

SNAPSHOT REPORT

2022-2023

EAST SCARBOROUGH
STOREFRONT

A project of  MakeWay

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Message from Our Director

A YEAR OF HOPE AND OPTIMISM



This year, I leaned on one of The Storefront's values more than the others - Hope and Optimism.

And what allowed me to have hope is reflecting on and learning from The Storefront's history; we have always relied on the collective wisdom in the community, have envisioned the future we want for the East Scarborough community and worked as an integrated ecosystem to realize that vision. Deep reflection allowed us to take our learnings from the previous year into this one.

Learning from the past does not mean we are bound to repeat it, but rather that we intentionally choose what we want to take with us into the future. This has been a theme for The Storefront in a year marked as "post-pandemic": we have embraced the changes that have allowed us to be more human, and resisted going back to what was not working for our staff and our community.

This year also marked the third year of our efforts to be intentionally, explicitly and unapologetically anti-racist by continuing to implement our anti-racism action plan and integrate our learnings into actions so we can better create spaces of belonging for racialized and specifically Black residents. Specifically we worked with a group of residents and partners to develop Storefront's first Equity Framework which outlines our commitments to anti-racism.

Throughout our engagement this past year with residents in East Scarborough, the negative impact of the pandemic on mental health was loud and clear. We knew that increasing a sense of belonging in the community by addressing social isolation was needed more than ever. We held three community events last summer, increased our in-person engagements, and in partnership with TAIBU Community Health Centre expanded our engagement with local seniors.

The economic downturn and subsequent inflation further exacerbated the issue of food insecurity in our community. Supporting resident leaders to develop food solutions that are barrier-free and culturally relevant has been a key focus for The Storefront this past year. This year we expanded our Local Food Systems project to include a soup making initiative, after school snacks for children and youth, and the creation of a seed library.

While there continue to be many challenges for our community, looking back on our 22 year history, I know that we have always faced challenges together and have always put what is most important at the centre: people and relationships. This gives me hope, and I want to pass this hope on to you.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sahar'.

Sahar Vermezyari

Director, East Scarborough Storefront

We believe that the aspirations of people in East Scarborough are supported by a community ecosystem that grows stronger over time. This annual report provides a snapshot of what we focused on from April 1, 2022 to March 31, 2023 so that people have a greater sense of belonging, ease of access to opportunities, capacity and opportunity to develop skills, capacity to share knowledge and work together and sense of agency/ability to influence systems.

SENSE OF BELONGING

The Storefront connects people to each other to create a sense of belonging and community.

This year we connected with **34,776 residents** in the community, community builders and, funder and policy and institutional players - an 8% increase from the number of connections made last year!

We worked with **35 unique resident leaders** who are instrumental in the food systems work and building social connections across the KGO neighbourhood.

250+ culturally-relevant meals were distributed every week. This distribution means we have increased the availability of meals through The Storefront's networks by 150% compared to last year.



"This class helps me to get out of the house, more often to meet with other seniors in the area and also be able to get some service which I would not have otherwise connected with."

**—Local Senior,
Yoga Program 2022**

"This program has given me a sense of freedom that I didn't have before. I'm no longer trapped inside my own head or apartment, and I would be sad if I were to lose this place. It's difficult to get to other centers, and there's almost nothing else like this in my neighborhood. During the dark and bleak Covid period, this program was a beacon of hope for me."

—Resident, Food Cooking Program, 2023





When residents are able to access and enjoy the foods that are familiar to them and part of their cultural traditions, they feel more connected to their community and accepted for who they are.

30 culturally appropriate food baskets were provided to residents from the West Indies during the 2022 Holiday Hamper Drive - which is a 65% increase from last year!



"I've benefited from ESW by being able to utilize my voice and having an organization that listens to community, not just operates on what they feel is right"

—ESW Participant, 2022



Pets provide a sense of purpose and belonging as they play a significant role in the lives of some residents, cultivating connection and companionship.

443 packages of pet food were distributed within the community.

This year we focused on in-person connection and hosted 10 large-scale community events attended by **1,707 community members**. The people who participated in these events built networks and experienced social interactions that resulted in new meaningful connections across the East Scarborough community. These events:

- provided residents with access to resources and information
- facilitated opportunities for community members to weigh in and influence change on issues that matter most to residents, such as food security, the reliance on digital access, anti-Black racism, and,
- convened stakeholders in the local employment ecosystem to mobilize knowledge into collective action.

Staff members of The Storefront also participated in 28 capacity building workshops, five of which focused on addressing anti-Black racism. These training sessions help our staff create a more welcoming, inclusive and supportive environment for the significant and diverse Black community in East Scarborough.



EASE OF ACCESS TO OPPORTUNITIES

The Storefront connects people to the opportunities they deserve, on their terms.



Our doors remained open this entire year, unlike the first two years of the pandemic.

6,455 residents visited the Resource Centre in-person, which is a three fold increase from last year!

Residents in the building made use of the computers, internet, fax machine, scanner, phone and connected to resources and information all under one roof and in a central location in the community which saved them from multiple trips to multiple locations.

The Storefront's Resource Centre acts as a hub through which residents can connect to partner agencies. This year, due to the housing crisis and an influx of newcomers, top referrals included support for housing and settlement in addition to employment supports, ID clinics, and taxes.

5,594 people who were unable to connect in-person, connected over the phone with the Community Resource Specialist

4,671 referrals were made this year, a **64% increase** from last year.

1,257 residents were served in search of employment support and services.



The Storefront's Resource Centre acts as a hub through which residents can be connected to partner agencies. This year, due to the housing crisis and an influx of newcomers, top referrals included support for housing and settlement in addition to employment supports, ID clinics, and taxes.



13,844 total meals were distributed to residents and families in East Scarborough as a result of the grassroots leader's initiative and commitment to the community.

Members of our donor community stepped up to purchase culturally appropriate, fresh foods to supplement food rescues and donated goods.

"They helped me when I was struggling to pay rent and provided direction on where to access support."

—Resident in the Resource Centre, Datablitz 2023



"The food program at East Scarborough has offered me the opportunity to volunteer by helping to prepare the meals each week, and I have seen how important this program has become to the community. We deliver meals to four highrise buildings, families come and pick up their meals, and youth come off the school bus stop to pick up a snack. We also give out donations of dog and cat food. This opportunity is used to connect with residents and give out information for other programs that may help. So, this is not just a food program. It's a community-based service that provides vital resources to many residents in our community."

—Resident Leader, Food Systems

Another **10,000+ meals were provided** to **120+ unique households** over this last year and by way of resident engagement and partnering with Frontline Connections and 7th Day Adventist.

CAPACITY AND OPPORTUNITY TO DEVELOP SKILLS

The Storefront connects residents to volunteering and provides workshops and support to job seekers.



Despite the shortfall of volunteers experienced across the City of Toronto, we have experienced a surge of interest in volunteering among local residents, who are eager to connect with others, break social isolation and develop their skills.

101 residents were connected to volunteer opportunities through The Storefront. In total, these volunteers put forth **616 hours** of service

The Storefront works with a high number of jobseekers who are furthest from the labour market. East Scarborough has significant levels of poverty and unemployment and is home to racialized residents who face barriers such as systemic racism in their employment journeys. Over this last year, more than 75% of job seekers we met were living in poverty, and were relying on Ontario Works, Ontario Disability Support Program, savings or no income. They required referrals to a number of wrap around services. Furthermore, 70% of job seekers who connected with an Employment Coach for 1-1 support were racialized; 44% identified as Black, 16% as South Asian and 10% as Middle Eastern

168 skills development workshops were hosted.

811 one-on-one employment consultations took place and 33 people secured employment.

1,300+ books were given out to residents and their families, made possible through our connection with the Children's Book Bank



"This program has allowed me to see clearly which direction I want to take in my career."

—WPS Participant 2022



"I am currently enrolled in the course Working with People in the Social Sector. This course is affording me with a wealth of knowledge that I need to pursue my goals of helping other women coming from abused circumstances. This course is teaching me how to deal with myself as well as others, when, where and how to take action, how to set realistic goals for the future and various organizations that I can use to even further achieve my end game"

—WPS Participant 2022

SENSE OF AGENCY

The Storefront facilitates opportunities for learning, leadership and connection in East Scarborough.



11

grassroot resident-led groups supported in convening

184 meetings

2,500+ residents

The resident-led groups included Hanging at the Hub, Seniors Yoga, Soup's On, Wednesday's Seniors Group, KGO Community Connects, Woburn Local Planning Group, ACEY, KGO Sandwich Ladies, Frontline Connections, Resident Theatre and a group of individual resident-leaders.

By investing in the leadership and vision of those who are most dedicated to improving their communities, The Storefront recognizes that we can help cultivate a more vibrant and inclusive society by following the lead of Grassroot Leaders who have a deep understanding of the KGO community. Together, we are better positioned to identify and develop approaches that lean on each other's strengths and are most meaningful, effective and sustainable.



136 residents

earned honoraria for sharing their experiences, ideas, knowledge and skills.

This recognition values the contributions of residents and increases the diversity of perspectives represented in our work.

"We are a Connected Community as a result of the love for this community and everyone in it."

—Event Participant, Sports Court Relaunch 2022



"In addition to the sense of community and freedom, this program has also provided me with valuable information that has influenced positive changes in my life. I'm motivated to make new friends, learn new recipes, and try new foods. All of these things have helped me to grow and develop as an individual, and I'm grateful for the impact this program has had on my life."

—Resident, Food Cooking Program, 2023

CAPACITY TO BUILD KNOWLEDGE

The Storefront creates space to share knowledge and work together.



"I hope we continue to meet with each other to share knowledge and collaborate."

—**Employment Ecosystem Stakeholder, ESW Symposium 2022**



The pandemic has exacerbated systemic challenges in East Scarborough that continue to exist today and no single entity can resolve them on their own; this is why partnerships continue to be of utmost importance, to harness collective wisdom and share resources.

Working together has allowed us to leverage each other's strengths to address immediate needs and complex challenges with innovative solutions to contribute towards positive change.

159 meetings were hosted and **359 people** were convened by staff members where we fostered relationships, identified common goals, shared knowledge, learned from diverse perspectives and experiences, built networks and leveraged local expertise.

We established **21 partnerships** among **19 partners**, which included **5 partnerships** among **3 resident-led groups**, renewed partnerships with **10-Service Hub partners**, established **4 formal agreements** with other service delivery providers in the community and **2 other agreements** with a consultant and an employer.

"Being a part of this program has allowed me to understand the people in my community on a deeper level. I've had the opportunity to socialize with individuals from different backgrounds, and today we even had Jamaican food which was a new experience for me. It's amazing to connect with others in this way, especially since some of these folks first connected through the opening of the Sports Court."

—**Resident, Food Cooking Program, 2023**

"Through the Service Hub, we have been able to connect and partner with other service providers and multiple stakeholders, exchange ideas and information, in addition to referrals from their one-stop shop."

—**Service Hub Partner, Meeting 2022**



"I'm inspired by the collective action taking place and a desire to support it through my organization at a greater capacity than currently."

—**Employment Ecosystem Stakeholder, ESW Symposium 2022**

The Storefront gratefully acknowledges the support of our donor community.

Their commitment to resident-led solutions demonstrates that philanthropy, giving and funding can connect to and support equity work in communities like ours. Thank you for your partnership!

Donors

Abbas Najmuddin
Alice Priestley
Brandan Ing
Catherine Lake
Cathy Mann & Associates
Darby Macnab
Dow Chemical
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Gillian Mason Consultancy
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United Way Winnipeg



CENTERING EQUITY & ANTI-RACISM



As part of our ongoing commitment to anti-racism, The Storefront convened an Equity Committee comprised of partners, residents and staff.

For their first major project, the Committee initiated a process to create an Equity Framework: a practical, applicable document that supports everyone in our community to bring an anti-racist perspective to their work.

To do that, the Committee conducted a Community Speaks workshop to addressing anti-Black racism in our neighbourhood, and solicited feedback and input from the community through other channels. The result? An Equity Framework document that is truly co-created by the community, for the community.

When we asked residents to share what comes to mind when they hear that The Storefront is committed to addressing anti-Black racism in our work, one response shared was, "I felt that it was a long time coming. However it was very necessary in our community"

When asked why we should create an equity framework, the committee agreed that it's a foundation for accountability, learning and growth and a way to name truths that are the backdrop to our community work.

"Our commitments are our promises, our 'contract' - they're not aspirational."

—Equity Committee Member, 2022

"Without a plan, you don't know if you are getting the results that you want..."

—Equity Committee Member, 2022

"Being intentional will help to reduce unintentional harm along the way."

—Equity Committee Member, 2022



✓	Sense of belonging and community
	Ease of access to opportunities
	Capacity and opportunity to develop skills
✓	Capacity to share knowledge and work together
✓	Sense of agency and ability to influence systems

CONNECTING NEWCOMERS IN THE COMMUNITY



The Storefront welcomes and supports newcomers in our community.

Their needs are unique: not only do they need practical support to find shelter and employment, they deserve to feel a sense of welcome and belonging here.

In order to connect more newcomers to settlement partners, The Storefront hosted a Newcomer Information Fair in October with five Service Hub partners representing local settlement agencies. More than 90 newcomers attending the fair and have remained in contact with partner agencies and employment services. Plus - they are remaining connected to The Storefront by visiting our Resource Centre, volunteering, seeking support in advancing their digital skills, and helping other newcomers feel welcome.



G is our new neighbour. She's newly arrived from Nigeria via Montreal, and settled in a shelter motel in East Scarborough.

We met G at the Newcomer Information Fair and learned that she was unemployed, with aspirations to work as a Personal Support Worker.

After the fair, G connected with local agencies as well as an employment coach, and developed a plan and path to seek employment at the Scarborough Health Network (SHN).

Within two months, G secured a contract position at SHN. With the support of her coach, she successfully completed all the steps required to begin her new role - something that felt overwhelming when she first visited The Storefront in October.

G is thriving in her new role. She and her children have recently moved out of their shelter into more stable housing. We will continue to be there for her as she creates her new life in our community.

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SUPPORTING DIGITAL ACCESS THROUGH SKILLS DEVELOPMENT

The Covid-19 pandemic changed how we work and live, shifting many aspects of our lives online - permanently.

Storefront staff noticed a distinct need for digital skills in our community during the pandemic. Many residents needed to learn how to use tools like Microsoft Teams, Outlook and Google Drive in order to access employment opportunities and to connect with others.

Working with partners, The Storefront conducted a digital skills workshop in March 2023. Feedback was enormously positive and residents appreciated that it was offered in-person, because many of them did not have access to their own devices or reliable internet. Others remarked that they didn't feel comfortable engaging in virtual sessions.

Local resident Joe visits The Storefront on a weekly basis to connect with the Thursday meal team. He enjoys visiting the Resource Centre to use the computers and internet.

During one visit, a Community Resource Specialist learned that Joe had a virtual job interview the next day and that he needed some pointers to navigate the interview platform.

The Storefront is typically closed on Fridays but members of the staff were on site anyway to conduct a virtual workshop. Joe was able to use the Resource Centre with staff support, and successfully complete his interview.

Joe was delighted and surprised by the offer of support. At 65, he was already anxious about his prospects for success in the interview - but a few days later, he learned he got the job. Congratulations Joe!



"The fact that I can use my google calendar more efficiently, organize my work and prioritize my mail is just so great! I can use google workspace even to classify my emails and make my shopping list. The presenter was great and encouraged participation. Thank you! "

"I had been using Google platforms in the past, but what I really loved was how many features I learned through this workshop, and was not aware of previously. Also, the comparison between Microsoft Office and Google Workspace made it clear what situations would make each platform ideal. I will definitely be scheduling emails in the future, and making more use of the added benefits of gmail, and the Google platform in general."

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EAST SCARBOROUGH WORKS



This year was a culmination of five years of effort to develop and test East Scarborough Works, a community-based workforce development strategy for addressing geographical poverty by removing barriers to employment to increase equitable access to local jobs for local people.

We are now working closely with our partners to lean into their roles along the employment pathway so that we can in turn we can lean into our integrator role on the pathway - this means we will continue to:

- weave networks
- design pathway strategy that centres jobseeker experience
- coordinate pathway implementation to ensure seamless jobseeker experience
- embed knowledge and shared learning among stakeholders in the local ecosystem and,
- mobilize information across the community

With this shift comes passing the baton and bringing others to the table with the right leverage, connections and expertise at critical points on the pathway.

While not a part of our integrator role, we are also simultaneously a direct provider of employment and training services.

C was stuck in precarious employment, struggling to advance his career within the construction industry. He shared experiences of racism and witnessed that people of colour were underpaid. C learned about the ESW Construction Trades pathway and made use of the tailored training sessions, access to wraparound services and support with preparing an assessment to the union. Because the trainers had developed new knowledge of the specific skills required by the union, they were able to tailor the curriculum for C and others participating in the training sessions. As a result C was able to easily pass the union assessment tests, while also securing financial support towards transportation, union dues and equipment. C is now an active member of the union, has access to a fair payscale and has the potential for growth in their job. C shared that

"people like me need to seize these opportunities for decent well paying jobs. It opens a door. I'm facing the same historical racism, but now you're looking at someone with significant support systems and who is not easily taken advantage of".

—Resident on an ESW Construction Pathway

East Scarborough Works Knowledge Exchange:
Workplace Health and Safety as a lens for anti-racist action

This event presents a rare opportunity for knowledge exchange between job seekers, employers, employment service providers, and other players in the East Scarborough employment ecosystem to establish a **shared understanding of what health and safety looks and feels like through an anti-racist lens** to jobseekers and employees.

Why You Should Attend:

- Employers and stakeholders:** Gain a solid **foundation to advocate** for and make policy changes to health and safety as it pertains to racism
- Jobseekers and workers:** See how a health and safety approach to racism can **help navigate racism** in the workplace

All participants: Get **actionable ideas** on how to champion anti-racism in the workplace using a health & safety lens and **connect with others** who can be a source of future learning & sharing on this topic.

Featuring:

- Tip & tools** shared by Session Facilitators: Equity Consultants Michelle Davis (MYD Consulting) & Chanel Grenoway (Chanel Grenoway & Associates)
- Perspectives** from racialized community members on what makes a workplace feel safe
- Stories** from social sector and construction sector employers on how they've been taking this approach

Date: Wednesday Feb. 22, 2023
Time: 5pm - 7pm
Location: virtual on Zoom
RSVP at: bit.ly/ESW-KE

Funded by / Financed par: Workfront, MYD Consulting, Chanel, Canada, Ontario, United Way Greater Toronto, METCALF FOUNDATION, EMPLOYMENT ONTARIO





"We gained a different perspective to our whole recruiting process and are reaching people who wouldn't normally apply to our jobs. Getting our jobs out there to the community partners has made a difference ... like we used to post our jobs on our site and nobody really knows about it. Until now, we haven't really engaged the community in the way that we have with The Storefront."

—Anchor Institution Partner, Symposium, 2022

"This was an informative workshop that helped me understand what I can do in the workplace in order to be an ally in anti-racism"

—Employment Ecosystem Stakeholder, Symposium 2022

"The initial self-assessment helped me identify areas of our work where we need to look at how to evaluate our service from anti-racism lens"

—Employment Services Partner, East Works for Equity, 2023

LAST CALL!



Hey, KGO!

Interested in joining the construction pathway but missed last week's meet and greet?

Not to worry - there's still time!

Apply by
July 19th,
2022!

*East Scarborough Works is a network of organizations dedicated to helping people in East Scarborough prepare for, secure and keep decent local jobs.

In partnership with / En partenariat avec :



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WORKING WITH PEOPLE IN THE SOCIAL SECTOR



Working with People in the Social Sector (WPS), a sector-based training program, develops skills employers demand in a key sector that is currently experiencing a labour shortage.

WPS was first launched in 2018 and since its inception, has experienced a significant level of interest among job seekers across the City of Toronto and a high success rate whereby 74% of candidates secure employment in the field within 6-months of completing the training program prior to the pandemic.

Other than college and university programs, there are no other occupational training programs in the City of Toronto specifically building the capacity of people to work in this sector which makes it accessible for those seeking a quicker entry into the labour market. We continue to seek innovative ways to expand the program in order to provide participants with the support they need to achieve their goals.



"I am currently enrolled in the course Working with People in the Social Sector. This course is affording me with a wealth of knowledge that I need to pursue my goals of helping other women coming from abused circumstances. This course is teaching me how to deal with myself as well as others, when, where and how to take action, how to set realistic goals for the future and various organizations that I can use to even further achieve my end game."

—WPS Participant, 2022

"I appreciate that there are various facilitators in the course so that we get a variety of personalities delivering the work outline. It has kept the course exciting and engaging!"

—WPS Participant, 2022

"I improved my skills to integrate well into the Canadian labor market and I was able to find work in the social sector after the WPS program. Thank you."

—WPS Participant, 2022

"This program has allowed me to see clearly which direction I want to take in my career."

—WPS Participant, 2022

"The program gave me the means to overcome the fear I had of the Canadian market because I didn't feel ready."

—WPS Participant, 2022

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STRENGTHENING THE LOCAL FOOD SYSTEM TOGETHER



While emergency lockdowns in 2020 required us to close our doors temporarily, staff members and residents remained virtually connected.

At this time, grassroots leaders and community groups organized to ensure their neighbours were fed. Months into the pandemic, they called The Storefront to support food relief in the community.

Since then, we have supported grassroots leaders with their initiatives and priorities and solidified a commitment to strengthening food systems in East Scarborough, by building networks between residents and local agencies and by engaging donors to build momentum.

By following the lead of local residents, we reached an all time high of producing 250 meals per week as the initiatives and efforts have become increasingly culturally appropriate and responsive to the community. Resident leaders have a renewed sense of agency through their improved ability to influence positive change in the neighborhood; and overall, East Scarborough's access to food options has increased by 150% from last year.



"The program that I'm a part of has been a source of connection for me, keeping me from feeling isolated. It's clear that everyone in the program is connected, and we come together on Monday, Tuesday, Wednesday, and Thursday. It all started with yoga, but it's evolved into something much more meaningful. I'm inspired by the people I've met in this program, and it's much better than just staying at home where I might otherwise be smoking. In fact, I need another program like this in my life."

—Food Program Participant, 2023

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