public School | 675 Ontario St. | 416-393-1260<br><a href="http://www.tdsb.on.ca/roseave/ourschool.htm">www.tdsb.on.ca/roseave/ourschool.htm</a> |

b. LIBRARY:

| Number | Name of Institution                           | Address            | Phone Number / Website   |
|--------|---|--------------------|--|
| 1      | Toronto Public Library, St. James Town Branch | 595 Sherbourne St. | 416-393-7744<br><a href="http://www.torontopubliclibrary.ca">www.torontopubliclibrary.ca</a> |

c. RELIGIOUS INSTITUTIONS (Places of Worship):

| Number | Name of Institution                              | Address  | Phone / Website  |
|--------|--|--|--|
| 1      | 614 St. James Evangelical Church                 | 562 Sherbourne St. (off)<br>650 Parliament St. (ser) | 416-913-0319<br><a href="http://www.614stjamestown.com">www.614stjamestown.com</a>                     |
| 2      | St. Simon the Apostle Anglican Church            | 40 Howard St.  | 416-923-8714   |
| 3      | Trinity Evangelical Korean Church                | 619 Sherbourne St.                                   | 416-921-9417<br><a href="http://www.geocities.com/trinitytoronto">www.geocities.com/trinitytoronto</a> |
| 4      | Musallah James Town Muslim Community Prayer Hall | 240 Wellesley St. East (sub-basement)                |  |

3. Organizations:

a. EDUCATIONAL SERVICES:

| Number | Name of Organization                                 | Address                               | Phone Number / Website   |
|--------|--|---------------------------------------|--|
| 1      | CFYEP: Children First Youth Education Program        | 200 Wellesley St. East Unit 119       | 416-323-4714   |
| 2      | Computer Learning Centre (ICAN)                      | 240 Wellesley St. East (sub basement) | 416-944-2254<br><a href="http://www.icanhelp.com">www.icanhelp.com</a>           |
| 3      | Employment Assistance (Toronto Community Housing)    | 325 Bleecker St., main floor          |  |
| 4      | LINC Program, Growing Together                       | 260 Wellesley St. East Unit 103       | 416-921-8716   |
| 5      | Tamil Academy of Culture and Technology              | 240 Wellesley St. East (sub-basement) | 416-413-1763<br><a href="http://www.tamilacademy.org">www.tamilacademy.org</a>   |
| 6      | ESL Classes / Toronto District School Board          | 375 Bleaker St., Recreation Room      | 416-338-4300   |
| 7      | Art City (free art classes for children aged 6 – 13) | 545 Sherbourne St., Unit 4            | 416-944-0315<br><a href="http://www.artcitytoronto.ca">www.artcitytoronto.ca</a> |

b. PARENTING AND EARLY CHILDHOOD SERVICES:

| Number | Name of Organization            | Address                         | Phone Number / Website   |
|--------|---------------------------------|---------------------------------|--|
| 1      | Wellesley Early Learning Centre | 495 Sherbourne St.              | 416-928-9900 <a href="http://www.childdevelop.ca">www.childdevelop.ca</a>  |
| 2      | Moms and Tots                   | 200 Bleaker St. (basement)      |  |
| 3      | Rose Avenue Day Care            | 675 Ontario St.                 | 416-922-8827<br><a href="http://www.toronto.ca/children/dmc/webreg/gcreg/812.html">www.toronto.ca/children/dmc/webreg/gcreg/812.html</a> |
| 4      | Growing Together                | 260 Wellesley St. East Unit 103 | 416-921-8716   |
| 5      | Glen Road Childcare Centre      | 443 Bloor St. East              | 416-392-5060 16-392-5059   |



c. MULTI-SERVICE ORGANIZATIONS:

| Number | Name of Organization                  | Address                                      | Phone Number / Website   |
|--------|---------------------------------------|--|--|
| 1      | Community Matters Toronto             | 260 Wellesley St. East Unit 102              | 416-944-9697<br><a href="http://www.communitymatterstoronto.org">www.communitymatterstoronto.org</a>                             |
| 2      | Toronto Community and Culture Centre  | 240 Wellesley St. East (sub-basement Unit 8) | 416-971-7883 <a href="http://www.tcccto.com">www.tcccto.com</a><br>Email: <a href="mailto:tcccto@yahoo.com">tcccto@yahoo.com</a> |
| 3      | Growing Together                      | 260 Wellesley St. East Unit 103              | 416-921-8716   |
| 4      | Refugee Immigrants Information Centre | 260 Wellesley St. East Unit 109              | 416-961-7027   |
| 5      | SILAYAN Community Centre              | 240 Wellesley St. East (sub-basement)        | 416-926-9505 / 416-926-9471<br><a href="mailto:silayancommunitycentre@yahoo.com">silayancommunitycentre@yahoo.com</a>            |
| 6      | LIFT: Low Income Families Together    | 240 Wellesley St. East (sub-basement)        | 416-827-7119 <a href="http://www.lift.to">www.lift.to</a><br>Email: <a href="mailto:youth@lift.to">youth@lift.to</a>             |
| 7      | SJT Festival and Safety Committee     | 240 Wellesley St. East (sub-basement)        | 416-934-0171   |
| 8      | Toronto Tamil Senior Association      | 275 Bleaker St. (basement)                   | 416-323-9086   |

d. RECREATION SERVICES AND PROGRAMS:

| Number | Name of Organization  | Address   | Phone Number / Website  |
|--------|---|---|---|
| 1      | St. James Town Community Trust Women's Club   | 240 Wellesley St. (basement)  | 416-838-9442  |
| 2      | Wellesley Community Centre  | 495 Sherbourne St.  | 416-392-0227 <a href="mailto:bjwater@toronto.ca">bjwater@toronto.ca</a>   |
| 3      | Cabbage Town Youth Centre # 1 (Wrestling and Martial Arts) #2 (Swimming Pool and Weight Room) | #1- 280 Wellesley St. E (basement)<br>#2- 650 Parliament St. (sub-basement) | 416-960-1032<br><a href="http://www.cabbagetownboxing.on.ca/cyc/what.html">www.cabbagetownboxing.on.ca/cyc/what.html</a><br>Email: <a href="mailto:pat_tschannen@hotmail.com">pat_tschannen@hotmail.com</a> |
| 4      | Video 99  | 583 Sherbourne St.  |   |

PUBLIC PARKS:

| Number | Name of Park   | Address            | Phone Number / Website                                       |
|--------|--|--------------------|--|
| 1      | Rose Avenue Park (with play ground and soccer field) | 675 Ontario St.    | 416-393-1260   |
| 2      | St. James Town West Public Park (with play ground)   | 589 Sherbourne St. | <a href="http://www.toronto.ca/park">www.toronto.ca/park</a> |