

# Conversations on Belonging



**77th Annual Report  
2015/2016**

77th Annual Meeting - Tuesday June 21, 2016, 6:00 p.m., Kingsdale Community Centre, Kitchener

## Table of contents

### **1. Vision, Mission, Values & Agenda**

2. President's Message
3. Executive Director's Message
4. Finance Committee Report
5. Human Resources Committee Report
6. Property Committee Report
7. Development Committee Report
8. Spiritual Resources Committee Report

### **9. Addiction Services Committee Report**

10. Alcontrol & Moving Forward
11. Bridges to Health Day Treatment
12. 174 King Street North
13. ASH—Addiction Supportive Housing
14. Addiction Services, At A Glance

### **15. Community Services Committee Report**

16. Appliance Repair Program
17. Christmas Hamper Program
18. Emergency Food Hampers Program

### **19. Family Services Committee Report**

20. Summer Camp Sponsorship Program
21. Chandler Mowat Community Centre Program
23. Courtland Shelley Community Centre Program
25. Kingsdale Community Centre Program
27. Sunnydale Community Centre Program

### **29. Housing Services Committee Report**

30. Supportive Housing  
(Charles Village, Cramer House and Eby Village)
33. Charles Street Men's Hostel

### **35. Creating a Ripple Effect of Volunteerism**

**Appendix i - How We Work: Organizational Chart**

**Appendix ii - Leadership: Board of Directors and  
Committee Members, 03/31/2016**

**Annual Operating Budget, 2016/2017**

**Audited Financial Statements, 2015/2016**

House of Friendship is a charitable social service agency founded in 1939.

**TOGETHER, WE WORK TOWARDS A VISION OF:**

A healthy community where all can belong and thrive

**WITH YOU WE SHARE A DAILY MISSION OF:**

Strengthening people and communities by being there when needed, speaking up and working together.

**INSPIRED BY CHRISTIAN FAITH, WE CONTINUE TO BE SHAPED BY THE FOLLOWING VALUES:**

- **Compassion:** We extend the hand of friendship
- **Inclusion:** We believe everyone has a seat at the table
- **Justice:** We value a society where all have a voice
- **Dignity:** We honour the self-respect of each person
- **Hope:** We always see hope, even in times of trouble

Over 42,000 people receive help each year in four ways:

1. **Supporting Healthy Lives**—Addiction Services
2. **Assisting and Feeding Those In Need**—Community Services
3. **Building Strong Families and Strong Communities**—Family Services
4. **Providing Shelter and Supportive Housing**—Housing Services

Charitable number: 10749-3892-RR0001

**77th ANNUAL MEETING  
AGENDA**

**6:00 p.m.**— Welcome

**6:30 p.m.**— Business Meeting

**7:00 p.m.**—The Buhr Legacy of  
Friendship

**7:30 p.m.**— John Milloy,  
*Faith and Politics—Can  
They Ever Mix?*

**8:00 p.m.**—Strawberry Social



## CONVERSATIONS ON BELONGING: LISTEN AND RESPOND



This first year as President has been a real eye opener for me. House of Friendship (HOF) has the best volunteers around. I've seen time and again how they go the extra mile. I've also seen how our dedicated staff tirelessly give in friendship to those they meet. And I've seen how those we serve are people of dignity, warmth, and hope. But what about your Board?

I'd like to think that we have made two important contributions over the past year. First, we've listened. We've listened to our Community Partners to see how we might work more effectively. We've listened to our staff, Members, volunteers and those we serve to see what we do well and what we might be able to do better, to create opportunities for people to build "a healthy community where all can belong and thrive".

More than listen, we've also responded. The upcoming project to expand and renovate the current emergency food assistance warehouse and surrounding site at 807 Guelph Street, Kitchener, will benefit program patrons in search of food security. At the same time, we continue to be challenged to expand our Addiction Services in response to a growing need in the region—stay tuned for more!

Lastly, our Board has also celebrated when many others in our larger community have reached out to us in friendship. In particular, we gratefully acknowledge the essential financial support we have received over the past year from major governmental funding bodies, private donors, faith groups and community-minded businesses. We have been amazed with this generosity and we thank you.

I want to close with several words of thanks: thanks to my fellow Board members for your commitment to the vision and mission of HOF; thanks to you, John, for your leadership; and, lastly, I acknowledge with gratitude the work of Christine Rier as Development Director at House of Friendship over the past eight years. We wish you all the best as you move on to new ventures. Thank you again to all who make HOF a part of your lives. We literally could not do this without you. Together, let us celebrate the accomplishments of this past year and look to the future with gratitude and renewed commitment to this very special community.

*Mary Friesen  
President*

## CONVERSATIONS ON BELONGING: LEARN, ADAPT, IMPROVE

*“Learning is not attained by chance, it must be sought for with ardor and attended to with diligence.”*

— Abigail Adams

How does one put Belonging in to Action? How do you operationalize Belonging? You will see countless examples throughout this report of Belonging in action. To make this happen organizationally, we continue to grow as a learning organization. Learning organizations have a culture of asking questions and seeking out diverse perspectives, a high level of trust, systems that reward new ideas and taking risks, and support experimentation, creativity, and allowing and acknowledging failures.



One way that we learn is through Program Reviews that are inclusive of all stakeholders, including program participants, who always provide us with lots to learn. Since initiating these reviews as part of House of Friendship’s Strategic Visioning (2012), we have learned, tested, and implemented much. For example, we learned that there is a need for a continuum of addiction treatment in our community, including Dry or Transitional Houses. By partnering with donors, the Kitchener Waterloo Community Foundation, and local churches, we are piloting Transitional Houses for men and women in post-treatment.

Some times change is driven collaboratively with external partners. This is no more true than in Housing Services, where HOF’s Supportive Housing and Charles Street Men’s Hostel are coming together with housing providers across our community to house more people with more complex needs. The related changes in funding models and program structure require us to be nimble and adaptive as we look for opportunities to improve services. Recently, Kiwanis House became home to a refugee family, in partnership with Reception House.

Some times change is driven by a sense of urgency and an opportunity to create systemic improvements. The upcoming renovation of the Emergency Food Hamper program is long overdue, and will improve food security for some of our most vulnerable neighbours. Similarly, Living Wage and Wage Mark are examples of HOF’s efforts to ‘walk the talk’ with staff, enabling employees to earn a living wage in Waterloo Region and contributing to the broader conversation about the rising income gap. Meanwhile, in Waterloo, we are working with the Waterloo Region District School Board and Life Change Adventures to create Better Beginnings for young children.

Thank you for being part of a learning organization, “where people continually expand their capacity to create the results they truly desire, where new and expansive patterns of thinking are nurtured, where collective aspiration is set free, and where people are continually learning to see the whole together.” (Peter Senge)

*John Neufeld  
Executive Director*

## CONVERSATIONS ON BELONGING: BE ACCOUNTABLE AND TRANSPARENT



Please see the full 2015/2016 Audited Financial Statements and operating budget for 2016/2017: [www.houseoffriendship.org/about-hof/reporting-to-our-community](http://www.houseoffriendship.org/about-hof/reporting-to-our-community)

**Charitable number:**  
10749-3892-RR0001

The 2015/2016 fiscal year resulted in an operating surplus of \$3,500 for House of Friendship (HOF), meeting our goal of a balanced budget for the third consecutive year. Your support – donations (cash and in-kind), sponsorships and contributions - continued to be a significant part of achieving these financial goals, particularly for programs such as the Charles Street Men’s Hostel and Community Centre programs.

- Donations to the Annual Operating Fund equal \$1,255,000, \$50,000 above budget. Donations are budgeted to be \$1,303,000 in 2016/2017
- Additional donations and pledges of more than \$530,000 were received for the *Opening Up Food Hampers* fundraising campaign, enabling HOF to proceed with renovations of the Food Hamper program site this summer
- Additional Legacy gifts of \$77,000, which are designated and/or directed to the Capital Fund, enable us to honour donors’ wishes into the future and maintain program facilities and equipment. While ensuring we manage these investments thoughtfully, we are deliberately using various investment vehicles to achieve potentially higher returns while minimizing the risk of the portfolio. These investments are crucial to providing the funds needed for capital needs now and into the future
- Ongoing support from significant funding partners, including United Way of Kitchener-Waterloo and Area, the Region of Waterloo, Waterloo Wellington Local Health Integration Network, and the Province of Ontario is also critical to the financial resiliency of HOF’s mission
- Changing funding models, particularly within Supportive Housing and Emergency Shelters, have had and will continue to have significant impact on programming, staffing and reporting. The changes in funding also come with changes to operating frameworks and standards that we must tweak internally in order to meet the requirements of funders. Staff continues to do a commendable job of trying to operate within the available resources as demand for services continues. The Men’s Hostel, for example, operated at above capacity levels for much of the winter season.

We will maintain our focus on managing HOF’s finances prudently and remain in close contact with funders to ensure that we continue to meet expectations and access all available funding. We will need to continue this focus in order to maintain a balanced budget in coming years.

*Keith Cressman*  
Chair, Finance Committee

*Jackie Keller*  
Financial Director

## CONVERSATIONS ON BELONGING: CULTIVATE LEADERS

House of Friendship (HOF) values and vision are evident in the quality of services provided by over 150 dedicated and committed team members across all programs throughout our community. We are proud to remain committed to being a Living Wage employer; ‘walking the talk’ in enabling the members of our team to belong and thrive; and, we were honoured to be recognized as a ‘Partner’ at the Living Wage Waterloo Region dinner last fall.

At HOF, we believe in the value of diversity, which includes the various gifts our team members bring to the work they do. Over the past year, all HOF team members participated in the Strengths Finder assessment, which highlighted individuals’ top five strengths. We continue to encourage team members to consider how their strengths can be applied to their work to be even more effective in meeting the needs of the people we serve.

As an organization we are committed to ‘helping each other grow and embrace new opportunities’ and we believe that strong leadership is an essential ingredient to providing the best services to our communities. This year we launched a new Leadership Development program for all Leadership and Management team members. We look forward to introducing a development program for all team members across HOF in the coming year. We will also be focusing on: providing a safe, healthy and respectful work environment through violence prevention and psychological health programs; recruitment and retention resources to allow us to hire and retain the best; and, reviewing our benefit and pension plans to ensure that we are offering a competitive and sustainable package for our team.

We were pleased to have Sandra O’Hagan join the committee this past year. We give a very special thank you to all of the committee members for their commitment to our work, supporting our staff, participants and volunteers. We welcome Amy Weaver, Director of Human Resources, to HOF’s Leadership Team. We offer a sincere thanks to Shelley Westerman for her significant contribution to the work of the Human Resources department and wish her well. We are very grateful for the dedicated team of passionate and committed individuals who bring their strengths, talents and gifts to those we serve.

*Grace Sudden*  
Chair, Personnel Committee

*Amy Weaver*  
Human Resources Director



## CONVERSATIONS ON BELONGING: CREATE A HEALTHY ENVIRONMENT



For 2015 the Property Committee continued its focus on ensuring House of Friendship (HOF) facilities are sustainable for the long term, where those we serve can belong and thrive. Much of the last six months has been invested in laying the ground work for the site redevelopment of the Emergency Food Hamper Program. Some other notable projects undertaken in 2015 include:

*Energy conservation* – We continued to seek out energy conservation opportunities wherever available. Laundry facilities at the Men’s Hostel were replaced this year with Energy Star rated equipment and additional lighting upgrade opportunities were found at the main office. Additional insulation was added to the attic of 55 Charles and drain waste heat recovery equipment was installed at the Men’s Hostel. These and other changes have helped reduce HOF’s carbon footprint related to its facilities by almost 20 percent since 2010.



*Facility Updates* – The Food Hampers site redevelopment is scheduled to break ground this summer. Significant effort has been invested in designing, engineering and obtaining approval for the related new site plan. Demolition of the unused house on the property, expansion of the Food Hampers warehouse, and expansion and safety improvements to the parking lot and to pedestrian access are key elements of this redevelopment. A lot of consideration has also been given to the experience and dignity of program patrons. A much improved market feel to the main entrance and greater privacy in the intake area are examples of the improvements you can expect to see when the project is completed this fall.

*Modernization* – Eby Village has been the focus of two major projects to update systems; an updated fire alarm— this addressed ongoing and increasing false alarms and the age of the original equipment. The new system features an addressing convention to the system allowing emergency personnel to quickly respond to the exact location of the alarm. Second, updated domestic water distribution pumps at Eby Village mean that tenants will no longer have to deal with disruptions to their water pressure and supply. The new domestic water supply pumps have several energy saving features built into them along with features to help reduce their demand for preventative maintenance.



*Dave Snyder*  
Chair, Property Committee

*Colin MacIntosh*  
Property Services Director

## CONVERSATIONS ON BELONGING: FOSTER AND FACILITATE PHILANTHOPY

House of Friendship's (HOF) Public Relations Committee was renamed the 'Development Committee' to reflect its primary focus on philanthropy. The Committee and Development team work with you to meet fundraising goals to fulfill HOF's mission. For the 2015/2016 fiscal, enough support was developed to meet Annual Operating goals and other needs. The successful completion of *Opening Up Food Hampers* fundraising was partly possible due to the Board of Directors' approval to apply to the Ontario Trillium Foundation for capital funding, which was subsequently approved.

We have been careful to match the Development program's staffing capacity to meet ever-increasing targets, particularly in the areas of Annual Operating and Capital goals (the Annual Operating Donations goal alone for the 2016/2017 fiscal is \$1,303,000). Sincere thanks to Kirsten Pries for the very successful pilot of a Grants Officer role, and welcome to Marilyn Jacobi this fiscal as the new P/T Legacy Officer. On average, HOF spends less than 20 cents to raise each \$1; the recommended standard is a maximum of 30 cents. Development is also responsible for coordinating all of HOF's organizational communications, from business cards and media releases to social media and the new, improved web site.

None of this, of course, is possible without you! The Rotary Club of Kitchener Conestoga's *Turkey Drive* feeds thousands. Community efforts, including *Hockey Helps the Homeless Kitchener Waterloo* and the *Charity Wreath Auction*, along with your gifts to HOF's Annual Appeal, provide those in need with shelter, housing, food, support, and hope. Your support for *Trek 4 Kids Hike and Bike* makes summer camp possible for over 100 children. Your participation in *The February Potato Blitz* helps fill the hunger gap in our community. And your voice on social media, especially HOF's social campaign, *12 Days 4 Good*, raises awareness and fosters a spirit of philanthropy that serves our neighbours in need, and our broader community. *Thank you!* And thanks also to Development Committee member Susan Hallman, who stepped down during the year. Fellow member, Michael Groff, took a leave for an exciting opportunity abroad, while Alex Dilts joined Karen Cross, Jessica Kuepfer, and Chair, Elizabeth Payne, to continue to lead HOF's fundraising and communications efforts.



Liz Payne  
Chair, Development Committee

Christine Rier  
Development Director



## CONVERSATIONS ON BELONGING: SET THE TABLE FOR ALL TO 'BE'



House of Friendship (HOF) is a wonderful place to work, volunteer and serve! Where else can people of varied cultures and ethnicities, religions and faiths, creeds and colours, socio-economic place, community for those fleeing persecution (refugee), old and young, together serve alongside one another AND receive sometimes more than we give? It is a vision of what life is and can be for all – one of course which includes care for the earth with Green Bins, Community Gardens, cycling and walking - a healthy community where all can belong and thrive.

The Spiritual Resources Committee (SRC) reviews and oversees the work of the Chaplaincy Director, which includes various community group meetings (Living Wage Waterloo Region, Poverty Free Waterloo Region, Social Planning Council of Cambridge and North Dumfries, Interfaith Grand River - Confronting Hate Taskforce and Interfaith Community Breakfast, clergy gatherings, Chaplains gatherings, lectures and workshops with Renison University College School of Social Work: Practicum supervision and evaluation, Waterloo Seminary public lectures and workshops, Weekly Spiritual Group with Men's addiction program, and the requisite number of HOF meetings). Beyond, this and throughout, the SRC and CD focus on how we 'BE' at HOF in doing what we do.



In our increasingly pluralistic community with great and wonderful diversity, the SRC reflects theologically on our context (the place where-in we are called to serve, today, 21st century Region of Waterloo), our call to serve (human call and 'divine call'), and what is happening in our midst as a function of something beyond ourselves: hope, transformation, something perhaps even, holy.

HOF continues to strengthen people and communities by being there when needed, speaking up, and working together. Inside this very Annual Report you can read what HOF "does". Know too that we acknowledge that we are participating in something beyond ourselves in providing food for the hungry, shelter for those experiencing homelessness, community for the lonely, etc., Social Determinants, yes (see [www.thecanadianfacts.org](http://www.thecanadianfacts.org)), but with an intangible something else. Serving a community where people can belong and find a place to 'BE'.

Thank you for supporting the vision and mission of HOF. Know that you too are blessed and participating in something...holy. Peace BE with you.

*We want to see a mighty flood of justice, a torrent of doing good.*

*Lester Kehl  
Chair, Spiritual Resources Committee*

*Michael Hackbusch  
Chaplaincy Director*

## ADDICTION SERVICES: SUPPORTING HEALTHY LIVES

House of Friendship (HOF) provides addiction treatment services for adults from Waterloo Region/Wellington and across Ontario. Programs are funded by the Waterloo Wellington Local Health Integration Network (WWLHIN).

These include; residential treatment, post treatment counselling groups, intensive two-week day treatment programs, health workshops, counselling services to those who are pregnant, and addiction supports to those living in the community. In each service, the individuals themselves identify what is important to them and how they want their lives to be in the future. Individual and group counselling sessions assist people with building on their personal strengths and changing behaviour that is problematic for them.

Highlights from the past year include: our continued work with HERE 24/7, the coordinated access system to community mental health, addiction and crises services; ongoing partnership with Waterloo Regional Homes for Mental Health (now Thresholds Homes and Supports Inc.) to provide supportive housing for individuals with concurrent Addiction and Mental Health concerns; service partnership with St Mary's Counselling Service; the addition of a meal to the Moving Forward group; a staff training partnership with Stonehenge Therapeutic Community on working effectively with those who are transgendered; the start of an internal review of the women's residential treatment program; and participation in a Storytelling evaluation of our ASH (Addiction Supportive Housing) program, in collaboration with Wilfrid Laurier University Centre for Research. Administrative and direct service staff continue to participate in a variety of health system quality enhancement initiatives always being informed by the goals and needs of the people with whom we work.

In the coming year we will: continue to work to relocate the 174 King Street North residential treatment program for men; begin providing support to women in new transitional housing in Waterloo; and, continue to work closely with other agencies and organizations to ensure participants receive the best possible care and service.

Staff walk daily with our program participants, supporting them by creating a healthier community, on their journey to 'belong and thrive'. We are grateful to the staff for their dedication and ability to inspire hope, and we thank our many service partners.



*Sharon Feldmann*  
Chair, Addiction Services Committee

*Pam McIntosh*  
Addiction Services Director



## ALCONTROL & MOVING FORWARD

*"[Alcontrol gave me the] opportunity to learn more about myself in a variety of ways, [I was] able to determine how my life could become more manageable while staying sober."* – Alcontrol Program Participant

Over the 2015/2016 year, Alcontrol has increased its ability to provide service to those with complex needs by participating in the CCISC Continuous Quality Improvement Initiative. Program materials have begun to be simplified, media materials have been updated and participants have begun to engage in the process of creating a vision of a happy, hopeful life as part of setting treatment goals.

Thanks to *The Healing Through the Creative Arts* grant, participants have had the opportunity to express themselves in new and creative ways. Activities that participants engaged in included drumming circles, dancing, Poetry Slams, Zentangle©, music lessons and pottery.

Over the next year, Alcontrol will continue with a program evaluation to ensure that it is meeting the needs of the community in the best way possible.

Meanwhile, amidst staffing changes, the Moving Forward program served 36 women in the 2015/2016 year. The Moving Forward group has been consistently attended, with 21 women accessing the group over the course of the year.

Over the next year, Moving Forward will provide quicker access to residential treatment at Alcontrol for women who are pregnant, as the Moving Forward counsellor begins to complete treatment assessments with women interested in attending the program.

*Jessica Wilson*  
*Addictions Treatment Program Coordinator*  
*Alcontrol and Moving Forward*



**Alcontrol | 519-957-5001**  
71 Ann Street, Kitchener, ON N2B 3T3  
A residential treatment program for women with  
addictions to alcohol and/or other drugs



**Moving Forward | 519-957-5001**  
71 Ann Street, Kitchener, ON N2B 3T3  
Individual and group counselling as well as residential  
treatment for women who are parenting (children  
under 6) and concerned with their substance use

## BRIDGES TO HEALTH

*"[The program] was a game changer. I feel I'm much better prepared to take on life, regardless of the bumps in the road. I can now see a full, healthy, happy future ahead for me and that's so exciting!" – B2H Participant*

*"I was lost and did not know how or where to start. The program provided a useable set of realistic tools that can be used to find myself." – B2H Participant*

Bridges to Health offers an intensive two week day treatment program to adults who are concerned with their substance use. It also provides weekly continuing care groups and half day health focused workshops.

In 2015/16, Bridges to Health (B2H) continued to grow and expand treatment services. Integrating the B2H men's and B2H women's staff teams into one program team has had many benefits, including increased staff support to participants, greater opportunity for collaborative service delivery, and utilizing staff skills and expertise across the program as a whole. B2H staff participated in system-wide initiatives to improve services for individuals with complex needs, and we continue to work with multiple community partners.

Intensive day treatment programs for men and women were offered in communities across the Waterloo Wellington area. Attendance at weekly support groups, Women's Aftercare and Men's Open Recovery Discussion, increased over previous years. The monthly Around the Table Dinner Workshops for Women, and Cambridge group for men, continue to be well attended by new and past B2H participants. In addition, we offered wellness workshops open to all genders, including; building tools for emotional wellness, gardening to nourish the spirit, the secrets of extremely happy people, and a wellness walk at Crawford Lake Conservation Area. This year's program retreats, a particular favourite of participants, were held in New Hamburg and Puslinch.

*Jennifer Armour  
Program Coordinator  
Bridges to Health*

**Bridges to Health day treatment | 519-957-5001**

71 Ann Street, Kitchener, ON N2B 3T3

A day treatment program for adults concerned about their alcohol and/or drug use



## 174 KING STREET NORTH MEN'S RESIDENTIAL ADDICTION TREATMENT

*"This was an excellent program for me. I bucked it prior to arriving. I knew after about two weeks I was exactly where I needed to be. I really believe [participating in] this program saved my life."* 174 King Program participant

174 King Street North is a community based residential addiction treatment program for men with serious substance abuse problems and associated living issues. The structured program includes; individual counselling, group counselling, family issues group, men's health group, positive life management, personal goal setting, communication skills group, masculinity and sexuality group, spirituality group, relapse prevention group, household tasks, and therapeutic recreation.

This year, the 174 King Street North staff team focused on the results of an internal program review, implementing change with the goal of increasing the programs' accessibility and maintaining the many components of the program that participants noted were most helpful. Participants spoke highly about the strong rapport they had with the staff team and the relationships that developed with their peers – together these helped create an environment that inspired hope and change. Program changes have included: increased flexibility in length of stay to meet the needs of community members; revising evening curfew time to be more consistent with sleep needs in early recovery; streamlining our intake process; and increasing on-site staff presence to provide increased support to program participants. All of these factors will help in the future as we work towards re-locating to a new facility.

At the same time, 174 King maintained community connections with the Psychiatric Outreach Project, Sanguen Health Centre and Here 24/7 (Canadian Mental Health WWD). Fiscal pressures continue to be challenging with funding (\$420,000) not meeting the costs of operating a 15 bed residential treatment facility. There is also increasing need to re-locate the program to a more appropriate location and building. Staff have been involved in various initiatives in the community such as the Welcoming Initiative; Designing Better Services and the Waterloo Region Trauma Initiative. 174 King's Aftercare program continues to be strong with about ten men regularly attending the weekly counselling and support group. One participant noted, *"I came to aftercare for a year for myself, and then for another year to help others."* Thank you to staff and community partners for making the program possible. As one participant stated, *"there is something [special] about this place..."*

*Robbie Nussey*  
*Program Supervisor, 174 King Street North*



**174 King Street North | 519-885-3330**

PO Box 128, Waterloo, ON N2J 3Z9

A residential treatment program for men with addictions to alcohol and/or other drugs

## ASH (ADDICTION SUPPORTIVE HOUSING)

“Joe” moved in to an ASH supported apartment in March of 2012. At first, he found it very difficult to engage in support and meet with his counsellor. And yet, Joe was committed to improving his life and circumstances. He struggled greatly with depression and ongoing suicidality, making a few attempts at ending his life and spending a great deal of time at the hospital over the first couple of years. In June of 2015, Joe received a diagnosis of COPD, and immediately ended a long term heavy smoking habit. At the same time, he discovered in himself a will to live and fight for the kind of life that he wanted. Joe also needed major surgery that required abstinence from his drug of choice, a seemingly insurmountable barrier; frequent use of hospital and emergency services resulted as he struggled with his failing health. Through intensive partnerships to ensure the appropriate levels of care, as well as through great courage and determination, Joe was able to successfully have the surgery, return home and abstain from substance use. He reports improved physical and mental health, improved relationships with family with whom he has reconnected, and continues to actively work towards a meaningful and productive life.

The Addiction Supportive Housing (ASH) program provides addiction counselling and wellness support to 24 adults living in their own apartments, which are subsidized and supported through our partnership with Thresholds Homes and Supports Inc.. Now in its 5th year, ASH continues to see participant milestones: reduced harmful substance use and abstinence; improved health and remarkable stability in housing and tenancy; pursuing healthy recreation activities; engagement in ASH therapeutic groups and other services; completion of community-based and residential addiction treatment programs; and, meeting education and employment related goals. The ASH team supported several transitions this year, celebrating some participants moving on to independence and welcoming new tenants. We mourned the loss of one participant, and are grateful for the part of this person’s journey that we were privileged to share.

The ASH team is grateful to have worked with a group of students to conduct an evaluation with program participants, with a consistent theme validating the importance of the relationships ASH staff have with participants to their ongoing recovery, and excellent positive and critical feedback from participants that will help us continue to shape and build on an effective program. We work closely in partnership with several community organizations, and we are grateful for the support of our colleagues at Thresholds Homes and Supports, Stonehenge Therapeutic Community, Supportive Housing of Waterloo, Canadian Mental Health Association, The Working Centre, other House of Friendship Programs and many others in supporting our work and our participants.

Lyndsay Klassen  
Program Supervisor, ASH

**ASH (Addiction Supportive Housing) | 519-957-5001**

PO Box 1837 STN C, Kitchener, ON N2G 4R3

Addiction counseling for adults with addictions, living in supportive housing

# ASH

### ADDICTION SERVICES, AT A GLANCE

ADDICTION TREATMENT	2015/2016
Day/Evening Treatment (including Moving Forward) — Individuals Served	404
Residential Treatment—Individuals Served	249
Residential Supportive Treatment (Central St.) - Individuals Served	23
Addiction Supportive Housing (ASH) - Individuals Served	30



**1 844 437 3247**  
(HERE247)

Call anytime to access  
Addictions, Mental Health  
& Crisis Services  
Waterloo-Wellington-Dufferin

#### Did You Know...

“..... [the] Canadian Community Health Survey, (2012), found that 4.4% of Canadians — more than the entire population of the province of Manitoba — met the criteria for a substance use disorder and yet CCSA’s most recent National Treatment Indicators report unveiled that only 0.4% of Canadians accessed publicly funded treatment services.” Canadian Centre on Substance Use (CCSA) – [Action News Spring 2015](#)

For people who have substance use concerns, and for their families, friends and employers, life can feel discouraging – it is important to realize that help is available, treatment works and recovery is possible. Even if one has participated in treatment several times before, there is benefit in continuing to access treatment and support groups. There is always HOPE.

## COMMUNITY SERVICES: FEEDING & ASSISTING THOSE IN NEED

House of Friendship's (HOF) Community Services programs again experienced tremendous financial and volunteer support. Christmas Hampers was supported by another successful Turkey Drive fundraiser organized by the Kitchener Conestoga Rotary Club. With their support, we were able to add new food items: oranges, onions carrots, rice, vegetable broth, and cooking oil. We also ordered 300 Halal Turkeys from a local Halal Meat market and changed the gift cards to Food Basics stores. The application process for Christmas assistance (food and toys) to the Christmas Bureau changed in 2014. We made some further changes to make it more user-friendly in 2015.

The Appliance Repair Program continues to ensure that persons have major appliances that work well. This allows individuals and families to thrive. As part of our research into emerging needs, we continue to monitor how many persons need to purchase used appliances and potential sources to purchase them from.

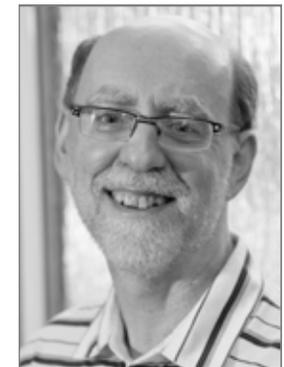
The Emergency Food Hamper program continues to be busy providing 26,193 food hampers in 2015/16. The good news is that numbers are declining; we distributed 28,444 in 2014/15. Improved employment opportunities are one reason for this decrease. However, we are still serving too many persons who do not have enough resources to look after their food needs. Individuals and groups, farmers, business, local food drives, and HOF's annual *February Potato Blitz* provide perishable and non-perishable food. The Food Bank of Waterloo Region also continued to be a major source of food. We implemented a new database system called Link2Feed on March 2, 2015 and now have a year of statistics across the food distribution system. We hope to start to using this system in the Christmas Hampers program.

Food Hampers staff have done a lot of work in planning for the renovations to the Food Hampers building and the redevelopment of the site. This work will happen in the summer of 2016. The waiting room area will be more user-friendly (more privacy for persons when doing intake) and there will be more warehouse space to receive and sort food items. The plan is for hamper recipients to have more input into the food they receive. One of HOF's core values is Dignity. A huge thank you to all those who have contributed financially to this project.

In Community Services programs, we will continue to strive to live out our values of compassion, inclusion, justice, dignity and hope. Everyone indeed has a seat at the table.

*Dennis Martin*  
Chair, Community Services

*Anthony Bender*  
Community Services Director



**Opening  
Up** Food  
Hampers

## APPLIANCE REPAIR PROGRAM



*“The service has made a huge difference to us. Financially we are on ODSP. We have 5 children. Three aren’t potty-trained. Without a washer or dryer, all of our money would go to a laundromat. We were hand washing the laundry until they were repaired by Keith.”*

*“I have a very limited income. If this service was not available I wouldn’t be able to afford the repair. I wouldn’t be able to cook at home. I don’t know what I would do.”*

The Region of Waterloo Social Services subsidizes repairs of appliances for individuals and families on social assistance. Persons not on social assistance arrange to pay directly to House of Friendship.

*Keith Wagler  
Technician, Appliance Repair Program*

### Appliance Repairs | 519-742-8327

Assistance with repairs to major household appliances at a reduced cost to people living on low income in Waterloo Region

	2014/2015	%	2015/2016	%
Number of appliances repaired	596		*563	
<b>SOURCE OF INCOME</b>				
ODSP	242	41	185	33
Ontario Works	246	42	290	52
COP (community outreach program)	43	6	33	5
Self pays	65	11	55	10
<b>TOTAL</b>	<b>596</b>	<b>100</b>	<b>563</b>	<b>100</b>
<b>RESIDENCE OF CLIENTS</b>				
Kitchener	334	56	320	57
Waterloo	72	12	75	12
Cambridge	177	30	161	29
Other	13	2	7	1
<b>TOTAL</b>	<b>596</b>	<b>100</b>	<b>563</b>	<b>100</b>
<b>NATURE OF CALL</b>				
Fridges/Freezers	88	15	82	15
Stoves	141	24	114	20
Washers	210	35	231	41
Dryers	157	26	136	24
Dishwasher	0	0	0	0
<b>TOTAL</b>	<b>596</b>	<b>100</b>	<b>563</b>	<b>100</b>

\*In addition, there were 37 appliance repair calls made where there was no charge (compared to 29 in 2014/2015). This gives a total of **600 appliance repairs for the year 2015/16.**

## CHRISTMAS HAMPER PROGRAM

*“Christmas is always a stressful time for me. As a parent I often am worried about Christmas. Will we have enough food to eat at Christmas time? Thank you so much for the food your volunteers delivered to me. Thank you for the opportunity to have a turkey and ham. Because of what you did my Christmas was much brighter.”*

*“I have had to access a Christmas Hamper for the past 3 years and they have always been appreciated very much. I really appreciated more fresh produce and fruit this year. The onions, carrots and oranges were appreciated very much.”*



We believe everyone has a seat at the table. In conjunction with other community groups that are coordinated through the Christmas Bureau, House of Friendship provides special Christmas food hampers each December to those in need during the holiday season. We were able to use warehouse space for at 61 Kent Avenue West, Kitchener, thanks to MTD. Schools, churches, businesses, families and individuals donated thousands of food items, including approximately 30,000 food items from Rockway Mennonite Collegiate and 75,125 pounds of food from the Food Bank of Waterloo Region. We are very thankful for this support.

We shared 3,500 turkeys and 300 Halal turkeys with Christmas Hamper recipients. Turkeys could be picked up at the City of Waterloo City Hall and First Mennonite Church parking lots. Turkeys and food were purchased with over \$300,000 in proceeds from the Kitchener Conestoga Rotary Club’s Turkey Drive. A specific thank you to the Turkey Drive Committee for their incredible support of Christmas Hampers. With their support, and feedback from program recipients, we improved the food we provided in the Christmas Hampers.



We are very grateful to them and to the 700 volunteers who assist with setting up the warehouse, picking up and sorting food, packing and delivering hampers, distributing turkeys and cleaning up the warehouse.

*Anthony Bender  
Community Services Director*

	2014/2015	2015/2016
<b>Number of hampers provided</b>	3,400	3,800
<b>Total number of persons fed</b>	9,520	10,500

**Christmas Hampers | 519-742-8327**

A gift of food for people in need at Christmas, coordinated through the Christmas Bureau

## EMERGENCY FOOD HAMPER PROGRAM



*"I have no money, that is my dietary restriction" - program participant*

This last year has been filled with crafting a new vision for our facility at Guelph Street, Kitchener, and building a growing sense of excitement for what the summer of 2016 will hold. Thankfully, we have a strong partnership with The Food Bank of Waterloo Region and with our neighbour, the Knights of Columbus, who are helping us maintain services on Guelph Street during upcoming renovations this summer.

March 2016 marked the first full year of using Link2Feed, a cloud based food bank database that has by now almost been universally adopted by local food programs like EFHP. We served 26,193 hampers to 8,100 households made up of 19,000 people. The process of repopulating our database with clients proved to be a challenging one, but we hope that Link2Feed will be a powerful tool to serve the people who turn to us for help and to assist with advocacy on a scale that would have proven difficult in the past. It will also be a tool that we can use to register and deliver Christmas Hampers, which will be rolled out in the 2016 Christmas season.

Our ability to provide the high level of service is due to the large number of dedicated volunteers who make this program a resilient one. With each passing year we benefit from the contributions of a unique mix of community members and extend our volunteer family one new person at a time.

This year saw several of our volunteers pass some significant service milestones. To quote one volunteer: *"I used to get paid a lot of money to do stuff that wasn't that important, now I get paid nothing to do incredibly important work!"*

*Matt Cooper,  
Program Coordinator, Emergency Food Hamper Program*

**Emergency Food Hampers | 519-742-0662**  
807 Guelph Street, Kitchener, ON N2H 5Z2  
Emergency assistance to people living in the community who are in need of food

	2014/2015	2015/2016
<b>Number of Hampers Distributed</b>	28,444	<b>26,193</b>
56 % recipient's source of income is Social Assistance		
28 % recipients requested Halal foods		
66 % recipients received 3 or less hampers		

## FAMILY SERVICES: BUILDING STRONG FAMILIES AND STRONG COMMUNITIES

House of Friendship's (HOF) Family Services is a core partner in community development through programs that focus on building strong families and strong communities. Dedicated staff at four community centres – Chandler Mowat, Kingsdale and Courtland Shelley in Kitchener and Sunnydale in Waterloo – works in partnership with the Cities of Kitchener and Waterloo, the Region of Waterloo, many program partners, and local volunteers to provide relevant, high quality programs and services for these communities. We also have strong support from neighbourhood churches that provide many resources.

The food distribution programs were enhanced this year by the Link2Feed database. Other changes to the food distribution programs at several community centres are providing more choice, better service, and a social time to build relationships for those coming for food assistance. In North Waterloo, which includes the Sunnydale community, the Better Beginnings Waterloo pilot project sponsored by HOF is working in partnership with Life Change Adventures and several schools to provide programming, supports and resources to children in the 4-8 years age range and their families, to ensure healthy child development and help children reach their potential.

In 2015, Sunnydale and Chandler Mowat were the most heavily used Community Outreach Program sites in Waterloo Region (out of 32 sites), with 1,755 and 1,763 contacts with families respectively over the course of the year, serving a total of 176 and 140 families respectively. Kingsdale and another site (Greenway Chaplin Community Centre in Cambridge) served the highest number of families (177) through the Community Outreach Program. Courtland Shelley is nearing the end of its first year of operating as a satellite site of Kingsdale, with an emphasis on serving children and youth. Changes at Courtland Shelley have been well received and are more strongly engaging the children and youth and giving them more opportunities to grow and develop in positive ways. Chandler Mowat strengthens community participation by building strong relationships. Food provision (including halal) and social opportunities for this very diverse community are priorities.

*Trek4Kids* 2015, with over 200 trekkers, raised enough funds to send 109 kids to camp! Altogether, you sponsored 147 children last year through HOF's Summer Camp Sponsorship Program. Thanks and gratitude in abundance for this and to the amazing leaders, staff and volunteers who work with their neighbours to provide friendship, support, innovative programs and countless acts of kindness.

*Elna Robertson*  
Chair, Family Services Committee

*Doris Martin*  
Family Services Director



## SUMMER CAMP SPONSORSHIP PROGRAM



*"I want to thank you for making this year's camp possible. Without the sponsorship from House of Friendship our children would not have the means to go to camp and forge healthy long lasting friendships. For weeks they are on cloud nine when they return from camp. I've also seen a change in their behaviour and attitude towards others and themselves. They have a more positive outlook on everything they do from school work, sports and playing with friends. They both look forward to connecting with friends they make over the years as well as making new friends. Once again, thank you for making all this possible, and for giving them the chance of an experience that will last their whole life."*



Summer camp is the perfect place for kids and youth to learn what it means to belong and thrive. Last summer **147** kids from families living in low income had that opportunity thanks to House of Friendship's Summer Camp Sponsorship Program. Through our partnership with three camps, you are able to provide a one-week residential summer camp experience for children and youth from age 6 to 17:

Camp Shalom	66
Hidden Acres	19
Camp McGovern	61
Mano Watsa Basketball Camp (held at Hidden Acres Mennonite Camp)	1

Nine volunteer drivers, including several board members and staff, provided transportation to and from the two local camps for 16 of the sponsored campers. The Summer Camp Sponsorship Program's annual fundraiser, Trek 4 Kids Hike & Bike, welcomed over 200 people of all ages and from all walks of life on May 2<sup>nd</sup>, 2015 to raise funds to send kids to camp. The Camp Sponsorship Program is funded entirely through donations, primarily through the annual Trek event and a summer camp mailing in June. We are very grateful for our community's strong support for kids in growing and developing to their full potential.

*Doris Martin*  
*Family Services Director*

**Summer Camp Sponsorship | 519-742-8327**

Provides a summer camp experience for children of families living on low income

## CHANDLER MOWAT COMMUNITY CENTRE PROGRAM

*“Moving to the Chandler Mowat community in the summer of 2011 was the start of a new life...I began tutoring neighbourhood children, and from their mothers I heard concern about violence in our community that robbed children of their safety...As I walked past the Centre one day, I suddenly found myself in the office of the House of Friendship’s (HOF) Community centre program. Staff listened to me and challenged me to figure out how I could help my community. My mother had always encouraged me to get an education. Today, I am a third-year university student, and these children now attend the homework Club that I run at the Community Centre as a HOF staff member. Their parents join us at our Parent & Child Cooking Club.” - Community resident/staff member*



Through a partnership with the City of Kitchener, House of Friendship (HOF) develops basic infrastructure and essential social supports to enhance the quality of life in the Chandler Mowat neighbourhood. Staff partner with neighbourhood leaders and local groups and organizations that reflect the diversity of the catchment, in order to create a community that supports residents’ health and wellness. By being clothed, housed and fed in a supportive social network, residents develop essential skills to fulfill their needs in day-to-day life.

In fall 2015, HOF achieved its goal of 100% food provision for the centre’s programs, including halal food for special events and for snacks we provide in the lobby. But we provide more than food; we offer a social place for children and adults to build their meals and talk together with volunteers. As a result, greater numbers of immigrants, families of colour and people who have been living in low income for several generations now participate throughout the centre, coming in regularly to eat and meet friends.

We strengthen community participation by building strong relationships. Programs and partnerships are developed to alleviate the effects of hunger and to teach coping skills to manage and escape life in poverty. Recognizing the need for healthy snacks, the Rohr Chabad Centre for Jewish Life now uses its kosher kitchen to prepare 300 gelatin-free products a week for children and adults who visit the community centre. The Gathering Church and Forest Hill United Church continue to provide the halal student meal (“Build a Lunch”) program and community meals at the centre, respectively. New grants from the Kitchener and Waterloo Community Foundation and the Catholic Community Foundation of Waterloo Region are making it possible for youth ages 10-14 to learn cooking on an affordable budget. From increasing food security to skill development, reducing isolation and strengthening support networks and relationships for neighbourhood residents, providing opportunities for leadership development such as hiring staff who live in the neighbourhood, the impact of HOF’s services at Chandler Mowat is far-reaching.

*Devon Spier  
Program Coordinator*

## CHANDLER MOWAT COMMUNITY CENTRE, AT A GLANCE

Program Type	Program	Number of different participants	Weekly Participation/ Attendance
Children's and Youth Programs	Homework Support	30	25-30
	Youth Cook Crew	15	10-15
Adult Programs	Creative Cooking	6	2-5
	Rainbow Recipes	15	12-15
	Resource Café	30	15-30
	Income Tax Clinics	70	N/A
Family Programs	Community Outreach Program	379 households/ 1,745 individuals	N/A
	Community Outreach Program – Williamsburg (satellite site)	44 households/ 208 individuals	N/A
	Weekly Food Distribution	319 households/ 433 individuals	60-70 households
	Build a Lunch	100	60-100
	Parent-Child Cooking Group	20	20
	Community Garden	20	N/A
Special Events	Backpack Giveaway	300	N/A
	Neighbours Day BBQ	250	N/A
	Single Adult Holiday Gift Bag Giveaway	150	N/A
	Single Adult Holiday Food Drop-In	70	N/A
	Outreach Program Holiday Giveaway	45	N/A

**Chandler Mowat Community Centre Program | 519-570-3610**

222 Chandler Drive, Kitchener, ON N2E 3L7

Where friends meet

## COURTLAND SHELLEY COMMUNITY CENTRE PROGRAM

*“Friday evenings are a lively place at the Courtland Shelley Community Centre. Every Friday we run our most popular program: Youth Drop-In. Started by the inREACH program 5 years ago, it’s a program created by the participants for participants. Some of the youth live in the complex or used to live here, but a lot of others come because it’s a safe space for them to hang out, a place where they will get a cooked meal and a place they can be with their friends. One tradition is having a Thanksgiving dinner at the centre. It’s similar to an extended family dinner where a lot of the youth have grown up knowing each other. A ritual has begun where we go around the table and everybody says what they are thankful for. The youth at first were a bit reluctant to participate but through the years they have come to expect it and now participate willingly. They were thankful for many things, including their community, the community centre, their family and the meals provided to them at the community centre. The safe space created here brings the youth in, the service provided keeps the youth here and the relationships they form will help them succeed.”* **Jonathan Moyer, Courtland Shelley Community Youth Worker**

2015 was a year of many changes at the Courtland Shelley Community Centre, including a transition from a full-service community centre to one focusing primarily on children and youth, in response to feedback from community members obtained through a community centres program review the previous year. Along with this transition came staffing changes and changes to the physical space. Under the new model the program is now administered as a satellite site of the nearby and much larger Kingsdale Community Centre, having the same Program Coordinator and sharing many of the same program staff. The two centres work very closely together, which has made it easier for Courtland Shelley residents to access services and resources at the Kingsdale location that are not available at Courtland Shelley.



A few key adult programs have been maintained at Courtland Shelley at the request of community members. The Community Outreach Program continues to be well utilized. Changes to the food distribution program have created a more welcoming, comfortable experience for participants which helps them connect with their neighbours and strengthen social supports. A total of 137 households in 2015/2016 benefitted from weekly Food Distribution, feeding over 475 adults and children.

*Alissa Sauder  
Program Coordinator  
Courtland Shelley Community Centre*

**Courtland Shelley Community Centre Program | 519-571-7953**

1064-G Courtland Avenue E., Kitchener, ON N2C 1K6  
Improving the quality of life and well-being for residents

**COURTLAND SHELLEY COMMUNITY CENTRE PROGRAM AT A GLANCE**

<b>Program Type</b>	<b>Program</b>	<b>Number of participants per year (each counted once)</b>	<b>Weekly Participation/ Attendance</b>
<b>Children's Programs</b>	Early Years Preschool	4	3
	After-School Jk-Gr1	3	2
	After-School Gr 2-4	5	3
	After-School Gr 5-6	11	6
	Breakfast Club	14	6
	Computer time	33	3
	Summer program JK-Gr 3	8	4
	Summer program Gr 3 - 6	16	6
<b>Youth Programs</b>	Tween Time	10	6
	Thursday Basketball Night	55	15
	Friday night Youth Drop-in	44	13
<b>Adult Programs</b>	Healthy Lifestyles	15	8
	Income Tax Clinics	101	N/A
<b>Family Programs</b>	Community Outreach Program	84 households/ 329 individuals	410 total contacts
	Community Garden	10	N/A
	Holiday Give-Away Event	39	N/A
	Neighbours Group	5	N/A

## KINGSDALE COMMUNITY CENTRE PROGRAM

*"I love my Kingsdale Community Centre; it does a lot to help me and my kids. My kids were able to experience summer camp, soccer program, and other summer programs that they would not get to do otherwise. The food support and bus tickets are really helpful since I moved here. The staff are so friendly and helpful. I started to come to the English Conversation Classes and connect to other people in the community. When my apartment got bed bugs I was so worried, but the Outreach Worker helped me and I was able to get new beds. Now I just found out I will be getting subsidized housing and it is still in my community. I am so excited."*



The program continues to thrive and grow as we work together with the City of Kitchener and many other partners to serve community residents in need in the Kingsdale area. Our ties with the nearby Courtland Shelley Community Centre were strengthened this year as Courtland Shelley transitioned to a primarily children and youth focused centre and some of their adult programs relocated to Kingsdale. The two centres now share the same Program Coordinator and many program staff work. This has helped some Courtland Shelley participants connect to the Kingsdale Centre where there are more supports and services available. Highlights from the past year include:

- A revamped food distribution program so that people now make an appointment for a specific time during the week and are served one at a time rather than en masse once a week. This has eliminated the long line-ups we used to have and accompanying tensions. We are now also able to provide a greater selection of foods than previously and can give participants more choice in what they wish to take, which gives them greater dignity and makes for an experience more similar to grocery shopping at a store
- Implementing a new region-wide food distribution database (Link2Feed) under the leadership of The Food Bank of Waterloo Region, which will provide excellent data for a variety of planning and coordination purposes
- Ongoing strong volunteer involvement at the community centre. Most of the volunteers live in the Kingsdale neighbourhood. In 2015 we had 59 volunteers who contributed over 4,000 volunteer hours
- The Girls in Leadership Program at Kingsdale continues to go strong thanks to a grant received from the Zonta Club of KW

*Alissa Sauder  
Program Coordinator*

**Kingsdale Community Centre Program | 519-748-6463**

72 Wilson Avenue, Kitchener, ON N2C 1G5

Bringing our community together

### KINGSDALE COMMUNITY CENTRE PROGRAM, AT A GLANCE

Program Type	Program	Number of participants /year (each counted once)	Weekly Participation/ Attendance
<b>Preschool Programs</b>	Creative Minds	46	15
	Little Einsteins	39	19
	Early Years Drop In	293	21
	Terrific Twos	11	8
<b>Children's and Youth Programs</b>	Girls in Leadership	17	8
	Sports Zone	9	5
	Basketball Drop-in	21	10
	The Incredible Kids	10	8
<b>Adult Programs</b>	Community Nutrition Programs	21	6
	Coffee For us ~Multi-Cultural group	26	9
	Community Garden	7	N/A
	Holiday Give-Away Event	215	N/A
	Volunteer Appreciation Potluck	12	N/A

Food Distribution	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Number of Hampers</b>	349	310	323	311	337	267	324	293	444	287	372	358
<b>Number of Households</b>	195	185	195	179	223	185	192	208	329	196	251	221
<b>Total Number of Households for the year (each household counted once)</b>											657	
<b>Total number of Adults</b>											1,156	
<b>Total number of Children</b>											737	
<b>Average attendance each week Range – 44-137</b>											75	

## SUNNYDALE COMMUNITY CENTRE PROGRAM

*“Thank you... if only you knew how blessed I feel. The Community Outreach Program (COP) has truly helped my family. I am a single mother of two trying to get out of poverty ... The COP has helped me in pursuing my education to become a registered practical nurse ... and has given my children hope for their future... Please keep helping those in need. We truly need these resources. Thanks so much.”*

Since 1999, House of Friendship has partnered with the Sunnydale Community Association (SCA) and Waterloo Region Housing to operate the Sunnydale Community Centre which is situated in a culturally diverse community and is home to many new immigrant families, a large number of children and youth and many living on low income. This community excels at celebrating and building on its strengths, one of which is the way in which residents both receive and give generously in their community.



Of note from the past year:

- Thanks to the City of Waterloo staff, Dominion Lending Centre, Waterloo Fire Fighters and the Kitchener Sports Association, many children in this community received or were given access to new sports and play equipment, further developing their skills, self-esteem and healthy lifestyles
- Thanks to our deeply committed faith community partners, this community has been cared for through consistent donations which support our food distribution program, backpacks and school supplies, children's pajamas, holiday gifts, milk, and facility space and time, to name a few
- In the post Paris attacks, residents of all faiths reached out to each other for comfort and assurance. Refusing to lose hope or feel immobilized by what was happening in the world and by the responses of some closer to home, residents did what this community does best; they did their part to help everyone feel welcome and safe
- City of Waterloo Council approved an annual grant increase for the Sunnydale Community Centre program, recognizing its importance to this diverse, emerging community. Many thanks to the many Sunnydale supporters who came out to the Council meeting in support of this decision

*Linda Kruger  
Community Resource Coordinator*

**Sunnydale Community Centre Program | 519-883-0410**

508-H Sunnydale Place, Waterloo, ON N2L 4T1

Where friends and neighbours meet

### SUNNYDALE COMMUNITY CENTRE PROGRAM, AT A GLANCE

Program Type	Program	Number of different participants	Weekly Participation/ Attendance
Preschool Programs	Wednesday Morning Preschool Program	14	5
Children's and Youth Programs	After School Program JK-Grade 3	21	12
	After School Program Grades 4-6	16	10
	Incredible Kids (3 sessions)	25	8
	Tutoring Program (JK-Grade 12)	24	15
	Summer Reading Program	16	12
	Sunnydale Connect Youth Program	70	25
Adult Programs	Peer Nutrition	26	6
	Peer Health	29	6
	Healthy Lifestyles (Immigrant Women)	63	10
	English Conversation Circles	76	10
	Sewing Group	19	5
	Career/Work Coaching	11	1
	Income Tax Clinics (2)	54	N/A
Family Programs	Community Outreach Program (2015)	176 households/ 793 individuals	N/A
	Community Garden	22	N/A
	Weekly Food Distribution	See below	60-70 households
	Settlement Worker (July, August)	4 households	1-2 households

In addition, a total of 150 households in 2015/2016 benefitted from weekly Food Distribution, feeding over 800 adults and children, and many community members also enjoyed several special community events and celebrations, some of which were sponsored by the Sunnydale Community Association.

## HOUSING SERVICES: PROVIDING SHELTER AND SUPPORTIVE HOUSING

In fulfillment of House of Friendship's vision (*a healthy community where all can belong and thrive*), Housing Services continue to support people towards making a home, one of the fundamental building blocks of "belonging and thriving" in our community.

In the February 2016 round of Committee and Board meetings two name changes were ratified: first, the "Residential Services" was changed to "Housing Services", and secondly, "Charles Street Men's Hostel" was changed to "Charles Street Men's Shelter", to be adopted later this year. These name changes were made to align with language used in the shelter and housing system and to remove confusion for those who mistake the shelter as a backpackers "hostel" for travelers.

The Supportive Housing Program of House of Friendship was successful in securing ongoing funding for support services under the provincial Community Homelessness Prevention Initiative funding administered by the Region. The reconfigured program and staff team will be implemented near the beginning of the 2016/17 fiscal year. The Men's Shelter is part of a regional shelter system re-design that focuses on supporting the community goal of ending homelessness in Ontario within ten years. The first steps in working towards this goal prioritize those experiencing long term, persistent homelessness for shelter and other housing search supports.

The Shelters to Housing Stability and Streets to Housing Stability workers provide ongoing intensive housing based support to men who have experienced homelessness and are now housed in the community. These staff have been identified as part of the Regional review of all programs of the Supports to End Persistent Homelessness (STEP Home) Collaborative in our region. In partnership with another local agency and a local church congregation staff and volunteers continue to pilot transitional dry housing for men seeking to maintain sobriety in the community following treatment for substance use.

We say a big thankyou to all staff and volunteers who have worked diligently and compassionately to provide support by *walking with* people in our community who are seeking support to *belong and thrive* through supportive housing and shelter.



*Brian Knight*  
Chair, Housing Services Committee

*Ron Flaming*  
Housing Services Director

## SUPPORTIVE HOUSING (CHARLES VILLAGE, CRAMER HOUSE & EBY VILLAGE)



Early this year, the staff team met with the tenants from the Supportive Housing community to discuss some of the changes coming to the program at House of Friendship (HOF). Tenants shared concerns and unease - what does this mean for us? How will this impact my home? Who will be joining our community? After a number of tenants spoke, Evelyn, who has been a resident at Eby Village for almost 20 years, said: *“This is who we are. We are House of Friendship and we have always been a welcoming and inclusive community. Everyone deserves a home, and it is our job to help welcome anyone who comes into our community”*.

This story illustrates the resilience of the Supportive Housing community. Although change is difficult, the community has embraced a set of recent transitions. New guidelines, standards and financial structures for Supportive Housing in our region have modified the way we provide service at Eby Village, Charles Village and Cramer House, including programming, staff schedule and staff team. We have secured funding for programming that will enable us to try out some new and exciting activities, chosen and planned out by tenants. We have a new support staff team that will be working from 9am to 11pm, 7 days a week in all three buildings, accessible to tenants in person or by cell phone while on shift.

It has been a difficult year to plan and work through people leaving the community, and redesigning how we can provide service. However, amidst this we have found gratitude and appreciation between people which has built an even stronger and more resilient Supportive Housing community. We continue to walk alongside single adults to provide a variety of supports including mental health, addiction, social and emotional support. This year, tenants have continued leading activities such as Mabel and Friends (a social enterprise where tenants and staff prepare food for cafes, meals and meetings), the Supportive Housing garden project, Tenant Council, and a variety of in-house events. We are grateful for our community of wonderful volunteers, staff and supportive housing tenants, and we appreciate all the gifts and strengths people bring to life every day here through the activities and daily interactions.

*Christine Stevanus*  
Housing Services Manager

*Allison Dunn*  
Program Supervisor, Supportive Housing

**Supportive Housing | 519-742-8326 x 422/428**  
51 Charles Street East, PO Box 1837, Stn C, Kitchener, ON N2G 4R3

**SUPPORTIVE HOUSING, AT A GLANCE**

<b>WATERLOO REGION COORDINATED ACCESS SYSTEM</b>	<b>EBY VILLAGE 2014/15</b>	<b>EBY VILLAGE 2015/16</b>	<b>CHARLES VILLAGE 2014/15</b>	<b>CHARLES VILLAGE 2015/16</b>
Number of applications received (access)	55	<b>50</b>	N/A	<b>N/A</b>
Number of applications updated	500	<b>450</b>	N/A	<b>N/A</b>
Number of applications on waiting list (total)	356	<b>309</b>	341	<b>310</b>
Number of Urgent (at risk of homelessness)	33	<b>25</b>	32	<b>30</b>
Special person priority (victim of violence)	2	<b>0</b>	0	<b>2</b>
Wheelchair accessible unit applications	N/A	<b>N/A</b>	4	<b>4</b>

<b>CRAMER HOUSE</b>	<b>2014/15</b>	<b>2015/16</b>
<b>Average Occupancy Rate</b>	82%	86%
<b>Total Men Served</b>	<b>8</b>	<b>10</b>

<b>CRAMER HOUSE Profile</b>	<b>2014/15</b>	<b>2015/16</b>
35-49 YEARS OF AGE	3	5
50-64	4	3
65+	1	2
<b>TOTAL</b>	<b>8</b>	<b>10</b>

<b>CRAMER HOUSE Primary Source of Income</b>	<b>2014/15</b>	<b>%</b>	<b>2015/16</b>	<b>%</b>
ODSP	5	63	<b>7</b>	70
ODSP and CPP	0	0	<b>0</b>	0
Ontario Works	1	12	<b>1</b>	10
Other (OAS, employment)	2	25	<b>2</b>	20
<b>TOTAL</b>	<b>8</b>	<b>100</b>	<b>10</b>	<b>100</b>

<b>CRAMER HOUSE Referral Source</b>	<b>2014/15</b>	<b>2015/16</b>
HOF Programs	1	<b>2</b>
Hospital/Doctor	1	-
Community Agency	-	-
Self/Family	-	-
<b>TOTAL</b>	<b>2</b>	<b>2</b>

**SUPPORTIVE HOUSING, AT A GLANCE**

EBY VILLAGE	2014/15	2015/16
Occupancy Rate %	99	97.45

EBY VILLAGE Age & Gender	2014/15	%	2015/16	%
Under 20 years	1	1	2	3
20-29	8	12	6	8
30-39	9	13	7	10
40-49	12	18	9	12
50-59	18	27	20	28
60+	20	29	28	39
<b>TOTAL</b>	<b>68</b>	<b>100</b>	<b>72</b>	<b>100</b>
Men	39	57	40	56
Women	29	43	32	44

EBY VILLAGE Income (major source)	2014/15	%	2015/16	%
Employment (full time)	5	7	5	7
Employment (part time)	4	6	3	4
Employment insurance	5	7	0	0
Ontario Disability (ODSP)	27	40	33	46
Ontario Works (OW)	3	5	8	11
ODSP/OW PT Employment	5	7	3	4
Other (CPP, interest, etc.)	19	28	20	28
<b>TOTAL</b>	<b>68</b>	<b>100</b>	<b>72</b>	<b>100</b>

CHARLES VILLAGE	2014/15	2015/16
Occupancy Rate %	98	97

CHARLES VILLAGE Age & Gender	2014/15	%	2015/16	%
Under 20 years	0	0	0	0
20-29	4	17	3	13
30-39	1	5	2	9
40-49	4	17	1	4
50-59	8	35	11	48
60+	6	26	6	26
<b>TOTAL</b>	<b>23</b>	<b>100</b>	<b>23</b>	<b>100</b>
Men	13	57	14	61
Women	10	43	9	39

CHARLES VILLAGE Income (major source)	2014/15	%	2015/16	%
Employment (full time)	5	22	4	17
Employment (part time)	3	13	2	9
Employment Insurance	0	0	0	0
Ontario Disability (ODSP)	9	39	9	39
Ontario Works (OW)	2	9	2	9
ODSP/OW PT Employment	3	13	4	17
Other (pension, trust, etc.)	1	4	2	9
<b>TOTAL</b>	<b>23</b>	<b>100</b>	<b>23</b>	<b>100</b>

## CHARLES STREET MEN'S HOSTEL

This past year can only be described using one word, change. Over this past year, this program has seen a lot of change including changes in supervisors, positions, titles and long term staff. The most significant transition involved changes to the way we deliver service due to recent closures of "Out of the Cold". With the program being more flexible and accommodating this winter and having positions focused on rapid re-housing, we have been able to better serve people who need more intensive supports in securing housing. We have been able to meet people where they are, work together as a team and get creative around meeting the needs of individuals to see a plan through. We are constantly trying to balance being a structured program, while trying to best support people with varying levels of needs. At times we need to be a 'one size fits all' program which can be challenging for others in the same environment and challenging for staff to maintain a safe environment for everyone.



Despite these challenges, we have seen the value in the Housing First approach and what that means for some of the people who have been using our services for a very long time. A perfect example of this is a story a staff person shared with us recently: An individual who had been homeless for the majority of his life came in looking to access the Hostel donation room. This was a man who prided himself on paying his own way and insisted on doing so. He would want to leave an item of clothing if he decided to take one from the donation room. He had many talents and gifts he shared with everyone. One of those gifts was music; he would play various instruments in the community and appeared to thoroughly enjoy doing so. Another was his sense of humor; he made us smile on numerous occasions despite his circumstances. He has family who love him dearly and they had been trying to get him into housing for many years. One day he expressed how exhausted he felt and said he was "at his wits end". We seized this window of opportunity! A question was presented to him about getting a place of his own. He said "only if it was a small heated place similar to a garage, and I had enough money left over to give some to my daughter and go for a coffee in the mornings". Subsequently, this multifaceted gifted man finally got housed after experiencing over 25 years of homelessness.



*Christine Stevanus  
Housing Services Manager*

*Ashley Grinham  
Program Supervisor, Charles Street Men's Hostel*

**Charles Street Men's Hostel | 519-742-8327**

63 Charles Street East, Kitchener, ON N2G 2P3

An emergency shelter providing short-term room and board, and support, for men aged 16 and older experiencing homelessness

## CHARLES STREET MEN'S HOSTEL, AT A GLANCE

Occupancy (based on 39 bed capacity)

	Bed Nights	Average per day	Occupancy Rate	# Men Served	Average # nights / man
2015/16	20,503	56.2	144%	807	25
2014/15	18,956	51.9	133%	902	21
2013/14	15,861	43.5	111%	951	17

Number of Nights Stayed Per Individual

	1-2 nights	3-7 nights	8-14	15-31	32-61	62+
2015/16	135 (17%)	164 (20%)	106 (13%)	182 (23%)	125 (15%)	95 (12%)
2014/15	142 (16%)	176 (19%)	144 (16%)	238 (26%)	131 (15%)	71 (8%)
2013/14	186 (20%)	202 (21%)	155 (16%)	232 (24%)	139 (15%)	37 (4%)

Number of Individuals per Number of Admissions

	1 admission	2 admissions	3 admissions	4 admissions	5+ admissions
2015/16	424 (53%)	155 (19%)	75 (9%)	44 (5%)	109 (14%)
2014/15	491 (55%)	192 (21%)	81 (9%)	47 (5%)	91 (10%)
2013/14	538 (57%)	181 (19%)	79 (8%)	69 (7%)	84 (9%)

Age	2013/14	%	2014/15	%	2015/16	%
16-24 years	183	19.20	162	18	151	19
25-49	557	58.45	555	61.5	487	60
50-64	181	18.99	162	18	146	18
65 +	32	3.36	23	2.5	23	3
<b>TOTAL</b>	<b>953</b>	<b>100</b>	<b>902</b>	<b>100</b>	<b>807</b>	<b>100</b>

Year	Individual Meals	Av/day
2011/12	23,128	63
2012/13	25,719	70
2013/14	21,716	60
2014/15	23,739	65
2015/16	24,343	67

## CREATING A RIPPLE EFFECT OF VOLUNTEERISM

*"Feeling gratitude and not expressing it, is like wrapping a gift and not giving it." – William Arthur Ward.*

Volunteers are a part of the Ripple effect. This was the theme for the 2015 National Volunteer Week. The individual and collective efforts of volunteers has a huge impact on the work of House of Friendship (HOF) and on our community. Volunteers are building a healthy community where all can belong and thrive.

Many persons donate their time and skills. The majority of our volunteers are involved in the Emergency Food Hampers Program, Christmas Hamper Program (December only), Chandler-Mowat Community Centre, Sunnydale Community Centre, Kingsdale Community Centre and the Courtland-Shelley Community Centre. There are also volunteers involved with the Summer Camp Program, Cramer House, Charles Street Men's Shelter, Supportive Housing Programs and the Alcontrol Program. In addition to 600 Christmas Hamper Volunteers, we have approximately 300 volunteers that contribute regularly to other programs. Volunteers also contribute to special events during the year. We estimate that volunteers contribute almost 50,000 hours of labour annually to the mission of HOF.

Each April, during National Volunteer Week, we host a Volunteer Recognition Dinner. In 2015, approximately 135 volunteers, their spouses and friends were treated to a delicious meal. Certificates were given to volunteers for 5, 10, and 15 years of service. Barb Jantzi, Dennis Martin, Leonard Punambolam, Gloria Shantz, Ken Shultz, Norm Warren, Marg Warren and Tracey Winger received a certificate for their 5 years of service. Roy Bauman, Connie Becker, Amie Drummond, Pamela Johnston and Oscar Weber received a certificate for 10 years. Edward Hiebert, Katharina Hiebert, Devon Staub and Steinmann Mennonite Church for 15 years; Michael Kuntz for 20 years of volunteer work with the Food Hamper Program; and, Carl Buschert for his 25 years of work for his volunteer work with the Christmas Hamper Program. We are very fortunate to have such dedicated volunteers. We offer a special thanks to all of our volunteers for their very important donation of time and skills. Thanks also to the many staff who supervise them in our various programs.

*Anthony Bender  
Community Services Director*

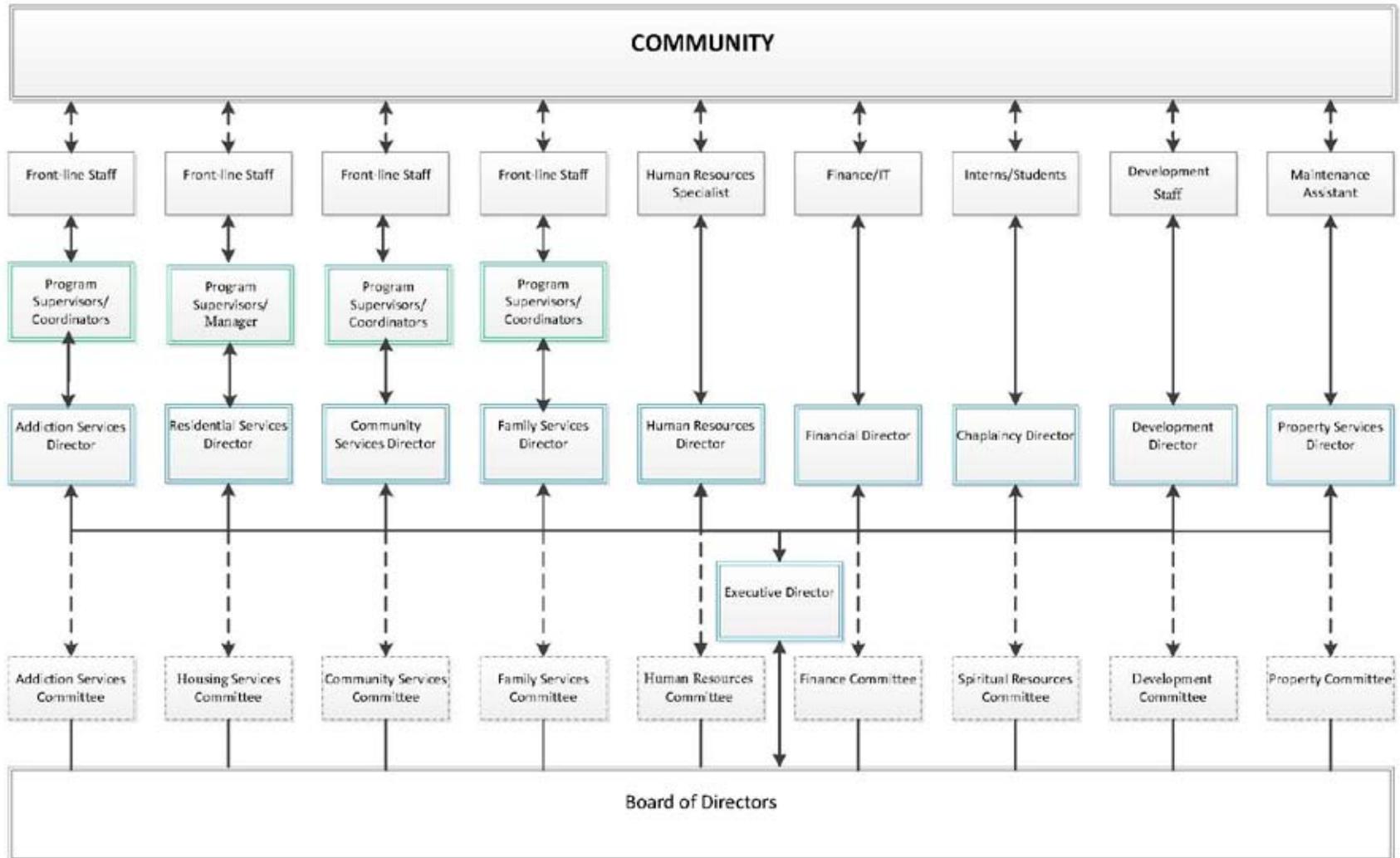


### **Volunteer With Us!**

To learn more about volunteer opportunities, please contact the Community Services Director:  
**519-742-8327 x335** or **[volunteering@houseoffriendship.org](mailto:volunteering@houseoffriendship.org)**



# Organizational Chart 2016



**BOARD OF DIRECTORS**

Mary Friesen  
*President*

Keith Cressman  
*Treasurer*  
*Finance Committee Chair*

Sharon Feldmann  
*Addiction Services Committee Chair*

Lester Kehl  
*Spiritual Resources Committee Chair*

Brian Knight  
*Housing Services Committee Chair*

Dennis Martin  
*Community Services Committee Chair*

Elizabeth Payne  
*Development Committee Chair*

Elna Robertson  
*Family Services Committee Chair*

Dave Snyder  
*Property Committee Chair*

Grace Sudden  
*Human Resources Committee Chair*

**Addiction Services Committee**

Janaki Bandara  
Sharon Feldmann, Chair  
Mabel Hunsberger  
Devon Krainer  
Brenda Leis  
*Pam McIntosh, Staff*  
*John Neufeld, Staff*

**Family Services Committee**

Elna Robertson, Chair  
Andrea Brunsting  
Mary Ann Clark  
Joyce Jantzi  
Kate McDougall  
Margaret Murison  
Marg Warren  
*Doris Martin, Staff*  
*John Neufeld, Staff*

**Human Resources Committee**

Grace Sudden, Chair  
Craig Cressman-Anderson  
Art Dyck  
Philip Mills  
Sandra O'Hagan  
Grant Scott  
*Amy Weaver, Staff*  
*John Neufeld, Staff*

**Community Services Committee**

Dennis Martin, Chair  
Eric Bauman  
Gladys Brubacher  
Leon Frey  
Jen Kuhl  
Mike Kuhl  
*Tony Bender, Staff*  
*John Neufeld, Staff*

**Finance Committee**

Keith Cressman, Chair  
Jono Cullar  
Roger Kehl  
Ed Ruppe  
Susan Schmitz  
Glenn Stewart  
*Jackie Keller, Staff*  
*John Neufeld, Staff*

**Property Committee**

Dave Snyder, Chair  
Don McKinnon  
Gordon Roth  
Bruce Weber  
*Colin MacIntosh, Staff*  
*John Neufeld, Staff*

**Development Committee**

Elizabeth Payne, Chair  
Karen Cross  
Jessica Kuepfer  
Michael Groff  
Alex Dilts  
*Christine Rier, Staff*  
*John Neufeld, Staff*

**Housing Services Committee**

Brian Knight  
Frank Chisholm  
Arlene Martin  
Art Mueller  
*Ron Flaming, Staff*  
*John Neufeld, Staff*

**Spiritual Resources Committee**

Lester Kehl, Chair  
Sandy Milne  
John Rempel  
Sue Steiner  
John Loughheed  
*Michael Hackbusch, Staff*  
*John Neufeld, Staff*



## HOUSE OF FRIENDSHIP OPERATING BUDGET 2016/17

	2014/15 Audited	2015/16 Budget	2015/16 Audited	\$ Change Audited vs Budget	2016/17 Budget	\$ Change Budget vs Audited	\$ Change Budget vs. Budget
<b>INCOME</b>							
REGION-FEE FOR SERVICE	1,723,166	1,856,638	1,886,590	29,952	<b>1,950,851</b>	64,261	94,213
REGION-NON-PROFIT HOUSING	501,725	517,955	500,515	-17,440	<b>525,611</b>	25,096	7,656
ONTARIO GOV'T	2,387,335	2,244,434	2,304,433	59,999	<b>2,344,434</b>	40,001	100,000
FEDERAL GOV'T & CMHC	11,462	11,462	11,462	-0	<b>11,462</b>	0	0
MUNICIPAL GOV'T	107,964	121,764	126,777	5,013	<b>122,772</b>	-4,005	1,008
CLIENT INCOME	378,933	374,200	364,141	-10,059	<b>367,500</b>	3,359	-6,700
OTHER GRANTS & AGREEMENTS	0	418,104	205,531	-212,573	<b>481,000</b>	275,469	62,896
FRIENDSHIP FUND INCOME	25,000	25,000	25,000	0	<b>25,000</b>	0	0
MISC. INCOME	43,500	27,400	42,305	14,905	<b>27,000</b>	-15,305	-400
UNITED WAY	340,400	340,400	340,400	0	<b>340,400</b>	0	0
PROGRAM-DESIG.DONATIONS	602,066	507,000	659,041	152,041	<b>558,000</b>	-101,041	51,000
GENERAL DONATIONS	793,859	695,000	673,156	-21,844	<b>745,000</b>	71,844	50,000
<b>TOTAL INCOME</b>	<b>6,915,410</b>	<b>7,139,357</b>	<b>7,139,350</b>	<b>-7</b>	<b>7,499,030</b>	<b>359,680</b>	<b>359,673</b>
Memo only -- Base Budget Donations	1,395,925	1,202,000	1,255,279	53,279	<b>1,303,000</b>	47,721	101,000
<b>EXPENSES</b>							
WAGES	3,823,468	4,355,644	4,314,455	-41,189	<b>4,680,733</b>	366,278	325,089
BENEFITS	718,146	801,406	746,793	-54,613	<b>873,749</b>	126,956	72,343
OTHER LABOUR	49,391	47,300	41,070	-6,230	<b>22,200</b>	-18,870	-25,100
STAFF EDUCATION	34,659	49,575	45,638	-3,937	<b>47,850</b>	2,212	-1,725
FOOD	233,514	276,875	273,548	-3,327	<b>318,780</b>	45,232	41,905
PROGRAM	176,568	190,525	193,109	2,584	<b>205,420</b>	12,311	14,895
VEHICLES & TRANS	87,027	84,200	89,689	5,489	<b>84,900</b>	-4,789	700
MORTGAGE & RENT	398,471	376,702	359,976	-16,726	<b>361,628</b>	1,652	-15,074
UTILITIES	172,171	187,975	162,826	-25,149	<b>193,600</b>	30,774	5,625
INSURANCE	58,825	59,176	61,952	2,776	<b>59,749</b>	-2,203	573
MAINT & REPAIR	261,888	210,119	303,220	93,101	<b>212,603</b>	-90,617	2,484
MAJOR MTCE & EQUIPMENT	74,560	0	0	0	<b>0</b>	0	0
EQUIP & FURN	81,099	43,600	45,486	1,886	<b>43,100</b>	-2,386	-500
CONSUMABLE SUPPLIES	46,254	44,798	48,427	3,629	<b>62,650</b>	14,223	17,852
OFFICE SUPPLIES & SERVICES	12,380	12,850	14,846	1,996	<b>13,100</b>	-1,746	250
COMPUTER SUPPLIES & SERVICES	28,661	34,950	43,444	8,494	<b>38,700</b>	-4,744	3,750
POSTAGE	30,803	36,100	35,820	-280	<b>31,100</b>	-4,720	-5,000
PRINTING-EXTERNAL	33,712	37,050	34,425	-2,625	<b>38,250</b>	3,825	1,200
PRINTING-INTERNAL	8,955	10,200	9,046	-1,154	<b>9,450</b>	404	-750
TELEPHONE	35,297	32,970	35,433	2,463	<b>31,700</b>	-3,733	-1,270
INTEREST & BANK CHRGS	7,973	7,500	8,328	828	<b>10,000</b>	1,672	2,500
AUDIT FEES	15,423	19,495	20,255	760	<b>19,500</b>	-755	5
OTHER PROF. FEES	27,804	28,825	34,848	6,023	<b>19,000</b>	-15,848	-9,825
SPECIAL EVENTS	0	27,000	21,476	-5,524	<b>25,000</b>	3,524	-2,000
MISC. EXPENSE	77,149	50,115	65,728	15,613	<b>46,466</b>	-19,262	-3,649
RESERVE EXPENSE	404,450	114,407	126,325	11,918	<b>49,802</b>	-76,523	-64,605
<b>TOTAL EXPENSES</b>	<b>6,898,647</b>	<b>7,139,357</b>	<b>7,136,163</b>	<b>-3,194</b>	<b>7,499,030</b>	<b>362,867</b>	<b>359,673</b>
NET REV.FROM NON-BASE PROJECTS**	28,580	0	349	349	<b>0</b>	-349	0
<b>NET INCOME /(EXPENSES)</b>	<b>45,343</b>	<b>0</b>	<b>3,535</b>	<b>3,535</b>	<b>0</b>	<b>-3,535</b>	<b>0</b>

\*\* Non-Base Projects contribute; but are not budgeted in detail due to unpredictability

### CHANGE IN NET ASSETS

OPENING BALANCE	-122,694	-77,350	-77,350		<b>-73,815</b>
CURRENT YEAR - INCR /(DECR)	45,343	0	3,535		<b>0</b>
CLOSING BALANCE	-77,350	-77,350	-73,815		<b>-73,815</b>

**HOUSE OF FRIENDSHIP OF KITCHENER**  
**FINANCIAL STATEMENTS**  
**MARCH 31, 2016**

INDEX

Independent Auditors' Report

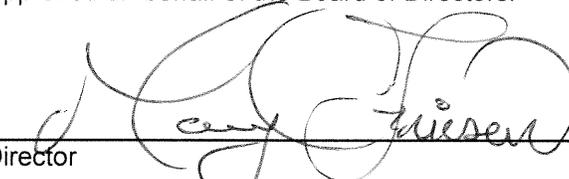
Statement 1 Statement of Financial Position

Statement 2 Statement of Operations and Change in Net Assets

Statement 3 Statement of Cash Flows

Notes to the Financial Statements

Approved on behalf of the Board of Directors:

  
\_\_\_\_\_  
Director

  
\_\_\_\_\_  
Director



## INDEPENDENT AUDITORS' REPORT

To the Directors of House of Friendship of Kitchener

### Report on the Financial Statements

We have audited the accompanying financial statements of House of Friendship of Kitchener which comprise the statement of financial position as at March 31, 2016, the statement of operations and change in net assets, and the statement of cash flows, for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian Accounting Standards for Not-for-profit Organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

### Basis of Qualified Opinion

In common with many charitable organizations, House of Friendship of Kitchener derives a portion of its revenues from the general public in the form of donations and fundraising events the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of revenues from these sources was limited to accounting for the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to revenues, net income (deficit), assets or net assets.

### Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis of Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of House of Friendship of Kitchener as at March 31, 2016 and its results of operations and cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-profit Organizations.

Chartered Professional Accountants  
Licensed Public Accountants  
Kitchener, ON  
May 28, 2016

**Cardy Winters & Simon LLP**  
Chartered Professional Accountants  
Suite 103 - 630 Riverbend Drive, Kitchener, ON N2K 3S2  
Tel: (519) 744-4030 • Fax: (519) 579-7576 • www.cwsca.ca

**HOUSE OF FRIENDSHIP OF KITCHENER****STATEMENT OF FINANCIAL POSITION****AS AT MARCH 31, 2016**

(the accompanying notes are an integral part of the financial statements)

	<b>2016</b>					<b>2015</b>				
	<u>Operating Fund</u>	<u>Capital Fund</u>	<u>Reserve Funds</u> (note 2)	<u>Friendship Fund</u> (note 8)	<u>Total</u>	<u>Operating Fund</u>	<u>Capital Fund</u>	<u>Reserve Funds</u> (note 2)	<u>Friendship Fund</u> (note 8)	<u>Total</u>
<b>ASSETS</b>										
<b>CURRENT</b>										
Cash and cash equivalents	1,354,531	170,418	17,518	0	1,542,467	1,316,020	241,073	193,015	0	1,750,108
Accounts receivable	146,379	18,769	0	0	165,148	157,757	10,822	0	0	168,579
Prepaid expenses	61,621	0	0	0	61,621	47,529	0	0	0	47,529
Investments (note 2)	0	1,227,467	377,923	495,899	2,101,289	0	1,170,301	326,091	533,549	2,029,941
	<u>1,562,531</u>	<u>1,416,654</u>	<u>395,441</u>	<u>495,899</u>	<u>3,870,525</u>	<u>1,521,306</u>	<u>1,422,196</u>	<u>519,106</u>	<u>533,549</u>	<u>3,996,157</u>
<b>INVESTMENTS</b> (note 2)	0	900,000	257,340	0	1,157,340	0	700,000	149,000	0	849,000
<b>PROPERTY AND EQUIPMENT</b> (note 3)	0	7,723,686	0	0	7,723,686	0	7,899,797	0	0	7,899,797
	<u>\$1,562,531</u>	<u>\$10,040,340</u>	<u>\$652,781</u>	<u>\$495,899</u>	<u>\$12,751,551</u>	<u>\$1,521,306</u>	<u>\$10,021,993</u>	<u>\$668,106</u>	<u>\$533,549</u>	<u>\$12,744,954</u>
<b>LIABILITIES</b>										
<b>CURRENT</b>										
Accounts payable	631,025	20,242	0	0	651,267	794,158	0	0	0	794,158
Government remittance payable	142,231	0	0	0	142,231	88,405	0	0	0	88,405
Deferred income (note 4)	863,088	0	0	0	863,088	716,092	0	0	0	716,092
Current long-term debt (note 5)	0	872,389	0	0	872,389	0	2,249,864	0	0	2,249,864
	<u>1,636,344</u>	<u>892,631</u>	<u>0</u>	<u>0</u>	<u>2,528,975</u>	<u>1,598,655</u>	<u>2,249,864</u>	<u>0</u>	<u>0</u>	<u>3,848,519</u>
<b>LONG-TERM</b> (note 5)	0	2,701,893	0	0	2,701,893	0	1,590,700	0	0	1,590,700
<b>TOTAL LIABILITIES</b>	<u>1,636,344</u>	<u>3,594,524</u>	<u>0</u>	<u>0</u>	<u>5,230,868</u>	<u>1,598,655</u>	<u>3,840,564</u>	<u>0</u>	<u>0</u>	<u>5,439,219</u>
<b>NET ASSETS</b>										
Unrestricted	(73,813)	0	0	0	(73,813)	(77,349)	0	0	0	(77,349)
Externally restricted	0	148,848	388,756	495,899	1,033,503	0	0	404,945	533,549	938,494
Internally restricted	0	2,147,564	264,025	0	2,411,589	0	2,122,196	263,161	0	2,385,357
Invested in property and equipment	0	4,149,404	0	0	4,149,404	0	4,059,233	0	0	4,059,233
	<u>(73,813)</u>	<u>6,445,816</u>	<u>652,781</u>	<u>495,899</u>	<u>7,520,683</u>	<u>(77,349)</u>	<u>6,181,429</u>	<u>668,106</u>	<u>533,549</u>	<u>7,305,735</u>
	<u>\$1,562,531</u>	<u>\$10,040,340</u>	<u>\$652,781</u>	<u>\$495,899</u>	<u>\$12,751,551</u>	<u>\$1,521,306</u>	<u>\$10,021,993</u>	<u>\$668,106</u>	<u>\$533,549</u>	<u>\$12,744,954</u>

**HOUSE OF FRIENDSHIP OF KITCHENER**  
**STATEMENT OF OPERATIONS AND CHANGE IN NET ASSETS**  
**FOR THE YEAR ENDED MARCH 31, 2016**

(the accompanying notes are an integral part of the financial statements)

	2016					2015				
	<u>Operating Fund</u>	<u>Capital Fund</u>	<u>Reserve Funds</u>	<u>Friendship Fund</u>	<u>Total</u>	<u>Operating Fund</u>	<u>Capital Fund</u>	<u>Reserve Funds</u>	<u>Friendship Fund</u>	<u>Total</u>
<b>REVENUES</b>										
Donations (general, designated, events)	1,255,279	0	0	0	1,255,279	1,239,731	0	0	0	1,239,731
Incremental project-specific funding	39,372	225,075	0	0	264,447	97,850	128,241	0	0	226,091
United Way	340,400	0	0	0	340,400	340,400	0	0	0	340,400
Region of Waterloo	2,164,181	220,285	41,607	0	2,426,073	2,097,943	168,197	40,456	0	2,306,596
Municipal governments	126,777	0	0	0	126,777	107,964	0	0	0	107,964
Provincial government	2,252,698	52,035	0	0	2,304,733	2,378,004	71,497	0	0	2,449,501
Federal government	16,095	11,462	0	0	27,557	17,337	11,462	0	0	28,799
Client income	364,255	0	0	0	364,255	379,484	0	0	0	379,484
Other grants and income	237,185	0	0	0	237,185	39,545	0	0	0	39,545
Investment income (loss)	11,403	28,599	7,459	(12,650)	34,811	10,581	39,749	13,763	52,773	116,866
Bequests	76,918	0	0	0	76,918	156,194	37,586	0	0	193,780
	6,884,563	537,456	49,066	(12,650)	7,458,435	6,865,033	456,732	54,219	52,773	7,428,757
<b>EXPENSES</b>										
Wages and benefits	5,176,862	0	0	0	5,176,862	4,782,997	0	0	0	4,782,997
Client services	515,062	0	0	0	515,062	466,512	0	0	0	466,512
Vehicle	89,696	0	0	0	89,696	87,492	0	0	0	87,492
Facilities	859,173	0	0	0	859,173	860,649	0	0	0	860,649
Office, administration, special projects	268,563	9,725	0	0	278,288	238,209	17,532	0	0	255,741
Professional fees	55,103	0	0	0	55,103	43,227	0	0	0	43,227
Amortization	0	269,303	0	0	269,303	0	264,618	0	0	264,618
	6,964,459	279,028	0	0	7,243,487	6,479,086	282,150	0	0	6,761,236
<b>NET INCOME (DEFICIT)</b>	(79,896)	258,428	49,066	(12,650)	214,948	385,947	174,582	54,219	52,773	667,521
Interfund transfers (note 9):										
Programs and projects	168,150	(70,959)	(72,191)	(25,000)	0	29,225	0	(4,225)	(25,000)	0
Discretionary transfers	0	0	0	0	0	(125,000)	50,000	75,000	0	0
Reserve funding	(7,800)	0	7,800	0	0	(7,800)	0	7,800	0	0
Capital assets purchased - unfunded	0	0	0	0	0	(3,791)	3,791	0	0	0
Mortgage principal repaid - unfunded	0	0	0	0	0	(2,043)	2,043	0	0	0
Ann St reserve fund	0	0	0	0	0	(75,000)	0	75,000	0	0
Bequests	(76,918)	76,918	0	0	0	(156,194)	156,194	0	0	0
<b>CHANGE IN NET ASSETS</b>	3,536	264,387	(15,325)	(37,650)	214,948	45,344	386,610	207,794	27,773	667,521
<b>NET ASSETS - opening</b>	(77,349)	6,181,429	668,106	533,549	7,305,735	(122,693)	5,794,819	460,312	505,776	6,638,214
<b>NET ASSETS - closing</b>	(\$73,813)	\$6,445,816	\$652,781	\$495,899	\$7,520,683	(\$77,349)	\$6,181,429	\$668,106	\$533,549	\$7,305,735

**HOUSE OF FRIENDSHIP OF KITCHENER****STATEMENT OF CASH FLOWS****FOR THE YEAR ENDED MARCH 31, 2016**

(the accompanying notes are an integral part of the financial statements)

SOURCES (USES) OF CASH:	2016					2015				
	<u>Operating Fund</u>	<u>Capital Fund</u>	<u>Reserve Funds</u>	<u>Friendship Fund</u>	<u>Total</u>	<u>Operating Fund</u>	<u>Capital Fund</u>	<u>Reserve Funds</u>	<u>Friendship Fund</u>	<u>Total</u>
<b>OPERATING ACTIVITIES</b>										
Net income for the year	(79,896)	258,428	49,066	(12,650)	214,948	385,947	174,582	54,219	52,773	667,521
Items not affecting cash										
Amortization	0	269,303	0	0	269,303	0	264,618	0	0	264,618
Change in accounts receivable	11,378	(7,947)	0	0	3,431	(67,388)	42,614	0	0	(24,774)
Change in prepaid expenses	(14,092)	0	0	0	(14,092)	3,575	0	0	0	3,575
Change in accounts payable	(109,307)	20,242	0	0	(89,065)	(26,821)	(37,218)	0	0	(64,039)
Change in deferred income	146,996	0	0	0	146,996	(47,594)	0	0	0	(47,594)
	(44,921)	540,026	49,066	(12,650)	531,521	247,719	444,596	54,219	52,773	799,307
<b>INVESTING ACTIVITIES</b>										
Investments purchased	0	(767,257)	(238,565)	0	(1,005,822)	0	(428,048)	(58,456)	(27,773)	(514,278)
Investments matured	0	510,091	78,393	37,650	626,134	0	345,578	33,999	0	379,578
Property and equipment purchased	0	(93,192)	0	0	(93,192)	0	(66,772)	0	0	(66,772)
	0	(350,358)	(160,172)	37,650	(472,880)	0	(149,242)	(24,457)	(27,773)	(201,472)
<b>FINANCING ACTIVITIES</b>										
Allocations from (to) other funds	83,432	5,959	(64,391)	(25,000)	0	(340,603)	212,028	153,575	(25,000)	0
Long-term debt repaid	0	(266,282)	0	0	(266,282)	0	(267,233)	0	0	(267,233)
	83,432	(260,323)	(64,391)	(25,000)	(266,282)	(340,603)	(55,205)	153,575	(25,000)	(267,233)
<b>CHANGE FOR THE YEAR</b>	38,511	(70,655)	(175,497)	0	(207,641)	(92,884)	240,149	183,337	0	330,602
<b>CASH AND CASH EQUIVALENTS - opening</b>	1,316,020	241,073	193,015	0	1,750,108	1,408,904	924	9,678	0	1,419,506
<b>CASH AND CASH EQUIVALENTS - closing</b>	\$1,354,531	\$170,418	\$17,518	\$0	\$1,542,467	\$1,316,020	\$241,073	\$193,015	\$0	\$1,750,108

# HOUSE OF FRIENDSHIP OF KITCHENER

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2016

### STATUS AND NATURE OF ACTIVITIES

Founded in 1939, **House of Friendship of Kitchener (House of Friendship)** is a social service charity that envisions a healthy community where all can belong and thrive. We strengthen people and communities by being there when needed, speaking up and working together. This is a mission that we share with many local member churches, faith groups, partner agencies, businesses, groups, and individuals. Each year, we serve over 42,000 people living on low income in Waterloo Region, through four program areas that focus on: Supporting Healthy Lives (Addiction Services); Assisting and Feeding Those In Need (Community Services); Building Strong Families and Strong Communities (Family Services); and Providing Shelter and Supportive Housing (Residential services). House of Friendship is incorporated without share capital, and as a registered charity, is exempt from income tax.

### 1. ACCOUNTING POLICIES

#### Basis of presentation

These financial statements have been prepared using Canadian Accounting Standards for Not-for-profit Organizations.

#### Fund Accounting

House of Friendship of Kitchener uses fund accounting to maintain its books and records. Fund accounting comprises the collective accounting procedures which result in a self-balancing set of accounts for each fund established by legal, contractual or voluntary actions.

**Operating Fund** - This fund reflects the assets, liabilities, revenues and expenses related to program delivery and administrative activities.

**Capital Fund** - This fund reflects the assets, liabilities, revenues and expenses related to property, equipment and long-term investments. The Board has restricted use of the investments and current assets for capital related transactions. The Board has a policy of transferring undesignated bequests to the Capital Fund.

**Reserve Funds** - These reserves were established to accumulate funds to finance expected future capital maintenance costs at the respective properties. Contributions to and disbursements from the Eby Village and the 63 Charles Street reserves are governed by specific funding agreements for the respective properties. Contributions to and disbursements from the remaining reserve funds are made at the Board's discretion.

**Friendship Fund** - This fund reflects funds which are held in trust for the organization. These funds have both a Revocable and an Irrevocable component. The terms of the Irrevocable portion of the trust restrict access to the capital until the trust agreement is terminated and ten years has elapsed since the last contribution to the fund, at which point the House of Friendship may direct payment of the capital remaining in the fund to the charity of its choice. The assets held in the Irrevocable portion of the fund at the end of the fiscal year, are not reflected on the statement of financial position because access to the assets is substantially restricted. The assets reflected on the statement of financial position represent only the assets held in the Revocable component of the fund. Income earned by both the Irrevocable and the Revocable components of this fund are received annually and used as needed to support community outreach programs.

#### Revenue recognition

House of Friendship uses the restricted fund method of accounting for restricted contributions, whereby contributions designated to non-operating funds are reflected as income when received or receivable, and to the extent they are unexpended, reflected as restricted net assets on the statement of financial position. Restricted contributions received or receivable by the Operating Fund are reflected as deferred income until spent as designated. Due to difficulty in establishing a fair value, non-monetary contributions such as food, supplies and services, are not reflected in the financial statements

**HOUSE OF FRIENDSHIP OF KITCHENER**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**MARCH 31, 2016**

Cash and cash equivalents

Cash and cash equivalents include cash on hand and in bank accounts, plus investments with a term of 90 days or less.

Property and equipment

Property and equipment are reflected at cost, which is amortized at the following annual rates:

Buildings and leasehold improvements	over 40 years, calculated on a straight-line basis
Furniture and equipment	over 5 years, calculated on a straight-line basis
Vehicles	over 7 years, calculated on a straight-line basis

Use of estimates

The preparation of financial statements in accordance with Canadian Accounting Standards for Not-for-profit Organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amount of revenues and expenses during the reporting period. These estimates are reviewed periodically, and, as adjustments become necessary, they are reported in earnings in the period in which they become known. Actual results could differ from those estimates.

Financial instruments

A financial instrument is a contract that creates a financial asset for one entity and a financial liability or equity instrument of another. Financial assets and liabilities are initially measured at fair value, except for non-arm's length transactions, if any. The organization subsequently measures all its financial assets and financial liabilities at amortized cost, except for investments in equity instruments with quoted fair values in an active market, if any, which are measured at fair value. Changes in fair value are recognized in net income. Financial assets measured at cost are tested for impairment when there are indicators of impairment. The amount of any write-down is recognized on the statement of operations and changes in net assets. Any previously recognized impairment losses may be reversed and reflected as income to the extent of improvement. Transaction costs are recognized in net income in the period incurred. However, financial instruments that will not be subsequently measured at fair value are adjusted by the transaction costs that are directly attributable to their origination, issuance or assumption.

**2. FINANCIAL INSTRUMENTS**

	<u>2016</u>	<u>2015</u>
Financial assets:		
Investments		
Carried at fair value - equity investments	967,957	783,640
Carried at amortized cost - fixed term securities with rates between 1.7% and 2.6%	1,133,332	1,246,301
<b>Investments reflected as current assets</b>	<b>2,101,289</b>	<b>2,029,941</b>
Cash and fixed term securities bearing interest at rates between 1.7% and 2.6%:		
Maturing in the forthcoming fiscal year +1	423,000	291,000
Maturing in the forthcoming fiscal year +2	271,340	358,000
Maturing in the forthcoming fiscal year +3	223,000	100,000
Maturing in the forthcoming fiscal year +4	240,000	100,000
<b>Investments reflected as non-current assets</b>	<b>1,157,340</b>	<b>849,000</b>
<b>Other financial assets carried at amortized cost</b>	<b>1,707,615</b>	<b>1,918,687</b>
<b>Total financial assets</b>	<b>\$4,966,244</b>	<b>\$4,797,628</b>

As in the prior year, management believes the organization does face some interest rate and market risk with respect to its investments, in that, changes in market interest rates and changes in equity markets could impact the value of investments held by the organization. As in the prior year, management believes it does not face any significant credit, currency or liquidity risk with respect to its financial instruments.

# HOUSE OF FRIENDSHIP OF KITCHENER

## NOTES TO THE FINANCIAL STATEMENTS

MARCH 31, 2016

### 2. FINANCIAL INSTRUMENTS (continued)

The following assets are held in capital replacement reserves.

	<u>Opening Balance</u>	<u>Income</u>	<u>Transfers In</u>	<u>Transfers Out</u>	<u>Closing Balance</u>
63 Charles Street	124,317	2,886	5,400	0	132,603
174 King Street	86,875	2,178	0	(4,277)	84,776
Eby Village	280,628	43,439	0	(67,914)	256,153
Charles Village	101,286	563	2,400	0	104,249
Ann Street	75,000	0	0	0	75,000
<b>Closing Balance</b>	<b>\$668,106</b>	<b>\$49,066</b>	<b>\$7,800</b>	<b>(\$72,191)</b>	<b>\$652,781</b>

### 3. PROPERTY AND EQUIPMENT

	<u>2016</u>		<u>2015</u>	
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net Book Value</u>	<u>Net Book Value</u>
Land:				
- 51 Charles St. E., Kitchener	32,036	0	32,036	32,036
- 55 Charles St. E., Kitchener	67,092	0	67,092	67,092
- 63 Charles St. E., Kitchener	165,147	0	165,147	165,147
- 75 Charles St. E., Kitchener	76,367	0	76,367	76,367
- 85 Wilhelm St., Kitchener	87,000	0	87,000	87,000
- 174 King St. N., Waterloo	74,542	0	74,542	74,542
- 29 Central St., Waterloo	21,546	0	21,546	21,546
- 50 Eby St., Kitchener	1,000,849	0	1,000,849	1,000,849
- 807 Guelph St., Kitchener	66,283	0	66,283	66,283
- 71 Ann St., Kitchener	400,000	0	400,000	400,000
	<b>1,990,862</b>	<b>0</b>	<b>1,990,862</b>	<b>1,990,862</b>
Buildings and leasehold improvements:				
- 51 Charles St. E., Kitchener	96,108	54,582	41,526	43,929
- 55 Charles St. E., Kitchener	210,855	116,835	94,020	99,291
- 63 Charles St. E., Kitchener	495,443	274,771	220,672	233,058
- 75 Charles St. E., Kitchener	2,433,579	870,489	1,563,090	1,623,929
- 85 Wilhelm St., Kitchener	192,542	53,516	139,026	143,840
- 174 King St. N., Waterloo	240,590	124,024	116,566	105,193
- 29 Central St., Waterloo	64,638	35,849	28,789	30,405
- 50 Eby St., Kitchener	3,094,542	1,709,625	1,384,917	1,462,281
- 807 Guelph St., Kitchener	267,804	123,032	144,772	107,003
- 71 Ann St., Kitchener	2,055,998	166,779	1,889,219	1,907,363
	<b>9,152,099</b>	<b>3,529,502</b>	<b>5,622,597</b>	<b>5,756,292</b>
Furniture and equipment	116,324	75,808	40,516	61,597
Vehicles	159,662	89,951	69,711	91,046
	<b>\$11,418,947</b>	<b>\$3,695,261</b>	<b>\$7,723,686</b>	<b>\$7,899,797</b>

### 4. SERVICE CONTRACTS AND DESIGNATED FUNDING

House of Friendship has service contracts with the Region of Waterloo, the Ministry of Health, and the Ministry of Community, Family & Children's Services. One requirement of the contracts is the production by management of annual financial statements, which disclose a summary by service of all revenues and expenditures and any resulting surplus or deficit that relates to the contract. Any surpluses are reflected as Deferred Income on the Operating Fund Balance Sheet. In addition, the House of Friendship of Kitchener receives donations which are designated for specific programs. These funds are also reflected as deferred income until spent as designated.

**HOUSE OF FRIENDSHIP OF KITCHENER**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**MARCH 31, 2016**

**4. SERVICE CONTRACTS AND DESIGNATED FUNDING (continued)**

	<u>Opening Deferred Income</u>	<u>Funds Received</u>	<u>Funds Spent</u>	<u>Closing Deferred Income</u>
Purchase of services:				
Region of Waterloo	135,014	2,376,329	2,426,073	85,270
Municipal	15,750	111,027	126,777	0
Province	0	2,304,733	2,304,733	0
Federal	0	27,557	27,557	0
Other designated donations and grants	565,328	395,197	182,707	777,818
	<u>\$716,092</u>	<u>\$5,214,843</u>	<u>\$5,067,847</u>	<u>\$863,088</u>

**5. LONG-TERM DEBT**

	<u>2016 Interest paid</u>	<u>2015 Interest paid</u>	<u>2016 Balance</u>	<u>2015 Balance</u>
Mortgages payable:				
63 Charles St. E. - 4.42%, payable \$2,315 principal and interest monthly, due March 1, 2017	1,719	2,831	27,271	53,326
Eby Village - 2.69%, payable \$20,360 principal and interest monthly, due June 1, 2020	60,143	113,677	1,972,672	2,160,864
Ann St. - 3.25%, payable \$3,295 principal and interest monthly, due January 2017	22,501	25,802	651,339	703,374
	<u>84,363</u>	<u>142,310</u>	<u>2,651,282</u>	<u>2,917,564</u>
Forgivable Loans - Charles Village:				
Province of Ontario - Ministry of Municipal Affairs and Housing			593,000	593,000
Regional Municipality of Waterloo			330,000	330,000
			<u>3,574,282</u>	<u>3,840,564</u>
Current portion of long-term debt			872,389	2,249,864
Long-term debt due beyond one year			<u>\$2,701,893</u>	<u>\$1,590,700</u>

In 2004, the Province of Ontario - Ministry of Municipal Affairs and Housing and the Regional Municipality of Waterloo provided forgivable loans to fund the construction of the buildings known as Charles Village. Interest payments are forgiven annually, and principal repayment will be forgiven in 2024, provided House of Friendship of Kitchener complies with the terms of an agreement with the Ministry which defines the nature of the affordable housing to be provided. Principal and interest, calculated at the higher of the current prime rate for a five-year commercial mortgage plus 2% and the interest rate of the first mortgage plus 2%, may be demanded by the Ministry, if the terms of the agreement with the Ministry are not met. The loans are secured by a mortgage on the real estate and chattels, and an assignment of rents and insurance.

All mortgages payable are secured by real estate as indicated.

Projected repayment of the principal amounts of long-term debt are as follows, given the current terms and conditions:

<u>Fiscal Year</u>	
2017	872,389
2018	199,031
2019	204,452
2020	210,020
2021 +	2,088,390
	<u>\$3,574,282</u>

**HOUSE OF FRIENDSHIP OF KITCHENER**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**MARCH 31, 2016**

**6. COMMITMENTS AND CONTRACTUAL OBLIGATIONS**

**Credit Facilities**

House of Friendship has a line of credit available to a maximum of \$200,000 through the Mennonite Savings and Credit Union, which bears interest at prime + 3% and is secured by investments.

**Contractual Obligations**

In the 2011 fiscal year, House of Friendship of Kitchener entered into an agreement with the Region of Waterloo for a renovation grant with respect to its Eby Street housing program which requires the organization to continue to operate the program as an affordable housing project for twenty years subsequent to receipt of the grant.

In February 2016, House of Friendship of Kitchener signed an agreement of purchase in the amount of \$1,170,000 for land and a building, which closes in September 2016, and which they intend to use to facilitate one of their existing programs.

**7. ECONOMIC DEPENDENCE**

The organization receives a significant portion of its funding for several programs from various levels of government. The continuance of many of the organization's programs in their present form is dependent on continued funding from these or similar entities.

**8. FRIENDSHIP FUND**

	<u>2016</u>	<u>2015</u>
Revocable component	495,899	533,549
Irrevocable component	377,528	377,528
	<u>\$873,427</u>	<u>\$911,077</u>

See note 1 for an explanation of revocable versus irrevocable

**9. INTERFUND TRANSFERS**

Programs and projects - represent Board approved transfers to fund expenditures in various Operating Fund programs. Discretionary transfers to capital and reserves - represent Board approved transfers to provide additional reserves in non-Operating Funds.

Reserve funding - represent discretionary funds transferred to finance significant facility costs in the future.

Capital assets purchased - unfunded - represent capital assets purchased with Operating funds.

Mortgage principal repaid - unfunded - represent principal payments on Capital Fund mortgages made by the Operating Fund.

Ann St reserve fund - represents a one-time Board approved transfer to accommodate future costs at Ann St.

Bequests - the organization has a policy of transferring unrestricted bequests to the Capital Fund to fund future capital costs.

**HOUSE OF FRIENDSHIP OF KITCHENER**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**MARCH 31, 2016**

**ADDITIONAL DISCLOSURES**

The following disclosures have been requested by the funders noted, but are not required for fair presentation of the financial statements in accordance with Canadian Accounting Standards for Not-for-profit Organizations

**REGION OF WATERLOO**

**Rental charges:**

Funding agreements with the Region of Waterloo require the following disclosure with respect to the Eby Village program:

	<u>Eby Village</u>	<u>Charles Village</u>
Gross rental charges	489,408	184,406
Rent-geared-to-income subsidy	(443,098)	(54,210)
Vacancy gain (loss)	(9,117)	(4,955)
Net rental charges	<u>\$37,193</u>	<u>\$125,241</u>

**Cash and investments held in the Reserve Fund:**

**63 Charles Street**

	<u>Maturity</u>				<u>Total</u>
	<u>Current</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	
Cash	8,363	0	0	0	8,363
GIC's, 2.1% - 2.45%	52,000	18,000	46,240	8,000	124,240
	<u>\$60,363</u>	<u>\$18,000</u>	<u>\$46,240</u>	<u>\$8,000</u>	<u>\$132,603</u>

**Eby Village**

	<u>Maturity</u>				<u>Total</u>
	<u>Current</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	
Cash	4,232	0	0	0	4,232
PHN Canadian ST Bond-A Fund	251,921	0	0	0	251,921
	<u>\$256,153</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$256,153</u>

**MUNICIPAL FUNDING**

	<u>2016</u>	<u>2015</u>
Purchase of services - City of Kitchener	101,016	83,760
Purchase of services - City of Waterloo	25,761	24,204
	<u>\$126,777</u>	<u>\$107,964</u>