



# ANNUAL REPORT 2017

**A YEAR OF ACCOMPLISHMENTS**

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510 Penrose Street, Newmarket



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## Welcome From our Board Chair

We've had an exciting and productive year, as well as some challenges. I would like to start by thanking everyone who has contributed to the

success of Inn From the Cold this year, including volunteers, staff, donors, The Regional Municipality of York, students, and community members. It truly has been a collaborative effort. In all my years I cannot recall a community that cares so much for those who are less fortunate by giving to the operation of the Inn. We have 200 volunteers who donated 6,622 hours this past year. Without this generosity, the Inn could not function. Our donations have exceeded prior years thanks to the hard work of our staff and volunteers. I would like to recognize some of the key volunteer groups who provide valuable direction for the Inn.

The Board of Directors: Peter Sturrup, Darcy McNeill, Joan Shaw, Kelly Tomlinson, Anne Young, Ken Hill, Wayne Ford

I would also like to thank the Volunteer Advisory Committee, VAC: Chair Bill White, Martha Berry, Heather O'Dell, Marilyn Sorochan, Wayne Ford, Ann Watson, Vicky Morley, Patrick Lavin

### Challenges

The demand for our services has never been so great. It caused some operational issues which the Inn will be addressing over the summer. With support from York Region, we can now offer our drop-in services three days a week all year round. New innovative programs are offering support to our clients helping them break their cycle of homelessness. Our Memorandums of Understanding, MOU's have expanded to better help those in need. We increased our capacity and with the increased capacity and the additional rooms we still turned a large number of guests away. One night alone we turned away twelve people. We saw an increase in occupancy during the 2017-2018 season. Our numbers were up 23% from last season, and 100% from four years ago. We expect the numbers of homeless to continue to rise. We are committed to adapting our services to better meet the need for the 2018-2019 season. On behalf of the Board of Directors, I would like to extend our sincere appreciation to everyone who participated in some form to help the Inn 2017.

### Future Challenges

We have a five year lease and we have already completed the first year of the new lease. Although we have options to renew, our lease has become very expensive. We need to evaluate and determine what our options are so we can plan for the future. We need to continue to diversify our funding sources to ensure we can offer the services we currently offer. We need to update our by-laws. The Inn has grown significantly and our by-laws have not kept pace. When we compare our by-laws to other agencies we see that our by-laws need updating. We have formed a committee for this purpose. Once this work is completed, we will be calling a special member's meeting to approve the updated by-laws.

In closing, we had a very successful year, initiating new programming and responding to the challenges of those facing homelessness in York Region. I would like to thank the people of Newmarket and surrounding areas. The incredible effort that is made to make this a better place to live for those less fortunate is truly amazing. When guests tell me how much they appreciate what we do I know we are making a difference and you should take pride in yourself because you have helped make someone's life better. Thank You.

Wayne Ford

## A message from our Executive Director

It is my pleasure to bring you the highlights of the past year as we begin our 14th year of service to the homeless in York Region. It has been an incredibly busy and productive year at the Inn. We saw new programs begin, our established shelter program rise to meet the needs of ever-increasing numbers, as well as the drop-in program that grew both in terms of numbers served and activities and services offered. As we continued on our strategic path, determined in 2017, programming has been enhanced to offer a continuum of services and activities that meet the homeless where they are at, offering options and opportunities for growth.

The Getting Ahead in a Just Getting by World Program, supported through an Ontario Trillium Foundation SEED Grant was piloted with success. The outcomes from this program included enhanced social inclusion, employment and housing. We wish to continue this program, and will apply for further funding. The new Stability Now program offers supportive housing to 4 previously homeless individuals. Intensive on-site support has moved 4 men from homeless to housed. Early outcomes are very promising and a data driven evaluation will help us to continue this program and expand it in 2019.

Our emergency shelter program this year was challenged by high numbers and extreme weather. Still working with a structure developed for 15 clients/night, our current average of 31 clients/night compels changes. Operations must reflect these numbers in anticipation of the 2019/20 season. With feedback from volunteers, staff are working hard to ensure that we are ready in November to shelter those requesting assistance.

Our drop-in program also saw an unprecedented increase in numbers this winter with up to 40 clients attending each drop-in. Our Memorandums of Understanding with CMHA, LOFT, and EMS, as well as our partnership with The Krasman Centre, has meant that housing, mental and physical health needs, and addictions supports were offered on-site on a regular basis. Our MOU with CMHA was expanded this year to include the provision of services by registered nurses and a nurse practitioner.

We continue to seek funding to diversify and solidify our programming. York Region, through the Community Investment Strategy, continues to be the primary funder of the shelter program and this year, the drop-in program as well. The community came together to sponsor the renovation of 510 Penrose in 2017 with sponsorships from Kate and Tom Taylor, Canadian Tire, Newmarket, Tim Hortons Newmarket, CUPE Local 905, The York Professional Fire Fighters Association, an anonymous family and BELL Canada. Numerous foundations, corporations, families, businesses, and individuals contribute generously to the Inn, ensuring that we are able to nimbly respond to emerging needs and trends. I want to offer a very sincere and heartfelt thank-you to all staff, volunteers, students and the Board of Directors for their drive, passion, and commitment. Each and every one of you is making a difference as you help homeless individuals feel safe, secure and valued.

Ann Watson

## We Are Inn From the Cold

Inn From the Cold is an integral part of the response to homelessness in York Region. Board Members, staff, volunteers, and clients work together to ensure Inn From the Cold is a safe, welcoming and supportive place for the community's most vulnerable. Inn From the Cold works with people in a respectful, dignified, non-judgmental manner to provide them a safe and positive environment.

### BOARD OF DIRECTORS:

**Wayne Ford**, *Chair*  
**Kelly Tomlinson**, *Treasurer*  
**Joan Shaw**, *Secretary*  
**Anne Young**, *Director*  
**Kenneth Hill**, *Director*  
**Peter Sturrupe**, *Director*  
**Darcy McNeill**, *Director*

### STAFF:

**Ann Watson**, *Executive Director*  
**Brice Maquet**, *Shelter Manager*  
**Martha Berry**, *Admin/Volunteer Coordinator*  
**Ashley Martin**, *Program Coordinator*  
**Rebecca Thickett**, *Marketing & Sponsorship*  
**Justin Everett**, *Drop In Coordinator*  
**Sue Harland**, *Cook*  
**Gislene Dempsey**, *Cleaner*

### SHELTER STAFF:

*Amanda Terry, Robin Smith, Sandra Nagy, Judith Kallaghe, John Schokman, Kerri-Ann McKenzie, Iwona Malanowska*

*We also thank volunteers and placement students active in 2017.*



# THIS IS THE STORY OF WHAT IFTC ACCOMPLISHED IN 2017

5720

Community Meals were served



Open to guests during the winter



Community members volunteered



Secured housing

Prepared 12,280

Meals for people in need

Distributed 1,238 articles of clothing

Provided 4,732 stays at the shelter

## OUR SPONSORS

Inn From the Cold wishes to thank all sponsors, donors, volunteers, partner agencies, staff, Board of Directors, and clients for their support during 2017. Your contributions made the work that Inn From the Cold does possible. Generous individual monetary and in-kind donations, funding from foundations and The Regional Municipality of York, as well as third-party fundraisers and the community's involvement in the Coldest Night of the Year Walk for the Homeless, provided the financial support needed for our work.

### **\$100,000+**

Regional Municipality of York

### **\$50,000 - \$99,000**

Ontario Trillium Foundation

### **\$15,000 - \$49,000**

Canada Protection Plan  
Canadian Tire Newmarket  
Ontario Charitable Gaming Association

### **\$10,000 - \$14,999**

Don & Joan Walker Family Charitable Trust  
J&B Ugly Sweater Party  
The Tenaquip Foundation

### **\$5,000 - \$9,999**

Ontario Realtors Care Foundation  
JBS Foundation  
BELL Canada  
Kate & Tom Taylor  
Tim Hortons, Newmarket  
Anonymous Donation  
York Region Professional Firefighter's Association  
CUPE Local 905  
Anonymous Donation  
Pine View Hyundai  
Airport Nissan Corp  
Pine Tree Potters Guild

### **\$1,000 - \$4,999**

The Meeting House Church Family  
Market Brewing Company Ltd.  
Summit Veterinary Pharmacy Inc.  
Vancouver Foundation - Greygates Foundation  
Snapd Inc  
Anonymous Donor  
Lighthouse Legal Service International Corp.  
United Way GTA  
Graham Bonesteel  
Region of York Quilters Guild  
John Howard Society of York Region  
TS Tech  
George Smart  
Harmony Circle  
The Renoir Resident's Council  
XE.com Inc.  
The Edge Benefits  
Whitehots  
North Newmarket Lions  
Galbraith Family Law Professional Corp.  
Stronach Group  
The Holistic Vet  
RNS Health Care  
Anonymous  
SWB Insurance  
REW Computing  
HollisWealth  
The Franklin Club  
Chaggares and Bonhomme CPA  
York Energy Centre

GHD Limited  
Roadhouse & Rose

### **\$200 - \$999**

Bethel Christian Reform Church  
Howard Chisvin  
Robert & Bonnie Graham  
Hillside Church  
BIA Main St. Newmarket  
Stefan Rumanezov  
Christian Baptist Church  
Flightdeck Solutions Ltd.  
Marinus & Sylvia Jansen  
Pickering College  
York Regional Police  
Susan Bright  
Margaret Pengelly  
Bill Peel  
Newmarket Alliance Church  
Josh Hennessy  
St. John's Catholic Women's League  
Robert Burns  
Susan & Chad Hanna  
Kinsmen Club of Newmarket  
James Schaeffer Hardwick  
David Weegar  
Town of Newmarket  
Snap-on Credit Canada  
Jennifer Clements  
Tracee & Karlee Bowman  
Diane Priest  
Gary Haick  
James Masin

# OUR SPONSORS *Continued...*

Jackie Playter  
 Italian Social Club  
 Wayne Ford  
 York Business Exchange  
 York Women's Hockey Tournament  
 Lionel DeMercado  
 Markham District School  
 Sophia Craig  
 Thomas Grimes  
 St. Elizabeth Seton CWG  
 Catherine G Elliott  
 Golden Anchor Seniors Club  
 Marion Magnam  
 Mount Albert & District Lions Club  
 Val Erwin  
 Women of Worth HL Ladies Group  
 Yvonne Mercer  
 Annette Stramaglia  
 Elizabeth Stewart  
 Lee Cullingham  
 Stephanie & Jeff McLellan  
 Gino Di Luca  
 Vince's Market  
 Two Men and a Truck  
 In Memory of Ivan Prokopchuk  
 Real Tax Inc.  
 York Professional Pet Sitting  
 Nancy Altilia  
 Chiropractic on Eagle  
 Rudner Law  
 Anonymous Donation  
 Re/Max Hallmark Lind Group Realty Ltd.  
 Kyle Todd  
 Verity International  
 Tacc Construction  
 RC Design  
 In Memory of Daniel  
 Weaver Family  
 Winston Vassall  
 David Brown Dentistry  
 Anonymous Donation  
 One Hit Wonders

In memory of Suzie Badali  
 Aspiring Legends  
 Descon Conveyer  
 Turf Care Charity Group  
 2178167 Ontario Ltd  
 Upper York Networking Group  
 Newmarket Tay Hydro  
 Christine Gelbart  
 Christine Hanna  
 The Dunphy Family  
 Allison & Jonathan Rass  
 Caitlin Shipley  
 JHJ Design The Art of Wearing Socks  
 Baker & Baker Benefits Ltd  
 Cerenzia Family  
 LAT Fit and Well  
 Magna Finance Team  
 Fenn & Fenn Insurance  
 Marie Baphlaloukos  
 Brenda Ernst  
 Deputy Mayor John Taylor  
 Ray's Oldtimer's Hockey Club  
 Re/Max Polsinello  
 Brent Corr  
 Duncan Peake  
 Elaheh Mostamand  
 Holland Landing Chapter IODE  
 IBM Canada Employee Fund  
 Mark & Anne Henry

Jill Smith  
 Ken Hill & Company  
 Colin Brown  
 Donald MacPhearson  
 Margaret Honsberger  
 Michelle Price  
 Moore Part Landscapes

## **In-Kind**

Arlene Pink  
 Arnold Iannuzzi & Monique  
 Van de Ven  
 BPM LTD & Bradon Screen  
 Enclosures  
 Camco Sports  
 Cathy McGill  
 Cintas  
 DD Poultry  
 Hallehlyya Food Company  
 Janet & Peter Van Velzen  
 Jenny West  
 M.N.R. Distributors Inc.  
 Mindspace Inc.  
 Roots Canada  
 Sally Burnett Gibbons  
 Stephen Hoskins  
 Stuart Coleman  
 Cob's Bread  
 Ontario Provincial Police





## SHELTER PROGRAM

*The emergency shelter is the cornerstone of programming at IFTC. With over 13 years of service to the homeless, this program has grown and now shelters up to 36 men and women, 154 nights per year, between November and April. Two meals and a take away lunch are provided as well as access to a safe, warm place to sleep, clothing, showers, laundry, and personal care items. All offered by our caring, knowledgeable staff, volunteers, and service partners, including LOFT, CMHA, York Region Outreach Workers, and peer support workers from the Krasman Centre.*

### "INN FROM THE COLD IS A COURTEOUS AND HELPFUL PLACE" - Rick's Story

Rick's journey began in April 2017 when he made his way to Newmarket from North Bay. Rick ventured down here because of a blocked artery in his leg. The wait time up North was very long, and Southlake offered services much faster. He found himself in a lot of pain and had difficulty walking. Over the summer of 2017, Rick was sleeping in his car while working 12-hour overnight shifts. Eventually, he met another homeless person who directed him to Inn From the Cold.

Inn From the Cold has helped him significantly. Staff and volunteers cared and listened to his concerns and were patient with him as he had never been in such a situation before. When asked what advice he would give to a newly homeless person, his reply was to point them in the direction of resources like ours.



## DROP-IN PROGRAM

*The drop-in provides a nutritious lunch, access to showers, laundry, personal care items and most importantly a chance to connect with others. From games of chess and Pictionary to workshops on cooking, improving mental health and haircuts, the drop-in is a welcoming place for all who are homeless or at risk of homelessness. Access to community paramedics, mental health workers, registered nurses and housing workers round out the complement of services provided.*

### "I'VE BEEN STRUGGLING FOR YEARS TO SURVIVE"

*- Jessica's Story*

Jessica is a newcomer to York Region. She came to Newmarket from Oshawa in November 2017 to be with her fiance James, who was a client at Inn From the Cold.

While attending the drop-in program, Jessica received support with her pregnancy and now that her son is born, she continues to attend the drop-in. She says that the drop-in program gets her out of the house and gives her the social support she needs. Jessica calls Inn From the Cold her "hangout place".

Jessica and James secured housing in April 2018. She still finds coming to the drop-in very helpful. According to Jessica, "the resources that are provided through the drop-in are helpful for people trying to get back on track."

Her only piece of advice is to offer a safe place to nap during the day for those who aren't sleeping at night.



## GETTING AHEAD IN A JUST-GETTIN'-BY WORLD

*Getting Ahead in a Just-Gettin'-By World is a 16-session program funded by the Ontario Trillium Foundation that helps individuals in poverty build their resources for a more prosperous life for themselves, their families, and their communities.*



**"I GOT MY VOICE BACK"** - Leah's Story Leah participated in two Getting Ahead programs. Due to circumstances that arose during the first session, she was not able to get all that she wanted out of the program. With the help of the Getting Ahead facilitator and the other participants, Leah learned that she is strong and wise. According to Leah, "I learned to voice my opinion and to grow from my experiences." Leah loves to help people, however, she now knows how to set boundaries and take care of herself. She feels that she has got her sense of humour back - which is something she got from her father and holds dearly.

According to Leah, "the larger the [Getting Ahead] group, the better. More minds, more experiences, more perspectives." She also liked the casual nature of the group, more a kitchen table experience than a classroom.



## STABILITY NOW

*STABILITY Now is a new initiative. It is working with 4 chronically homeless men who had been staying at our shelter. The program offers housing and support services to help stabilize and move people forward. Stability Now offers 24/7 support, with individualized case management that assists clients with setting and achieving goals.*

### "THE LAST 6 MONTHS FOR ME CHANGED FROM HOPELESS TO HOPEFUL" - Rob's Story

"The last 6 months for me have changed from hopeless to hopeful. I was staying in the shelter at night and going to the library during the day, every day in the winter. With the help and support of staff, I started to set goals and achieve them. It was an uphill battle in the early months of the season but knowing I wasn't alone and that I had a decent bed and a warm meal and clean clothes it really helped me rally to make something of myself. I can never repay what IFTC gave to me, but I owe it to them to succeed in my life. Thank you.

What brought me to IFTC was that York Region only has 30 shelter beds for adult men and if I wanted to eat at least once a day I needed to be homeless! When I heard about IFTC, it changed my life. My goals are to work and to give myself a decent life again.

In a year, I can't exactly say where I see myself, but without a doubt, I can tell you where I don't see myself, and that is 'homeless'. Living with 4 different people is challenging. It has its up and downs. It gives us a sense of family and also the struggles of a family. I've learned lots; I've learned that I can't make it on my own. I need structure, human interaction, goals, hobbies, regimen. I've also learned that I like to be challenged.

IFTC is doing lots with the funding they get, give them more funding and I have faith that they will do even more great things for the homeless. I look forward to seeing IFTC becoming a staple of rehabilitating the homeless."

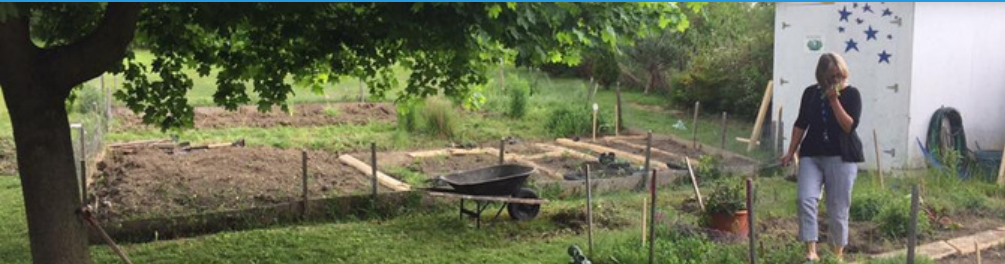
# Financials

Year ended December 31st, 2017

	2017	2016
<b>Revenue</b>		
Donations and Fundraising	\$ 356,984	\$ 285,214
Region of York	237,105	250,883
Ontario Trillium Foundation	62,100	-
Rental Income	1,832	7,430
Other Income	1,146	9,117
	<b>659,167</b>	<b>552,644</b>
<b>Expenditures</b>		
Accounting	6,236	6,730
Advertising and promotion	1,651	2,756
Catering program	-	355
Dues, fees, and subscriptions	261	-
Employment program	-	1,804
Fundraising expenses	4,218	6,372
Getting Ahead program	66,306	-
Groceries and supplies	40,222	25,454
Insurance	6,503	5,924
Interest and bank charges	455	270
Occupancy costs	72,531	47,150
Office and general	14,862	17,651
Professional fees	21,801	45,803
Repairs and maintainance	30,107	36,137
Salaries and related benefits	303,044	316,221
Taxi and bus tickets	3,116	3,102
Telephone	3,569	3,121
Utilities	22,407	22,373
	<b>597,289</b>	<b>541,223</b>
<b>Excess of revenues over expenditures from operations</b>	<b>61,878</b>	<b>11,421</b>
<b>Other expenses (income)</b>		
Amoritization	47,436	46,172
Amoritization of deferred capital contributions	(13,480)	(25,687)
	<b>33,956</b>	<b>20,485</b>
Excess of revenues over expenditures (expenditures over revenues)	\$ 27,922	\$ (9,064)

# COMMUNITY MEAL

*The Friday Community Meal has been operating for 9 years. Rain or shine, the meal is presented 52 weeks a year by a different organization, church, family, service group, staff team – and even a swim team! Over one hundred delicious plates of food are served each Friday, and donations of food items and clothing are available for those in need. A dedicated team of volunteers ensures that the Friday Community Meal is served with love, respect, and joy!*




**OUR MISSION:** INN FROM THE COLD MEETS THE NEEDS OF PEOPLE WHO ARE HOMELESS OR AT RISK OF BECOMING HOMELESS. WE WORK WITH THE COMMUNITY AND COLLABORATE WITH OUR PARTNERS IN SUPPORTING THOSE WITH BASIC TO COMPLEX NEEDS IN YORK REGION.

Stay Connected



InnFromTheColdNewmarket



InnFromTheColdNewmarket



InnFromTheCold1

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# Thank You!



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 The Regional Municipality of York



Fondation Trillium de l'Ontario  
 Relative du gouvernement de l'Ontario

