



ehcw
Elspeth Heyworth
Centre for Women

Annual Report 2024/25

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WE ARE HERE TO HELP YOU!

"I first came to ehcw in August 2024 through a referral from Victim Services. From the very beginning, I was supported by Nazli, who helped me complete applications, organize my documents and most importantly, listened to my concerns and emotional struggles.

Although my English is limited, I want to express how deeply I have been impacted by the care and support I received. Coming to ehcw made me feel truly human again. I often visit the organization for the food bank, but the main reason I return is to speak with Nazli. Living alone has been very difficult, and this connection makes me feel less isolated.

Since joining the women's workshops, I no longer feel alone. I now know that there are other women who have gone through similar experiences. After separation or divorce, many women face deep isolation, and ehcw has become a space where I feel I belong. Each time I reached out for support, Nazli found a way to help me.

Organizations like ehcw play a critical role in the healing process after difficult relationships. They help reduce feelings of loneliness and provide a sense of community and recovery."

- Danute Pankova

<https://ehcw.ca>

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MESSAGE FROM THE BOARD OF DIRECTORS



ehcw continues to deliver on the mandate to support women, seniors, youth and newcomers to achieve their full potential. Life in Canada continues to be impacted by global uncertainty as well as new rules in place for immigration.

As a result newcomers face ever-increasing challenges in finding employment and being able to sustain themselves. Indeed, it's not only newcomers but Canadians from diverse demographics are being hit hard and find themselves vulnerable for exploitation, including the risk of human trafficking. These conditions make the services provided by ehcw ever more critical. In response, ehcw plays a vital role in protecting vulnerable populations from human trafficking by offering targeted support, advocacy, and awareness initiatives. Additionally, ehcw provides essential services to address food security for vulnerable families and individuals, ensuring access to nutritious food for those most in need. Our Reduce Abuse program has helped women facing domestic abuse. Once again, ehcw has stepped up to the challenges by expanding staff and services, increasing media outreach and advocacy and continuing to seek more resources from funders to support the programs.

The Board of Directors is proud of the outstanding ehcw staff team, that is dedicated and persistent in supporting the community in so many ways. Their achievements this year include the expansion of services to Bradford, providing a large range of activities to the local community including yoga, arts and crafts, intergenerational activities and educational workshops. We built our three year strategic plan with a mandate to increase services as well as articulate clearly the scope and breadth of our services. Another major milestone this year was to renew our accreditation with the Canadian Center for Accreditation, ensuring we are operating in a compliant, well managed and well governed organization.

Under the leadership of Sunder Singh, the community of seniors, students and newcomers find a safe, welcoming and nurturing environment at ehcw Centres. ehcw offers to reduce their isolation, poverty and exploitation, for anyone who walks in. We are grateful to the staff, partners and volunteers, as well as the funders, in maintaining quality of services and we look forward to another year where we strive to improve lives.



CLIENT STORY



Journey to Self-sufficiency

Mary, a courageous mother of two and a survivor of domestic violence, arrived in Canada in 2017 with her partner. She had a background in healthcare and was determined to continue her professional journey by becoming a licensed nurse in Canada. Although her partner was a well-educated barrister, he subjected her to ongoing abuse.

When one violent incident occurred, Mary fled the home with her two children and moved into a women's shelter. She obtained a restraining order for protection, but the apartment they had lived in was under an eviction order due to unpaid rent. Shelter was a short-term solution. Her partner's name was on the lease. Mary was helpless.

She moved to Niagara Falls, into a single room, shared with a friend, and lived there with her two children for several months. Despite the distance and overcrowded conditions, she made the difficult decision to keep her children enrolled in their Toronto school to provide some sense of consistency for her children. For months, she commuted daily between Niagara Falls and Toronto, managing her children's schooling, trying to rebuild her life, and came to ehcw office for support in between.

When Mary connected with ehcw, staff worked together

to support her. She applied for Special Priority housing, which was successfully approved. ehcw supported her with a Rent Bank application, which helped cover the unpaid rent and facilitated the removal of her partner's name from the lease. With that, she was finally able to return to her home and provide a safe, stable environment for her children.

Throughout this process, Mary never lost sight of her goal. Once her housing crisis was resolved, she was able to focus fully on her nursing exam. She passed and officially became a registered nurse in Canada.

Following her success, she shared a brief but heartfelt message:

"When you helped me with everything else, I was finally able to focus on my exam—and I passed. Thank you."

Mary's story is a powerful reminder that healing is not linear, and every act of support, no matter how small, can make a life-changing difference. Each woman that ehcw served, walked a unique path, and we are proud to stand with them on their journey toward healing, independence, and empowerment.



ABOUT US



OUR VISION

Women, immigrants and newcomers, seniors, youth and families achieving their full potential.

OUR MISSION

Empowering women, immigrants and newcomers, seniors, youth and families through advocacy and services focused on promoting healthy families, community relationships and economic self-sufficiency.

OBJECTIVES

For women, immigrants and newcomers, seniors, youth and families:

- To reduce the incidence of domestic violence;
- To diminish the conditions of isolation and poverty;
- To connect those who experience linguistic or cultural challenges to support programs and services;
- To collaborate with other organizations to address educational, cultural and linguistic issues; and
- To assist in the settlement and integration into Canadian society as respected and contributing members.

STRATEGIC DIRECTION

- Continue to advocate and provide responsive services for women, immigrants and newcomers, seniors, youth and families in N.W. Toronto and Vaughan areas
- Strengthen and expand communications and fund-raising to support ehcw services and programs
- Ensure ehcw has strong technological, space and human resources to support its ability to provide responsive services



CHAIR & EXECUTIVE DIRECTOR'S MESSAGE


CHAND KAPOOR

Chair

This year, ehcw embraced the spirit of Team Achievement—experiencing dedication from the staff that brought innovation and collaboration among themselves and our community partners. Our shared goal has always been to make a difference in the lives of people—one person at a time. The staff's deep commitment to service, brought meaningful progress at ehcw in fulfilling its mission.

One of the most inspiring highlights of the year was the recognition of our Elspeth Team by the United Way Bhayana Family Foundation. The staff's seamless coordination and unified effort to support clients and uplift each other earned them a prestigious award for excellence in teamwork. This honour not only celebrated their achievements but also reinvigorated our staff with a sense of purpose and pride.

Motivated by this recognition, ehcw took bold steps to evolve with the times. We began our transition into an AI-integrated organization. By offering training to staff, clients, youth, as well, our community partners, we are empowering our community to safely and effectively engage with AI tools in an ever-changing technological landscape.

Our work this year also prioritized the essential need for food security. Access to food is a basic human right, and ehcw responded with compassion and urgency. Through direct support and sustainable initiatives, we brought hope and relief to individuals and families experiencing scarcity, helping restore dignity and stability in their daily lives.


SUNDER SINGH

Executive Director

The Board played a vital role throughout the year, especially in advancing youth-focused programming. The Sip and Support High Tea event was a remarkable success, creating much-needed awareness around youth safety. The outpouring of community support emphasized the importance of this cause. Our partnership with Daystrom School enabled us to bring local youth into our programs, equipping them with life skills and safety education for a stronger future.

ehcw continues to uphold high standards of excellence. For over eight years, we have maintained accredited status, and we proudly commenced our third accreditation cycle this year, following two successful terms. This process affirms our commitment to accountability and quality in every aspect of our work.

The Board also remained deeply engaged in governance and strategic development. We successfully completed our Strategic Planning process for the next three years and reviewed key policies to ensure alignment with our values and goals. Fundraising efforts were bolstered, and critical support was provided to ehcw in implementing and expanding its programs.

As the Chair of the Board, I extend heartfelt thanks to each of our dedicated Board members for their insight, time, and tireless contributions. On behalf of the entire organization, we also express our sincere gratitude to our funders at all levels of government. Your continued support enables us to meet the evolving needs of our community with care and confidence. With gratitude we express that together, we achieved much this year.



KEY SUCCESSES IN 2024-25

- Executive Director, recipient of the prestigious King Charles III Coronation Medal for her outstanding achievements and dedication in the community;
- Expanded services for the seniors in Bradford;
- Completed the Strategic Planning for 2025-2028;
- Addressed twice at The House of Commons Standing Committee on Status of Women to advocate on anti-human trafficking and end domestic violence;
- Advocated as a panelist in Brampton's Wiswa Punjabi Bhava to address human trafficking issues;
- Prestigious United Way Bhayana Foundation award granted to ehcw staff for their demonstration of tremendous team spirit;
- Board and Staff trained on Diversity, Equity and Inclusion;
- Successful Sip and Support Fundraising supported by CIBPA Moda in Motion and RBC;
- Nearly 200 clients received Free Tax Services from Chair of the Board, Chand Kapoor;
- Extensive 2-days outreach conducted at the South Asian Festival at Gerrard India Bazaar;
- Celebrated Culture Days with Garba and Dandiya Raas, supported by City of Vaughan;



+85%

Settlement Services increased by 85% from last year;



+188%

Services for victims of domestic violence increased by 188%;



+30%

New seniors registered in Vaughan increased by 30%;



+143%

Food Distribution increased by 143%.

OUR IMPACT

- Number of visits by victims of domestic violence increased by 188%. Full wrap around services remained steadfast.
- 45% increase to 14,501 annual visits of clients who were given comfort and relief with access to food and emergency assistance;
- Provided a sense of purpose for youth by creating a safe space for continuous learning. One-on-one time with youth ambassadors, as well to youth with working parents, provided safety awareness, thus reducing their risks of vulnerability;
- Created fun-filled environment where seniors removed cultural differences and learned to enjoy unity;
- Created home-like space and provided work experience for the international students who felt connected while away from their families;
- New AI tools were introduced to staff, clients, volunteers and community partners to keep them abreast of changing environment in technology;



SUPPORTING NEWCOMER WOMEN AND FAMILIES

SUPPORTED BY MINISTRY OF LABOUR, IMMIGRATION, TRAINING AND SKILLS DEVELOPMENT

ehcw supported clients from African countries who initially arrived as refugees and later received approval for their refugee claims. ehcw assisted them in applying for individual and family permanent residency and, as they progressed in their settlement journey, were supported with applying for Canadian citizenship. Many are now settled, fully integrated into Canadian society, with stable employment and housing.

Full wrap-around Settlement services provided to 453 newly arrived Spanish-speaking clients.

Provided support to 242 newcomers from Turkey and Syria, affected by the earthquake. Assisted them with PR applications, work permit applications, and immediate emergency needs including housing, food, clothing, children's items, diapers, and baby formula.

OUR SUCCESSES

- Unique Clients Served: 1,710
- Number of times services provided: 15,478
- Number of International Students served seeking settlement services: 142
- Application for Housing placement: 135
- Work Permit Applications approved: 250
- Permanent Residence and Visa applications: 169
- PR Renewal new applications: 87
- Renewal Status approved: 118
- Citizenships: 174
- Furniture bank support: 24





CLIENT STORY

Many thanks, ehcw!

I learnt about ehcw from my college. I landed a placement opportunity and that was the beginning of my journey.

I am studying Addictions and Mental Health and as a newcomer to Canada, I did not have any Canadian work experience.

At ehcw, I gained meaningful work experience through my placement.

During my time here, I was actively involved in food and clothing distribution program, where I assisted in distributing food to over 150 clients in need, each week, including seniors, international students, newcomers and women who faced unfortunate circumstances. This exposure made me develop efficient communication abilities and assisted me to understand the relevance of dignity and compassion when it comes to frontline service. The fact that I knew I was assisting people to achieve their basic needs was a major source of my purpose in my career.

I also assisted with the seniors program, where I built skills, like leadership, communication, administration, public speaking, and patience.

I am now enrolled in the interpretation training offered by ehcw, where I will gain 100 hours of interpreter skills. This will enhance my career, as there is an opportunity to become a professional interpreter and start generating income.

I can surely rate this as one of the most gratifying and rewarding experiences that I have had right now in my academic career. I also got the opportunity to be deeply involved in various community programmes and be involved in a manner that enabled me to gain skills both in my career and personal life.

I would like to appreciate all members of the ehcw, particularly my supervisors because this is a very hospitable and secure place to study. This placement exposed me to life experiences with trauma-informed



care, client-centered practice and community advocacy. I have not only become a better student in mental health field but a better person as well. The experiences gained here will be with me even as I go out in the world of works.

Many thanks, ehcw, to being able to be a part of your amazing work. – Kirti

"I delivered my baby last Sunday, February 23. They did an induction labour for me because there's a complication. My baby seems too small so as soon as possible I need to deliver him. Thank God that I delivered him safely. His name is "Matheo". I hope you can meet him soon. He is so tiny like a premature baby. But I know later on he will be bigger. The formula milk you gave me last time made my baby happy. You and Elspeth's family is a big blessing for me and for Matheo, my baby. By the time that I feel fully recovered I will visit you again and bring some baby girl clothes that I have here that maybe some mommy's will need. And I'm looking forward to volunteering in Elspeth by the time I can."

- Jannah and Baby Matheo



"Since I began living in Canada, I have received tremendous support from the community center. They have helped me and my son meet our basic needs such as clothing and food supplies. In addition, they supported me throughout my Permanent Residency (PR) application process, which made a significant difference in easing my settlement journey."

Thanks to this support, I have not felt alone. It has given me hope for a better and more promising life. I am truly grateful for all the help and kindness I have received."

- Devran Kuzu



REDUCE ABUSE AND FINANCIAL LITERACY

SUPPORT PROVIDED BY ROYAL BANK OF CANADA, TD BANK, AND ELEMENTARY TEACHERS ASSOCIATION

INSTILLING HOPE - CONTINUOUS LIFE-LONG LEARNING

At ehcw, we are honored to walk alongside women as they rebuild their lives after experiencing trauma. Over the past year, we have witnessed incredible resilience from women we serve, each carrying their own story of strength, survival, and transformation.

A growing number of newcomer women facing domestic violence turned to ehcw for help, many of whom experienced language barriers and cultural stigma that made it difficult to seek support.

Holistic wellness activities included “Yoga in the Park”, led by ehcw client, promoted healing through movement, mindfulness, and connection to nature.

Psychologist-led workshops offered tools for emotional regulation and recovery.

30 free income taxes returns completed for single mothers and women facing DV.

Urgent essentials such as food, clothing, diapers, and baby supplies were distributed to single mothers with young children.

FOCUS REXDALE and FOCUS BLACK CREEK weekly meetings continued to address high risk cases in the community, a significant number of cases were of women facing domestic violence. Full wrap around services were given to women visiting ehcw.

We are grateful to the Executive Director of Jane & Finch Community Legal Clinic, Noland Merrick and his team for their assistance to support women facing domestic violence with legal advice.



OUR SUCCESSES

- Number of new cases of domestic violence: 280 – an increase by 258% from last year
- Number of women receiving domestic violence related services – 731 - 188% increase from last year.
- Number of housing applications submitted: 135 – increased by 70%

"I am writing this letter with a heart full of gratitude for everything the Elspeth Heyworth Centre for Women—and especially Nazlı—has done for me.

When I came to Canada, I was emotionally devastated. I was dealing with the pain of being cheated on in my marriage and felt lost, ashamed, and powerless. I didn't know who to trust or where to go. Then I met Nazlı—and everything changed.

Nazlı became a source of strength for me. She never judged me. Instead, she offered me her time, her wisdom, and her heart. She helped me find a lawyer, completely free of charge. She made sure I knew my rights as a woman in Canada. She reminded me that I was not alone, that I deserved respect, and that I could stand on my own two feet again.

Through her help, I started to rebuild my self-confidence. I began to feel safe again, and most importantly, I began to believe in myself. Thanks to her, I now know that I have the strength to move forward, not just for myself, but for my family as well.

Nazlı and the team at ehcw are doing more than helping women—they are transforming lives. I will never forget the kindness, patience, and support I received during one of the darkest times of my life."

- Anonymous

"My name is Yaren Hamamci, and I am writing this letter to express my deepest gratitude for the support I received from your organization, especially from Nazlı.

When I first came to Canada, I was overwhelmed and unsure of where to turn. Meeting Nazlı through EHCW changed everything for me. She treated me not like a client, but like a younger sister. She helped me in ways that go far beyond what I ever expected from a support organization.

Nazlı provided me with clothing, shoes, and essential items that I truly needed as a woman, things I was too shy or ashamed to ask for. She understood my needs without me having to say much. Her kindness, warmth, and generosity gave me strength and confidence during a difficult time in my life.

More than just giving material support, she became a trusted person I could talk to. Her heart is open to every woman in need. I know she also helps other women facing serious issues like abuse or infidelity, and she does so with so much compassion and respect. Being around her made me want to introduce others to the centre as well, because I believe everyone deserves someone like her in their life.

Because of Nazlı and ehcw, I felt supported, seen, and empowered. Sometimes, just being able to talk to someone who truly listens is enough to change your whole outlook. For me, this place is not just a support centre, it is a safe and healing space filled with love and care."

- YAREN HAMAMCI



YOUTH ANTI-HUMAN TRAFFICKING

FUNDED BY MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES

SUPPORTED BY ROYAL BANK OF CANADA AND TD BANK



Youth actively engaged in volunteering at the Centre, learned the importance of community involvement, leadership, and giving back. Through their participation, they developed valuable life skills, built meaningful relationships, and built a safe network.

Youth ambassadors were leaders, role models, and peer connectors, actively promoted the program within schools and their social networks, helped increase participation and awareness. Youth reinforced their learning from ehcw by sharing key safety and awareness messages with other youth, helped spread knowledge in a way that resonated with their peers.

Strengthened partnerships with schools, delivered in-school presentations focused on youth safety, community engagement, and program awareness, encouraged early intervention.

KEY COMPONENTS:

- One-on-one and group counselling
- Employment support and life skills training
- Education workshops and group therapy
- Peer-to-peer engagement
- Life Skills Motivators built confidence in youth
- Outreach in schools to raise awareness and build resilience among vulnerable youth
- Technology and online safety education, highlighting how traffickers use digital platforms to exploit youth

OUR SUCCESSES

- Total number of new youth registered: 123
- Total number of youth visits: 5,166
- Number of youth hired by ehcw: 10
- Number of youth attended “safety” workshop sessions: 123
- Number of International Students placements at ehcw: 61

"As I wrap up my 300 hours, I want to take a moment to express my heartfelt thanks to you.

Being my very first step into this field, I didn't know what to expect, but you made every single day welcoming and positive, always greeting me with a warm smile. You have truly been a role model to me.

You've created a work environment where people feel valued, supported and motivated. That kind of leadership is rare and inspiring and I feel so lucky to experience that at the beginning of my career journey.

Your influence will stay with me for a long time, and I'll carry everything I've learned from you.

Good luck to you in continuing to shape and inspire bright and compassionate changemakers."

- With love & Respect, Rachini.



"As a youth myself, being part of the ehcw team has been an incredibly rewarding experience. I was employed at their summer program and saw first hand how truly dedicated the staff are and they empower individuals and support families in our community. I've had the opportunity to work with children from diverse backgrounds, helping them build confidence, make new friends, and express themselves through creative and educational activities. The supportive and inclusive environment created by the staff ensures that every child feels seen, heard, and valued".

- Gia Johnson

"I recently started working as a Summer Camp counselor at Elspeth Heyworth Centre for Women, and it's been a wonderful experience so far. I help plan fun and educational activities for the children, and I'm learning how to create a safe and welcoming space for everyone. Meeting families from different backgrounds has been very special for me.

The team at Elspeth Heyworth Centre for Women is kind, supportive, and inspiring. Even though I'm still new, I've already learned so much about teamwork, leadership, and the importance of helping the community. I'm very happy to be part of this organization and would recommend it to anyone who wants to make a positive difference."

- Ayse Kadagan





EMERGENCY ASSISTANCE FOOD DISTRIBUTION/ CLOTHING DISTRIBUTION

"From everyone at Second Harvest, we wanted to extend our deepest gratitude for the vital work you do in the community and for your continued partnership with us."

- Second Harvest Food Bank

We are grateful for the in-kind food donations ehcw received from North York Harvest, Second Harvest, Sai Dham, Vegfresh, Shopper's Drug Mart and Vaughan Food Bank.

The in-kind value of food donation was so enormous that if converted to monetary value was equal to the operating budget of ehcw. This depicted incredible financial pressures communities were facing in meeting their daily food needs. Food distribution created financial relief in the community.



OUR SUCCESSES

- 379,500 lbs. of food distributed: increase of 143% from last year
- Total number of clients registered to access food: 3,533
- Each week, average clients accessed food: 200
- Number of times clients served in food distribution: 14,501

"I truly appreciate the food bank service provided by ehcw. It has been a great help to me and my family, especially from a financial standpoint. The support we receive makes a real difference in our lives. Thank you for everything you do."

- Liniana Almeida

"I have coming to food bank for 5 months now. Economically the food bank has helped me a lot and I am so thankful to the centre. The cost of food is so expensive and the food bank has helped me to save money and has helped me reduce my budget. With this support, I am able to purchase other essential items for my needs."

- Petra Parrales



SENIORS ACTIVE LIVING CENTRES

SUPPORTED BY MINISTRY FOR SENIORS AND ACCESSIBILITY



60 seniors participated in a study conducted by University of Toronto and York University on Social Isolation to a New Normal: Examined Post-Pandemic Social and Leisure Participation Among Older Adults. Final findings highlighted that ehcw seniors are highly active and socially engaged, even during the pandemic, ehcw's virtual programs like online wellness sessions, knitting groups, and social circles kept seniors out of isolation.

Number of seniors registering to engage in the programs steadily increased. Theme this year was to create a cook book. This project was planned, organized and created by the seniors of Vaughan. An average of 80 seniors were visiting each day. They created a second-home environment for new seniors, welcoming and integrating them into the fold of one giant family of seniors.

Seniors trips were designed for them to enjoy outdoors.

New seniors' program in Bradford commenced, engaged 13 seniors in everyday activities.

OUR SUCCESSES

- Number of NEW SENIORS: 97
- Number of times clients visited programs: 12,858
- Number of partnerships developed: 18
- Total number of programs, community events and trips: 42
- Number of volunteers: 45
- Number of seniors aged 90 years and over: 8
- Number of volunteers attending Volunteer Appreciation Day: 35



Just over 6 months ago I joined The Blue Willow Activity Centre/Elspeth Hayworth Centre For Women. This happened following medical challenges preventing me from continuing with activities that I had been involved in for years.

My personal friend and volunteer at the Centre, Shirley Ciossich, convinced me to give the Centre a try to fill the void. I was impressed when I heard the programs that the Centre has available for seniors, especially women. Anu Sharma, her dedicated team of volunteers and the various creative committees are hard working, proud and pleasant to interact with. My overall experience right from the onset has been positive and rewarding as I have made several new friends.

I find myself praising and recommending the Centre to relatives and friends. Over the short time I've been involved several of them have also become members. I will continue to recommend the various services the Centre offers to our community, from exercise classes, to arts and crafts, bingo games, social themed gatherings, line dancing, wellness and education sessions to name a few.

Members, myself included, are thankful and very appreciative of this Centre. It's a wonderful asset to our community."

- Ada Schiavello

The Blue Willow Center is a welcoming & friendly environment with many programs to please everyone. Anu is great. Always friendly, helpful & eager to please. The volunteers, staff & students are also very friendly & eager to help in any way. Also the many themed luncheons are super and we look forward to them.

Keep up the good work ! I really enjoy coming there ! Thumbs up ! A+ !

- Pat S.

I am glad to share my recipe with seniors. They are easy, and I am sure they will sweeten their life by keeping busy and enjoying time with friends, sipping a cup of coffee and socializing.

- Anna Passarelli

Thank you for arranging to have the cookbook for us. I have already done a few recipes. My husband loves the amaretti cookies.

-Grace Esposito

Love coming to line dancing classes and all the luncheons. Very nice community centre and wonderful staff.

- Rose Macri

As one ages, it's easy to feel alone and disconnected. At Elspeth Centre, Anu and the volunteers, have helped build a community that is warm and welcoming. The activities and special luncheons/trips they plan are fun and allow people to socialize and build relationships. It is truly a pleasure to be a part of this seniors group and see people from all walks of life come together. Thank you!

- Rosa Doria

ehcw is a wonderful place ! There is always someone there to talk to and to lend a helping hand. I enjoy every single class I come to. The yoga + meditation are exceptional. The varied chair excercises are also so helpful for muscles. The paint class is great ! Everything is so positive and a feel good place. The staff are friendly helpful and professional. Thank you.

- Anonymous

I have started to attend the Elspeth Centre activities starting January 2025. I am so grateful for the Centre and all the activities they offer. I keep on inviting my friends to take advantage to an activity that is of their liking. One day I hope to become an instructor/leader of one of the activities. Thank you for all you do for women and seniors.

- Rita Parente

I attend Line Dancing Monday, Tuesday, Wednesday. It's an excellent program for seniors. We socialize, dance & exercize at the same time. The staff is friendly and efficient. Thank you for providing this wonderful experience at Elspeth Heyworth Centre for Women in Vaughan.

- Anna Mastropaolo

I wish I were a writer so I could praise with more appropriate words the services and programs offered here at ehcw. The staff are people full of love and passion. Always ready to help without asking. The programs I attend help me a lot in not feeling isolated from the community. Thank you from the bottom of my heart

- Eugenio Conflitti

Thank you for arranging to have the cookbook for us. I have already done a few recipes. My husband loves the amaretti cookies.

-Grace Esposito



AGING AT HOME PROGRAM

FUNDING PROVIDED BY MINISTRY OF HEALTH

New seniors registered into the program from diverse cultural backgrounds, created opportunities for participants to learn from one another, fostering greater understanding and connection. A key highlight was our brain health seminar in partnership with Baycrest Hospital, where seniors learned about how the brain functions, the effects of aging, and practical ways to maintain cognitive health. Engaging activities were also incorporated to help prevent dementia.

We expanded our reach by launching programming at a sixth location, now serving seniors at a new Toronto Seniors Housing Corporation (TSHC) building—helping us better support isolated and vulnerable seniors. Overall, our programs have continued to offer seniors a safe and supportive space to stay active, connected, and empowered.

OUR SUCCESSES

- Number of New Seniors in North York: 17
- Total number of seniors registered: 252
- Number of times Seniors served in North York: 3,935



"The ehcw Seniors Program is absolutely wonderful! We participate in fun physical activities that keep our bodies moving and our minds sharp. One of the seniors even calls it our Happy Hour and it truly is! We have the chance to express ourselves, connect with others, and build meaningful friendships.

Every Friday at 11:00 a.m., I look forward to the energy and joy this program brings. It leaves me feeling refreshed and uplifted each week. I deeply appreciate and love our program coordinator for the care and dedication she put into making this experience so special." - Maureen Campbell

"Words can't fully express how fantastic the EHCW Seniors Program is. From the moment you walk in, you feel the warmth and support. The program coordinator treats everyone with equal care, love, and respect, making each of us feel truly valued.

The activities are always fun, creative, and interactive. They keep us engaged and uplifted. It's a space where seniors feel at home, and where we can socialize, laugh, and build new friendships. I look forward to attending every week, and I leave feeling happier and more connected each time.

EHCW has done an outstanding job with this program. It has made a real impact in my life, and I'm so grateful to be a part of it. One of the things I truly appreciate is that food hampers are provided to us each week. They make a big difference and help a lot."- Jean Lynch

"The Seniors Program at EHCW is truly excellent. I look forward to attending each week and engaging in the fun games and worksheets that help strengthen my cognitive abilities.

I do my best not to miss a session, but if I ever do, I make sure to attend at one of the other locations managed by EHCW.

I really appreciate how well-organized and enjoyable the program is. It's something I genuinely look forward to and I wish I could attend seven days a week!" - Sarla Sharam

I thank God for the Food Bank and the Seniors Program provided by EHCW. I attend the program every week, and it has truly become a special part of my life.

I love the warm and welcoming presence of the program coordinator and the fun, engaging activities we get to be apart of. Even though I commute a long distance to attend, it's absolutely worth it because of the positive experience and joy I feel each week. - Amimbola Animashaun

The Seniors Program is very good. It gives us the opportunity to exercise and strengthen both our mental and physical health. It also helps us socialize and meet new people, which is so important.

I look forward to the program each week, it brings me happiness and a sense of connection that I truly value. - Kanta Sharma



SIP & SUPPORT High Tea

WITH A TWIST

On March 11, 2025, ehcw celebrated its annual International Women's Day through "Sip & Support High Tea - with a Twist" at Castello Ristorante. This inspiring event brought together community members, leaders, dignitaries, and supporters who showcased their commitment to women's empowerment and the lasting impact on the lives of women facing domestic violence and youth at risk of human trafficking.

The community stood with ehcw in supporting its mission and recognized the resilience of women facing domestic violence and youth at risk of human trafficking.

We thank Leo Campione, Sector Coordinator, and assistant to Business Manager, Jack Oliveira, from Local 183 LiUNA. LiUNA team came together to support this event. We enjoyed the presence of Victoria Mancinelli, Director of Public Relations, Communications, Marketing and Strategic Partnership, from LiUNA Central.

ehcw's journey is one of courage, compassion, and community strength. Together, we built a safer, more inclusive future—because when we support one another, we all thrive.

Thank you to all our sponsors and supporters

PLATINUM SPONSORS



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MEMBER OF BUY SOCIAL CANADA

TRAINING SUPPORT – CITY OF VAUGHAN ECONOMIC DEVELOPMENT

Number of active interpreters/translators: 850

Languages and dialects supported: 112

RivInt Interpretation and Translation Services is a 24-hour service that operates 7 days a week, 365 days a year with trained and language-tested interpreters. Our focus is on reliable, high quality customer service with quick turnaround times and quick response times in assigning interpreters and translators to each request.

This social enterprise provides crucial funding for the Centre which supports administrative and program activities in support of vulnerable communities.

RivInt Interpretation & Translation Services

RivInt's vision is a world where anyone is perfectly understood in any language.

Our mission is to deliver outstanding interpretation and translation services that are accurate, timely, affordable and create a shared understanding among people. We provide quality interpretation services by ensuring that all interpreters are trained and certified through CILISAT/ILISAT (Cultural/ Interpreter Language and Interpreting Skills Assessment Test). Learn more about RivInt by visiting our website at: <http://rivint.ca>

RivInt provides interpretation services both virtually and in-person. RivInt provided targeted training, including mock language assessments, to support new interpreters in successfully passing the Interpreter Language and Skills Assessment Tool (ILSAT) and obtaining their language testing certification. Support for the interpreters' training was given by the City of Vaughan Economic Development team.

FEEDBACK FROM CLIENTS

Rivint has been a consistent and valued partner in providing interpretation services to our patients. Their administrative team is efficient, well-organized, and quick to respond. They demonstrate a strong understanding of the urgency often involved in our requests and are proactive in offering practical solutions. Our team appreciates the professionalism and dedication they bring to their work.

Overall, our experience with Rivint has been very positive. The quality of their services, including Video Remote Interpreting (VRI), has met our expectations.

We value our partnership with Rivint and look forward to continued collaboration. – Hilal, UHN

“RivInt Interpretation and Translation Services (RivInt) is an award-winning social enterprise providing high quality language services to the health and other service sector in the GTA. RivInt supplies assistance in over 90 languages and dialects. RivInt Interpretation and Translation Services, Managed by Elspeth Heyworth Centre for Women has provided exceptional service to CAMH for many years. Communication between RivInt and CAMH Interpretation Services has been developed over many years of experience that RivInt has in booking interpreters for CAMH clients and understanding of the needs of our clinicians. With our population of cliental it is essential that interpreters show a high level of professionalism, sensitivity and a good understanding of rules governing confidentiality and code of conduct..” – Nuccia Vani, CAMH



LEADERSHIP AND OPERATIONS

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

- Chand Kapoor, Chair
- Lubaina Fidaali, Vice Chair
- Meezan Kotylo, Secretary
- Vinod Sharma, Treasurer

DIRECTORS

- Lucy Cardile
- Cristina Di Vittorio
- Sandra Hewitt
- Gukirat Randhawa
- Anu Saigal



STAFF

- Sunder Singh, Executive Director
- Yougeita Jagdesh, Manager/Programs Coordinator
- Nabeela Hamid, Administrative Coordinator
- Blanca Alvarez, Settlement Coordinator
- Kelia Davis, Community Mental Health & Seniors Program Coordinator
- Vaibhavi Mahajan, Program Coordinator, Social Enterprise, RivInt Interpretation and Translation Services
- Anu Sharma, Seniors Program Coordinator, Vaughan
- Arun Arokianathan, RivInt Assistant Coordinator
- Nazlican Karakoc, Women Program Coordinator
- Bani Uppal, Women Program Coordinator
- Narges Aminfar, Seniors Program Coordinator, Bradford
- Pradeep Tandon, Accountant



COMMUNITY ENGAGEMENT

SUMMER STUDENTS

- Abasiono E. Eyoh
- Brianna Gomes
- Crystal Joseph
- Michelle Antor
- Jessica Joseph
- Sofia Brandolino
- Brightness Eyoh
- Rasika Barode





VOLUNTEERS

We thank you all for your generous support, donations and your time. Your contribution help to continue our mission every day.

The dedicated staff of RBC wholeheartedly participated in our fundraising efforts, with Rina Pillitteri, Regional Vice President of RBC, leading her team. Contributions of RBC culminated in the successful fundraising event to celebrate International Women's Day – a 2nd Sip and Support High Tea – which greatly contributed to ehcw's ability to provide lasting services to positively impact lives. ehcw extends its sincere appreciation to RBC for supporting our fundraising campaign.

We extend a very special thanks to all the volunteers for giving to the community their precious hours of service. They helped us to plan, develop, organize and participate in our programs and services. The strength of the organization is our volunteers.

ehcw is grateful to Chand Kapoor, CPA who provided free tax services for seniors and women with financial challenges, during the tax season.

COMMUNITY VOLUNTEERS:

- Abiola Temitope
- Amina Gazi
- Angela Lanna
- Angie Giancola
- Anna Passarelli
- Barbara Brijcoomar
- Beatrice Conforti
- Bianba Deji
- Bibi Hack
- Brightness Eyoh
- Carmela Morelli
- Carol Sealey
- Catherine Taniajura
- Celeste Bancheri
- Chris Cristostomo
- Christina Chiavaroli
- Christina Ho
- Cini Joseph
- Cristina Di Vittorio, RBC
- Cristina Marra
- Cristina Paraschiv
- Crystal Joseph
- Debbie Dyanand
- Elizabeth Bansgopaul
- Elizabeth Portmann
- Elsa Lizano
- Elvia Gliosca
- Fatima Yousofi
- Flori Pauletto
- Grace Esposito
- Jagjit Singh
- Joe Bancheri
- Joe Esposito
- Jonathan Pipim
- Joy Okoh
- Karanvir Rehal
- Keje Atundal
- Keshubhai Chaudhari
- Khalid Bello
- Kuljit Kaur
- Lucy Pupulin
- Magdalene A. Popoola
- Maggie Garzon
- Manuel Deocampo
- Maria Melillo
- Mary Gencarelli
- Mary Tucci
- Maryam Ghahavandi
- Maya Arrigo
- Mohammed Bello
- Mona Bissoondial
- Nagi Harmina
- Nahid Khan
- Olabode Oke
- Olawale Olawale
- Pat Ramkhelawan
- Paul Le
- Paula Liegghio
- Pia Dal Bello
- RBC Staff
- Rhea Siddha
- Rita (Zumba Instructress)
- Roland Agabi
- Rosa Graziosi
- Roshan Kunjachan
- Sahil Thapar
- Shahbaz Gulzar
- Sharina Khan
- Shawn Joseph
- Sheba Jackson
- Shiniash Lake
- Shirley Ciossich
- Sodeeq Amusat
- Tavon Tulloch
- Tekie Amdes
- Temitope Batobe
- Tiara Tulloch
- Tolani mercy
- Tonia Bonofiglio
- Trevor Fernandez, RBC
- Vanessa A Jarvis
- Virginia Douglas
- Wasiu Ibrahim



SUPPORTERS 2024-25

The Elspeth Heyworth Centre for Women extends its heartfelt thanks to the funders, supporters and partners for supporting the delivery of pertinent programs and services to the community members. You have made a difference in the lives of many people.

FUNDERS

FEDERAL

- Service Canada
- Canada Summer Jobs
- New Horizons for Seniors

PROVINCIAL

- Ministry for Seniors and Accessibility (SALC)
- Ontario Ministry of Children, Community and Social Services
- Ontario Ministry of Health - Aging At Home
- Settlement Services Branch - Ministry of Labour, Training and Skills Development

MUNICIPAL

- City of Toronto
- City of Vaughan
- City of Vaughan, Economic Development
- Town of Bradford West Gwillimbury
- Toronto Employment & Social Service
- Toronto Public Health
- Regional Municipality of York

FOUNDATIONS AND ASSOCIATIONS

- Bhayana Family Foundation
- Black Creek Humber Summit Cluster
- Canadian Italian Business and Professional Association (CIBPA)
- Elementary Teachers Federation
- Good Companions Seniors Centre
- North York Food Harvest
- RBC Foundation
- Sai Dham Food Bank
- Second Harvest Food Bank
- TD Bank
- United Way Greater Toronto
- Vaughan Chamber of Commerce
- Women of CIBPA

MEDIA OUTREACH

- 105.9 The Region
- Elliott Raben Productions
- Elvira Caria





DONORS AND SPONSORS

DONORS AND SPONSORS

- RBC
- RBC Wealth Management
- RBC Women in Wealth
- RBC Foundation
- Bell Canada
- Bits2Gigabits
- Bozzo Group of Companies
- Brands for Canada
- Castello Ristorante
- Chand Kapoor, CPA
- Choice Homes Reality Inc. Brokerage
- CIBPA
- Cini Joseph
- City of Vaughan
- CN Railway
- Crown Life Canada
- Donatella Gallo, Toronto Dominion Bank (TD Bank)
- Elementary Teachers' Association
- Elvira Caria
- Caria's Corner
- EVX Logistics
- Fazzari + Partners LLP
- Food Not Bought
- GEMS Security System Inc
- Global Medic
- LiUNA 183
- Municipality of York Region
- North York Harvest
- Nuvizion Consulting Inc.
- OM Financial
- Primont
- Purse Project York Region
- Remo Niceforo
- Rina Pilletteri
- Ronnie's Home Care Services
- Sai Dham Food Bank
- Saisethsons Hospitality Group
- Scotia Wealth Management
- Second Harvest Food Bank

- Shopper's Drug Mart
- SIM, Singh Investigations and Mediations
- Simmons da Silva LLP
- Singh Lamarche, LLP
- Solmon Rothbart Tourgis Slodovnick LLP
- Taheera Fidaali CPA (TULA)
- TD Bank
- Toronto Public Library
- Toronto Star Santa Claus Fund
- Universal Care Canada Inc.
- Vaughan Chamber of Commerce
- Vaughan Food Bank
- Vegfresh Inc.
- Women of CIBPA
- York Regional Police

SUPPORTERS

- Member of Parliament, Hon. Francesco Sorbara
- Member of Parliament, Hon. Judy Sgro
- Member of Parliament, Anna Roberts
- MPP Michael Tibollo
- MPP Tom Racocevic
- Mayor Steven Del Duca, City of Vaughan and Vaughan Council
- Councilor Anthony Peruzza – Ward 7
- Consulate General of India, Toronto
- Vaughan Chamber of Commerce



COMMUNITY PARTNERS 2024-25

- 211 Toronto
- Access Alliance
- AILIA – Association de l'Industrie de la Langue
- Assaulted Women's Help Line
- Barbara Schleifer Commemorative Clinic
- Baycrest Academy for Research and Education
- Bhayana Family Foundation
- Bits2Gigabits
- Black Creek Community Farm
- Black Creek Community Health Centre
- Black Creek Humber Summit Cluster
- Bookkeeping Bizz Inc.
- Brands for Canada
- Buy Social Canada
- Canada Revenue Agency
- Centennial College
- Centre for Addiction and Mental Health
- Chand Kapoor, CPA Professional Corporation
- Children Youth and Families Situation Table - Vaughan
- City of Toronto, Parks, Forestry and Recreation
- City of Vaughan, Recreation and Culture
- CLASP
- Consul General of India
- Crisis & Trauma Resource Institute
- Daystrom Public School
- Delta Bingo
- Delta Family Resource Centre
- Elvira Caria
- Emery Collegiate Institute
- Ernestine's Women's Shelter
- Fanshawe College
- FCJ Refugee Centre
- FOCUS Black Creek
- FOCUS Rexdale
- Food Not Bought
- Furniture Bank Community
- Gem Security System
- George Brown College
- Go Thrive Go
- Good Companions Seniors Centre – Seniors without walls
- Health Care Providers
- Hospice Vaughan
- Housing Help Line
- Humber College
- Humber River Hospital
- Interval House Shelter
- Jane and Finch Community Legal Clinic
- Jane/Finch Community Centre
- JRCC Furniture Depot
- JVS Employment
- Kensington-Bellwoods Community Legal Services
- Knitting Rochs
- Lumacare
- Mackenzie Health
- Martin Grove Older Adult Club
- McMichael Art Gallery
- Medix College
- Mennonite New Life Centre
- Metropolitan University
- Mixed Company Theatre
- Mohawk College
- New Circles
- Next Steps Employment
- North Kipling Community Centre
- North York General Hospital
- North York Harvest Food Bank
- North York Sikh Temple
- Northwood Neighbourhood Services
- NPower Canada
- OCASI
- OCCI
- OM Financial Inc.
- Ontario Health Team, North Western Toronto
- Oxford College
- Peel Police
- Purse Project, York Region
- Rana Ufuk
- Redwood Shelter
- Regional Municipality of York
- Renewed Computer Technology
- Rexdale Legal Clinic
- Rexdale Women's Centre
- Royal Bank of Canada
- Sai Dham Food Bank
- San Romanoway Community Services
- Scotiabank
- Second Harvest Food Bank
- Seneca College
- Seniors Tamil Centre, Scarborough
- Service Canada
- Shoebox Project
- Shopper's Drug Mart
- Sick Kids Hospital
- Sistering
- Skills for Change
- Social Planning Toronto
- Spider Open Dialogue
- St. Joseph's Health Centre Toronto
- Sunlife
- TD Bank
- TDSB Next Steps Employment Centre
- The Regional Municipality of York (Children Youth & Families Situation Tables)
- Toronto Community Benefits Network
- Toronto Community Housing Corporation
- Toronto Community Seniors Housing
- Toronto District School Board
- Toronto Employment and Social Services
- Toronto Housing Connection
- Toronto Paramedic
- Toronto Police Services Division 23, 31, 32 and 33
- Toronto Public Health
- Toronto Public Libraries - Jane and Sheppard
- Toronto Public Libraries - North York Central
- University Health Network
- University of Guelph Humber
- University of Toronto
- Valeria Mitsubata Photography
- Vaughan Chamber of Commerce
- Vaughan Community Health Centre
- Vaughan Economic & Cultural Development
- Vaughan Fire & Rescue Service
- Vaughan Food Bank
- Vegfresh Inc.
- Vicenta Blake
- Victim Services Toronto
- Vita Nova Foundation
- VPI Working Solutions
- Western University
- Woman Abuse Council of Toronto
- Women's College Hospital
- Women's Support Network of York Region
- Yeshiva University
- York Purse Project
- York Region CYF Situation Table
- York Region Paramedics
- York Region: Injury Prevention, Healthy Aging
- York Regional Police
- York University



YOUR GIFT CAN CHANGE SOMEONE'S LIFE

To make a secure online donation, please visit <https://ehcw.ca>

CHARITABLE REGISTRATION NUMBER: 139096135RR0001

Your support is highly valued! Donations of all sizes allow us to continue to support newcomer women and their families in gaining life-enhancing resources, developing their skills, meeting other women and building collective capacity. As ehcw is a registered charity, your generous donation will be eligible for a tax receipt.

The Centre offers donors a number of options to continue to support our important work in the community:

MONTHLY GIVING

Our monthly giving program is a safe, secure, and convenient way to put your money to work, automatically, each month. At the end of the year you will receive a tax receipt for the total value of all your donations.

ANNUAL GIFTS

You can make general gifts to support the work of the Centre at any time throughout the year. Gifts will receive a tax receipt subject to CRA regulations.

HONOURARY OR MEMORIAL GIVING

Celebrate a special person in your life by making a gift in their honour, or in their memory. The Centre can arrange for a card with your personalized message to be sent to anyone who you would like notified of your gift.

CORPORATE SUPPORT & FOUNDATIONS

To learn more about the Centre's work and opportunities for contributing and longer term giving, please contact the Executive Director, Sunder Singh, at 416-500-2748 for more information.

BEQUESTS

These are gifts made through your will and are the most common form of planned gifts. You can give a specific piece of property, a sum of money, or a percentage of your estate. It's important to choose the planned giving option that is best for you. The Centre recommends that you consult an attorney and/or financial planner to help you decide and make the necessary arrangements for you to begin your legacy.

GIFTS OF SECURITIES

Our monthly giving program is a safe, secure, and convenient way to put your money to work, automatically, each month. At the end of the year you will receive a tax receipt for the total value of all your donations.

GIFTS

Our monthly giving program is a safe, secure, and convenient way to put your money to work, automatically, each month. At the end of the year you will receive a tax receipt for the total value of all your donations.



FINANCIAL STATEMENTS

Elspeth Heyworth Centre for Women

Statement of Financial Position

As at March 31

	2025	2024
Assets		
Current		
Cash - unrestricted	\$ 174,812	\$ 108,575
Guaranteed investment certificates	1,161,877	1,052,146
Accounts receivable	99,215	59,096
Prepaid expenses	2,149	1,816
	1,438,053	1,221,633
Capital assets	12,422	7,374
	\$ 1,450,475	\$ 1,229,007
	2025	2024
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 43,421	\$ 53,988
Government remittances payable	9,962	5,739
Deferred revenue	23,430	29,722
	76,813	89,449
Long-term		
Deferred revenue - capital assets	659	942
	77,472	90,391
Fund Balances		
Unrestricted	373,003	138,616
Internally restricted	1,000,000	1,000,000
	1,373,003	1,138,616
	\$ 1,450,475	\$ 1,229,007



FINANCIAL STATEMENTS

Elspeth Heyworth Centre for Women

Statement of Operations

Year Ended March 31

	2025	2024
Revenues		
Fees for services	\$ 435,032	\$ 397,497
Less: Interpreter fees	(243,862)	(239,658)
	191,170	157,839
Grants	584,093	589,804
Donations and fundraising	283,489	149,801
Donations-in-kind	1,335,840	549,120
Interest income	52,164	54,842
Deferred revenue - capital grants	283	404
	2,447,039	1,501,810
Expenses		
Program expenses	1,398,160	625,431
Salaries and benefits	662,665	594,186
Occupancy costs	64,203	63,373
Administration	39,146	27,882
Insurance	16,959	15,451
Professional fees	14,811	28,060
Fundraising	12,449	7,632
Amortization	4,259	4,538
	2,212,652	1,366,553
Excess of revenues over expenses	\$ 234,387	\$ 135,257



Toronto
Community
Housing



**Toronto Seniors
Housing Corporation**



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Feel the Power



CK
Chandrakar Kapoor C.P.A C.A
Chartered Accountant
416.636.8504





ehcW
Elspeth Heyworth
Centre for Women



**INTERPRETATION AND
TRANSLATIONS SERVICES**

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadi
de l'agrément



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Twitter:	elspethheyworth
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