



House of
Friendship

www.houseoffriendship.org

2016-2017 COMMUNITY REPORT



STRONGER
TOGETHER

VISION

A healthy community where
all can belong and thrive.

MISSION

House of Friendship strengthens people and
communities by being there when needed,
speaking up and working together.

VALUES

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

BOARD OF DIRECTORS

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Addiction Services Committee Chair

Elizabeth Payne

Development Committee Chair

Dave Snyder

Property Committee Chair

WELCOME TO OUR NEW COMMUNITY REPORT!

The stories we get to share in this annual report are your stories. You made them possible. They show that we are stronger together. Enjoy reading this while you sit back and reflect on how much impact your generous support has made in the lives of those we are honoured to serve. May you find this new format easy to read and to share with others. And may the values of compassion, inclusion, justice, dignity and hope jump off each page. From our “house” to yours – thank you!

THE ART OF INNOVATION

Our Region was built on innovation. Innovation is not the domain of a particular sector. For communities to thrive, we need a vibrant arts community that infuses and inspires creativity. We need a dynamic tech sector that continues to innovate and give birth to new solutions. We need a health and public good sector that reimagines how to best serve our most vulnerable neighbours. Innovation takes place when all of these intersect as we share a broader vision for a healthy community.

Thanks to your support, House of Friendship has consistently shown innovation in responding to the needs of our neighbours for the past 78 years. This past year, you've provided greater dignity to individuals and families in need of food by supporting the \$750,000 Food Hamper Program renovation. Your support for our community development work paved the way for us to now give leadership to the Family Outreach Program (**familyoutreach.ca**) – a program created to prevent and reduce child poverty throughout Waterloo Region. Your support to address homelessness and provide shelter led to our Charles Street Men's Shelter being chosen as one of six pilot sites across Ontario for the Ministry of the Attorney General's new "Bail Beds" program. Thanks to our partnerships with faith communities like Emmanuel United Church, we were able to create more transitional housing with the opening of Vera's Place, a place for women recovering from substance abuse.

Innovation and progress also present new challenges for our community. For example, the issue

of gentrification in our community will require a great amount of collaboration and vision for the kind of community we want to create for the future. And the opioid crisis, at both a national and local level, has reminded us of the devastating effects of addiction and the need to innovate solutions. So with your support, we will be launching a **Close to Home Capital Campaign** in 2017 to transform men's addiction treatment in our community.

As we co-create and innovate our future together, may we remember Socrates' insight: "The secret of change is to focus all of your energy, not on fighting the old, but on building the new." **We do this work together, ignited by a shared passion to create a healthy community where ALL can belong and thrive!**

With gratitude,



Mary Friesen,
Board President



John Neufeld,
Executive Director

"The best way to predict the future is to invent it." – Alan Kay



FEEDING & ASSISTING THOSE IN NEED

Teresa remembers very well what it was like to visit House of Friendship's Food Hamper Program 20 years ago.

"Like a kick to the pride," said Teresa. "It's hard to feel proud when you come to a place hiding behind an old decrepit house, with garbage strewn all over the place. It looked like a rundown building. It looked like how I felt." **Teresa was thrilled to be a member of the construction team that helped transform the Guelph Street Food Hamper facility, as part of Opening Up Food Hampers, a 2016 renovation project.**

Thanks to your support, the building was transformed from an old print shop into a welcoming, efficient space that offers food hamper recipients more privacy and dignity.

Volunteers and staff continued to serve food hamper recipients during renovations, thanks to gracious support from our partners, the Knights of Columbus and The Food Bank of Waterloo Region, with a "tent city" on the Knights of Columbus property, as well as use of warehouse space at the Food Bank. Teresa's story is an all-too-familiar one. In spite of doing everything she could, there were times when, as a single mother, she could not find enough money to feed her family. "I'm not alone in my struggle," said Teresa.



Now working full-time, Teresa is thankful for the support she received when she needed it the most. She is excited at the transformation that has taken place on Guelph Street.

"This place now commands respect," said Teresa.

To watch how the **Opening Up Food Hampers** project has transformed the way we serve our neighbours in need, visit: [youtube.com/hofnow](https://www.youtube.com/hofnow)



Staff and volunteers at the Guelph Street Food Hamper Program celebrate the renovation of the food hamper building, which allows us to serve our neighbours in need with more dignity and compassion, thanks to supporters like you.

OVER THE PAST YEAR...

**OVER 25,000
HAMPER
SERVED TO OVER
20,000
PEOPLE** 



**40%
RECEIVING
HAMPER
ARE CHILDREN
0-18** 



A DECADE OF COMPASSION

Holiday dinner is now something to share and celebrate for families living on low income or who have hit a difficult season in their life, thanks to the Rotary Turkey Drive. Christmas 2016 marked the Kitchener-Conestoga Rotary Club's 10th year of running the Turkey Drive. In that time it has raised more than \$2.5 million and this year, it helped House of Friendship to add a turkey, halal turkey or ham to over 4,000 Christmas food hampers. In partnership with more than 700 volunteers who pack and deliver food hampers and hand out the frozen turkeys and hams, this program is made possible by a compassionate community coming together to serve over 11,000 of our neighbours in need. Thank you to Kitchener-Conestoga Rotary Club for your passion, compassion and commitment to this community! www.turkeydrive.ca

PROVIDING SHELTER & SUPPORTIVE HOUSING

Char never felt like she belonged. “I grew up in a house with addiction and abuse,” said Char. “You had to be strong, to do it on your own.” The death of her father, along with her mother’s drug addiction, meant that Char was on her own by 18.

Sadly, she wasn’t able to leave the past behind. Struggling with her own addiction, she lost custody of her young son.

It wasn’t until she arrived at Eby Village, one of three supportive housing residences run by House of Friendship, that Char finally found a place to belong. “At first, I didn’t want to be here,” said Char, who moved to Eby Village when she had nowhere else to go. “I was mad at the world, at everyone. I was an angry woman when I got here.”

But with guidance and support from Eby Village staff and fellow residents, Char learned she wasn’t alone.

“Everybody needs help sometime,” said Char. “At the end of the day, it makes a difference.”

Now, Char embraces every chance she has to build community. Char is actively involved in Mabel and Friends, a social enterprise where residents gather together and bake. She also sits on the tenant council and has taken a few college courses to improve her knowledge and skills.

“I like the fact that someone is here – that I can check in when I have a bad day,” said Char. “It’s different living here; you make bonds and you build relationships. I believe in myself more. I know that it’s okay to fail and start over.”

Supportive housing at House of Friendship includes Eby Village, with 64 residents, Charles Village, with 22 residents, and Cramer House with nine residents.



Char, a resident of Eby Village, finds support and belonging with Mabel and Friends.

Housing Services is about more than just putting a roof over someone's head. Residents experience real and meaningful community, where they can belong and thrive, both within the supportive housing units and in the broader community, through activities like these:

DAY TRIPS



ART



EXERCISE



SOCIAL TIME



Saleh, Awach and their children are enjoying their new life in Canada after leaving war-torn Syria, and part of this new life includes making Kiwanis House their home. Originally gifted this home in 2010 by the Kiwanis Club of Kitchener-Waterloo, House of Friendship was pleased to gift it to Reception House Waterloo Region in early 2017.

In March 2017, Ontario Attorney General Yasir Naqvi, along with Kitchener-Centre MPP Daiene Vernile, pictured here with House of Friendship Executive Director John Neufeld in a bedroom at the Charles Street Men's Shelter, announced \$100,000 in funding to pilot a "Bail Beds" program at the shelter. This will allow House of Friendship to walk with those we serve by providing more staff time and involvement for residents dealing with the criminal justice system.



Silver Pledging Partner,
Regional Carbon Initiative:

**OUR GREEN HOUSE GAS
EMISSIONS REDUCTIONS TO DATE: 47 TONNES**

**OUR VISION
OUR DREAM**

A healthy community where all

OUR MISSION. OUR

House of Friendship strengthens people and
needed, speaking up and

**FEEDING
& ASSISTING
THOSE IN NEED**

OVER 600

housecalls per year to
fix major appliances

**MEMBER OF THE
COMMUNITY
FOOD ASSISTANCE
NETWORK**

partnering with The Food Bank of Waterloo Region and
local food providers, including farmers



**House of
Friendship**

**ANNUALLY, WE
42,000 PEOPLE**

**HOME UP TO 95 SINGLE
TO ADULTS**



every dollar invested in supporting the transition from
shelter to stable housing returns \$10.64 in social value

CHARLES STREET MEN'S SHELTER

**UP TO 51 MEN
TO PER NIGHT**

assistance for transitioning into stable housing,
with support to find housing, shelter, meals and
access to basic medical care

**PROVIDING SHELTER
& SUPPORTIVE HOUSING**

WELCOME



**OVER 1
VOLUNTEER
ANNUALLY**

**OVER 25,000
EMERGENCY FOOD HAMPERS
FEEDING OVER 20,000
LOCAL INDIVIDUALS AND
FAMILIES EACH YEAR**



**JANUARY 15
1939**

Official opening dedication
of House of Friendship
'For All Nations'

1964

Christmas Hamper
Program begins

1958

Emergency Food
Hamper Program
starts

1970-79

Summer Camp
Sponsorship, Live &
Learn and 174 King
Street North
established

1980-89

Appliance Repair, Cramer
House, Kiwanis House &
Chandler Mowat Community
Centre begin

**OUR CORE VALUES, OUR COMMON GROUND. INSPIRED BY CHRISTIAN FAITH
COMPASSION • INCLUSION • JUSTICE • DIGNITY • HOPE**

SION.
TEAM.

l can belong and thrive.

OUR PROMISE.

d communities by being there when
working together.



SERVE OVER
LE IN NEED



ME!



000
EERS
ALLY

**OVER 650
MEN & WOMEN**

turn to HOF's addiction treatment programs
annually for support with recovery

**300 WOMEN & MEN
ANNUALLY RECEIVE DAY TREATMENT**



5 programs (residential and day treatment)
offer holistic, evidence-based addiction
treatment services to adult women & men

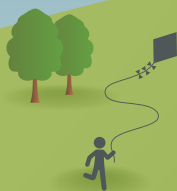


**SUPPORTING
HEALTHY LIVES**

www.houseoffriendship.org

**OVER 100
KIDS**

from families living on low-income play, learn
and grow at Summer Camp each year



**BUILDING STRONG
FAMILIES & COMMUNITIES**



**OVER 40
FAMILIES**

grow healthy food and friendships in 4 community gardens



650

**HOUSEHOLDS
SUPPORTED ANNUALLY THROUGH
OUTREACH PROGRAMS AT**



**4
COMMUNITY CENTRES**

1990-99

Eby Village, Courtland Shelley
Community Centre, Alcontrol &
Sunnydale Community Centre
are established

2000-09

Moving Forward, Kingsdale
Community Centre, Charles Village
and Bridges to Health (women's)
are established

2010-17

Bridges to Health (men's),
Margaret's Centre of Hope,
Addiction Supportive Housing
(ASH), Better Beginnings, Family
Outreach Program and Vera's
Place are established

Continuing to
Build a Healthier
Community

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

Visit us today at www.houseoffriendship.org



**House of
Friendship**

SUPPORTING RECOVERY & HEALTHY LIVING

It took a phone call to set Ginny on the road to freedom.

Ginny, 31, was living in a hotel room and actively using drugs, while pregnant with her second child, when she got the call that a bed had opened up at Alcontrol, a women's residential addiction treatment program offered by House of Friendship.

"I was so happy," said Ginny. "I thought, this is my chance. Everybody is going to give up on me if I don't do something now. I need to do something."



Ginny, shown here with pictures of her young daughters, is celebrating three years of sobriety.

Ginny grew up in an unstable home with parents battling their own addictions. In her childhood, she attended 36 different schools, moving across Canada between Cape Breton and Alberta multiple times before settling in Waterloo Region.

That instability, coupled with sexual abuse at the hands of a relative, led Ginny to experiment with drugs as a means to numb her feelings. **"I had a lot of emotions I was trying not to feel," said Ginny.**

When she entered Alcontrol, Ginny was ready to start over. She was ready to hope again. With the help of staff in the 10-week residential program, Ginny learned how to get to the heart of the reasons that led to her drug abuse. "It helped me a lot," said Ginny. "I always had someone to talk to."

In addition to Alcontrol, House of Friendship offers Moving Forward, a program for pregnant women and mothers of young children; Addiction Supportive Housing (ASH); Bridges to Health, an early-intervention, two-week day-treatment program for men and women, as well as 174 King Street North, a men's residential addiction treatment program.

Now celebrating three years of sobriety, Ginny is enjoying life as a mother of two young girls while studying full-time at Conestoga College and working part-time as a personal support worker.

"I don't know where I would be without Alcontrol," said Ginny. "Now I have a future."

Addiction program funding provided by:

DID YOU KNOW...

18% OF WATERLOO-WELLINGTON
RESIDENTS ARE AFFECTED BY ADDICTION*

*EXCEEDS THE PROVINCIAL AVERAGE OF 16%

**1 PERSON DIES EVERY 13 HRS
FROM AN OPIOID OVERDOSE
IN ONTARIO**

(FEB. 18, 2017 WATERLOO REGION RECORD)



**MEN AND WOMEN SERVED
ANNUALLY BY HOUSE OF FRIENDSHIP'S
ADDICTION TREATMENT PROGRAMS**



A CAPITAL CAMPAIGN TO TRANSFORM MEN'S ADDICTION SERVICES

Imagine – men's addiction treatment in a place of greater dignity, with expanded programming, in an accessible facility and location, as a start to a journey of transforming the way addiction treatment is delivered in Waterloo Region. Learn more about how you can support **Close To Home** and help men in recovery go on to lead happy, healthy, productive lives. Watch stories of healing and hope at houseoffriendship.org/closetohome.

VERA'S PLACE: A FRESH START

Thanks to an innovative partnership with Emmanuel United Church in Waterloo, Thresholds Homes and Supports, and The Kitchener and Waterloo Community Foundation, women in recovery from addiction now have a substance-free place to stay to create a new beginning.

Vera's Place opened in February 2017 as a transitional home, thanks to extensive support from the community. The graciously renovated home provides a beautiful space for six women, serving them with dignity and compassion as they build their new lives after addiction treatment.

Residents are supported by House of Friendship's Addiction Supportive Housing (ASH) staff, and are committed to abstinence while in the home. Vera's Place is the latest addition to House of Friendship's transitional housing program. Thanks to a previous partnership with Stirling Avenue Mennonite Church, nine men also find support and encouragement as they continue their recovery in a substance-free environment, experiencing a fresh start.



BUILDING STRONG FAMILIES & COMMUNITIES

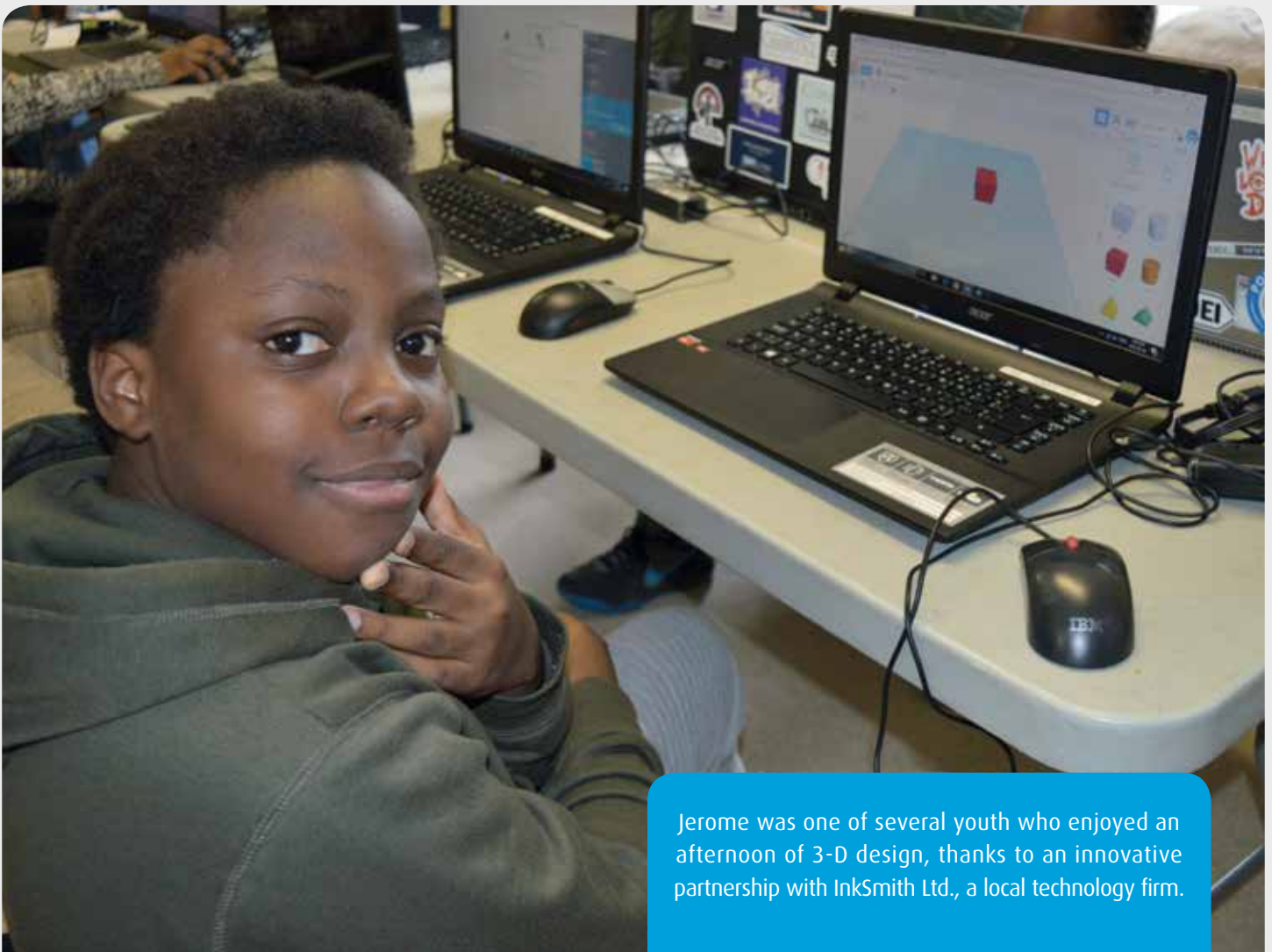
Children who are regular participants in after-school programming at Courtland Shelley Community Centre learned the latest in technology thanks to an innovative partnership with InkSmith Ltd., a local tech firm. (www.inksmith.co)

Being from families living on low income, “a lot of the kids don’t necessarily have the money or ability to do this on their own,” said Community Youth Worker Jonathan Moyer. **“This lets them learn skills that they can’t learn without help.”**

At the workshop, the children used 3-D programs to design everything from snowmen to cars, with a few clicks of a mouse.

This type of innovative programming sparks new ideas and interests in children and opens a world of future opportunities.

Courtland Shelley is one of four community centres where House of Friendship actively provides programming, enhanced by the generous support of our donors. Programs are offered for children and youth, as well as English conversation circles, community gardens, resume building for teens, cooking classes for adults, and community barbecues and field trips. Children living on low income also attend summer camp through Trek4Kids Hike and Bike, because of your generous donations.



Jerome was one of several youth who enjoyed an afternoon of 3-D design, thanks to an innovative partnership with InkSmith Ltd., a local technology firm.



WE ARE COMMITTED TO SERVING THE ENTIRE REGION

Families with children 17 and under who are living on low income can turn to the Family Outreach Program for assistance to access the resources they need in their own community. With Family Outreach Workers equipped to connect families to local resources such as food, clothing, counselling, employment and recreation subsidies, these families can get the support they need to belong and thrive.

Now serving in the role of lead agency for this vital program since Jan. 1, 2017, House of Friendship has an expanded team of Family Outreach Workers to support multiple locations region-wide, providing equitable service to families in these communities in a consistent and empowering way that brings dignity, compassion and hope.

www.familyoutreach.ca

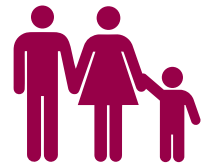
1 IN 10 CHILDREN IN WATERLOO REGION LIVE ON LOW INCOME

FAMILY OUTREACH

WORKERS ASSISTED MORE THAN

3,200 FAMILIES

INCLUDING 7,000 CHILDREN



MORE THAN 90% OF FAMILIES SUPPORTED BY A FAMILY OUTREACH WORKER EXPERIENCED INCREASED



- FOOD SECURITY
- CONNECTION TO COMMUNITY SERVICES
- RECREATION OPPORTUNITIES
- STABILITY
- CHILD ENGAGEMENT AT SCHOOL

BETTER BEGINNINGS FOR CHILDREN AGED 4-8

Now in its third year of a four-year pilot project, Better Beginnings Waterloo (www.bbwaterloo.org) helps young school-aged children in North Waterloo develop in crucial areas like social skills, reading and physical activity, areas known to help children enjoy greater success later in life.

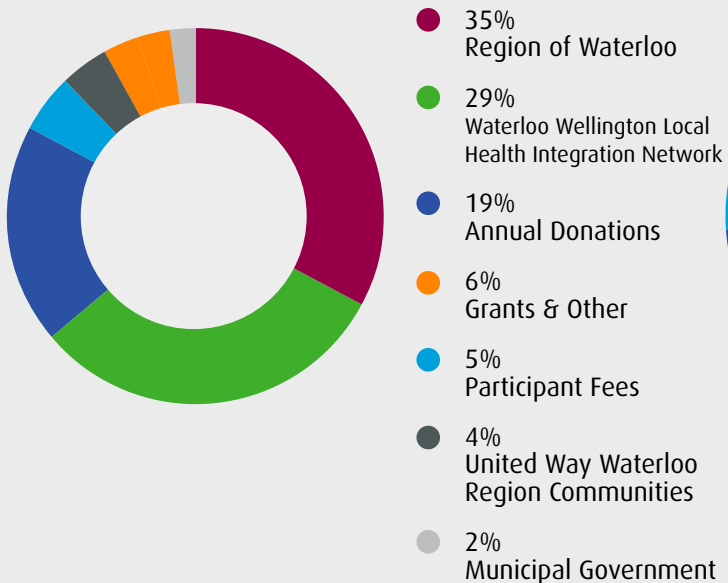
This innovative, research-based program is possible because of a partnership between House of Friendship, Life Change Adventures and the Waterloo Region District School Board, with funding provided by the Lyle S. Hallman Foundation.



FINANCIAL STEWARDSHIP SUMMARY 2016/2017

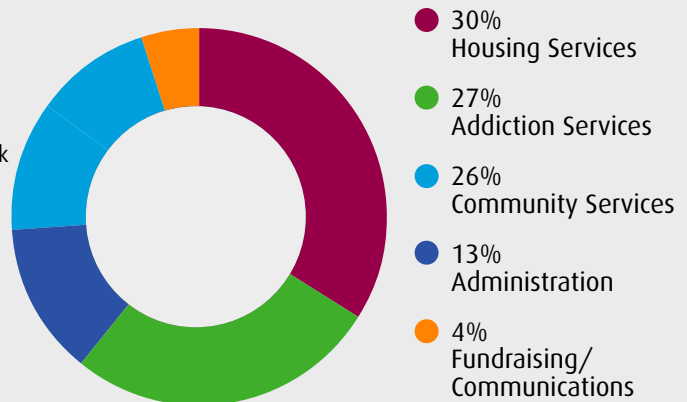
WHERE SUPPORT COMES FROM

TOTAL REVENUE \$8,004,228



WHAT YOUR SUPPORT DOES

TOTAL EXPENSES \$7,989,583



Thanks to your support, we have met our commitment of a balanced budget for the fourth consecutive year, and we continue our commitment of financial stewardship of each donation gifted to House of Friendship. Full audited financial statements and the 2017/18 Annual Budget are available on-line at **www.houseoffriendship.org**.

Giving 1-2-3

- 1 GIVE on-line at www.houseoffriendship.org
- 2 CALL us at 519-742-8327 x 131
- 3 TEXT* BELONG to 41010 to donate \$10 to House of Friendship

* empowered by Kindred Credit Union



THERE WHEN NEEDED, ALWAYS



House of Friendship is committed to this community, to be there when needed. You can be a part of extending your hand of friendship to people in need in the coming years. Your gift or bequest to The Friendship Fund endowment (1995) supports House of Friendship's vision as together we build a healthy community where all can belong and thrive. Let your passion define your legacy. Leave your footprint in the future with a gift in your estate planning. For today... for tomorrow... and for generations to come. To learn more, please contact **MarilynJ@houseoffriendship.org**, or at **519-742-8327 x 133**.

HERE WHEN YOU NEED US

To access these services, or for more information, call **519-742-8327**, or visit our website at **www.houseoffriendship.org**.

Supporting Recovery & Healthy Living ADDICTION SERVICES

To apply for these addiction services, call 1-844-437-3247 (HERE247)

174 King Street North

A residential men's addiction treatment program.

Addiction Supportive Housing (ASH)

Addiction counselling for adults with addictions who live in supportive housing.

Alcontrol

71 Ann Street, Kitchener, ON

A residential women's addiction treatment program.

Bridges to Health

71 Ann Street, Kitchener, ON

Two-week addiction day programs with separate sessions for men and women, held in Cambridge, Kitchener and Guelph.

Moving Forward

71 Ann Street, Kitchener, ON

Individual and group counselling for women who are pregnant and/or parenting children under 6, and are concerned with their substance use.

Feeding & Assisting Those in Need COMMUNITY SERVICES

Emergency Food Hampers

807 Guelph Street, Kitchener, ON

Assistance to people living in the community who are in need of food.

Appliance Repairs

Major household appliance repairs for people living on low income in Waterloo Region.

Christmas Hampers

www.christmashampers.ca

Food hampers for people in need at Christmas, coordinated through the Christmas Bureau.

Building Strong Families & Communities COMMUNITY SERVICES

Family Outreach Program

www.familyoutreach.ca

Providing access to vital community resources for families with children 17 years of age and under who are living on low income.

Summer Camp Sponsorship

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

Community Centre Programs

Supporting families and individuals in partnership with neighbourhood associations and regional and municipal governments in the following locations:

- **Chandler Mowat** 519-570-3610
222 Chandler Drive, Kitchener, ON
- **Courtland Shelley** 519-571-7953
1064-G Courtland Avenue East, Kitchener, ON
- **Kingsdale** 519-748-6463
72 Wilson Avenue, Kitchener, ON
- **Sunnydale** 519-883-0410
508-H Sunnydale Place, Waterloo, ON

Providing Shelter & Supportive Housing HOUSING SERVICES

Charles Street Men's Shelter

63 Charles Street East, Kitchener, ON

Emergency shelter for men experiencing homelessness, with support to find permanent housing solutions.

Supportive Housing

Permanent affordable housing for single adults, with support services that foster community integration. Application for apartments is managed through a community process:

- **Charles Village** 75 Charles Street East, Kitchener
One-bedroom apartments
- **Cramer House** 55 Charles Street East, Kitchener
Congregate living for men in nine private rooms
- **Eby Village** 50 Eby Street South, Kitchener
One and two-bedroom apartments



www.houseoffriendship.org



WE ARE STRONGER TOGETHER!

To all of our generous and compassionate donors, partners, sponsors and volunteers, we thank you for your faithful support. With your support, you walk with those we serve in the very difficult seasons of their life. Thank you for sharing our vision of a healthy community where all can belong and thrive. **Thank you for extending hope, compassion and dignity to our neighbours in need.**

51 Charles Street East
Kitchener ON N2G 2P3

Phone: 519-742-8327

Email: admin@houseoffriendship.org

www.houseoffriendship.org

Charitable # 10749 3892 RR0001

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About the cover: Walking together in community is what we do at House of Friendship. Pictured here are volunteer Brenda Leis and Eby Village resident Paul, who regularly enjoy bike rides on the Iron Horse trail in downtown Kitchener.

(Photo courtesy Tomasz Adamski)



United Way
Waterloo Region
Communities

