

# West Neighbourhood House and the Island Community: *a Partnership*

West NH and the Island Community Services Committee have partnered to improve access to social services for Toronto Island residents. West NH is a multi-service organization whose philosophy is “all doors lead to access.” If it doesn’t provide a service or program, it will help to navigate the system and find it.

“We want to build a strong relationship with Island residents wherein we learn more about the challenges residents face and how we can support them. Also, West NH has lots of experience in supporting people to stay in their homes—it’s one of our core principles,” says Isabel Palmar, director of the Older Adults Centre.

West NH is assigned a specific staff person, Welder Silva, to act as our go-to person. He will hold office hours once a month at the Shaw House, with home visits possible.

The services West NH offers include:

- Help with access to income and government support programs.
- Income tax filing support for people living on a low income—same year and back years’ tax filing, as well as financial problem-solving and information about financial issues.
- Case management, for issues that require short-term or ongoing support.
- Women’s empowerment, and support for people experiencing gender-based violence and/or elder abuse.
- Extensive programs for people with disabilities and people over 55.

To access West NH:

- Call Welder at 416-991-4126 (cell) or via reception: 416-532-4828, ext. 182
- Welder will ask you some questions. You may have some for him. Everything you share is confidential and stays between you and West Neighbourhood House.
- Reception staff are available 9:00 to 9:00 Monday to Friday and 9:00 to 5:00 on Saturdays to help you connect with Welder.

The Community Services Committee is a joint initiative of TICA and St. Andrew by-the-Lake Church. To access the Committee, email Tony at [islandcyclist@hotmail.com](mailto:islandcyclist@hotmail.com), or call Bella Beazer: 416-203-4142

