



Annual Report 2018

Stay Connected



InnFromTheColdNewmarket



InnFromTheColdNewmarket



InnFromTheCold1

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Thank You





In Kind Donations

We thank everyone, including individuals, groups, service clubs, families, churches, and businesses who donated clothing, personal care items, Christmas presents, water, underwear, time and expertise. A special thank you to the Friday Community Meal providing groups. Your thoughtfulness did not go unnoticed.

Community Meal Providing Groups

Alive Church, Newmarket	New Hope Methodist Church
Aurora Orthodontics	Newmarket Community Church
Baha'i Community	Newmarket Lions Club
Bethel Christian Community Church	Newmarket Stingrays Swim Team
Bill Gosling Outsourcing	Quaker Society of Friends
Canadian Federation of University Women	Rotary Interact Club
Church of Christ International	Southlake Emergency Department
Community Housing Network	St. Andrew's Presbyterian Church
Dinnerz Done	St. James Anglican Church
Ecole secondaire Norval-Moriseau	Starbucks
Empire Green Lawn Sprinklers	Trinity United Church
Gillian Dalton Group	Tzu Chi Foundation of Canada
Grace Church Newmarket	Vince's Markets
Holy Trinity School	York Region Children's Aid Society
Juli & Wes Playter	Trinity United Church
LAT Fit and Well	York Region Children's Aid Society
Loveena Tauro Group	Victory Baptist Church
Nadi Ram Group	

Mission Statement

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.



Sponsors and Funders Cont...

G.S. Die & Design Inc.
Christian Baptist Church
Newmarket - Tay Power Distribution
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Christ Church ACW
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Community Partners

LOFT-Crosslinks
Canadian Mental Health Association
The Krasman Centre
Community Veterinary Outreach Clinic
Ben From Partner Dogs Canada Inc.
J&S Home Services
The Manor by PeterandPauls
Neighbourhood Link
Regional Municipality of York, Paramedic & Seniors Services
Upper Canada Signs and Graphics
Upper Canada Mall
Tzu Chi Foundation
Richard Garreth Elliot
Artistica Ballroom Dance Studio
Ground Burger Bar
Starbucks
Cintas
COBS Bread Bakery
Garrison's Barbershop
Maria's Hair Care
Newmarket Lions Club
Royal Canadian Legion Branch 426

Message from the Board

The Past

I am delighted to report that the Inn From the Cold (IFTC) had another successful year. This would not have been possible without the financial support from York Region and the many organizations and citizens of York Region. York Region is a major source of our funding for the shelter and we rely on them heavily. The Ontario Trillium Foundation allows us to run the Getting Ahead Program. This program helps clients improve the quality of their lives by helping them develop the skills they need to improve their lives. Finally, when we combine all the contributions, both financial and gifts-in-kind, from the citizens of York Region into one source, the citizens of York Region have become our single largest financial contributor.

Our volunteers have donated over 7,800 hours to the operation of IFTC. They greeted clients, offered food, clothing, friendship, and basic needs. These hours do not include the considerable time or food donated by the community meal donors who provide members of our community with delicious hot meals every Friday night.

Staff bring a professional approach to the operations of the IFTC. They have established Memorandums of Understandings with various support groups and agencies to provide the professional care and services needed by our clients. They have invested in the training necessary to assist our clients with their complex problems.

To all the people who have contributed to our success, in whatever manor you have contributed, on behalf of the Board of Directors for the IFTC, I extend our sincere thank you. You should take pride in knowing you have made a positive difference in the lives of our clients.

The Future

The operational issues are becoming more complex each year and the increased demand is pushing us to our maximum capacity.

	2016	2017	2018	2016-18
Shelter stays, 154 nights of service	3,758	4,732	5,115	36%
Drop-in attendees	500	939	3,723	645%
Clients turned away	110	91	183	66%
Clients turned away Q1 2019 - 162				
Meals (shelter, drop-in & community meal)	17,965	18,939	24,973	40%

If trends continue we will exceed our capacity in several areas within the next two years. This will force us to turn away more clients. We have begun the process of evaluating this trend and the services we offer. There is no simple answer to this issue as the reasons for the increased demand for our services is varied and complex. We are and will be engaging our donors, volunteers and other contributors to help us determine our path as we move forward.

The jump in demand for the IFTC's services is a result of many factors but the reasons our clients have turned to the IFTC speaks highly about our ability to deliver the quality and type of services they need. To everyone who has helped the IFTC deliver these services, thank you and, we know our clients thank you because of the ever increasing demand.

On behalf of the Board of Directors for the Inn From the Cold,
Wayne Ford
Chair

Board of Directors

Wayne Ford, Chair
Kelly Tomlinson, Treasurer
Joan Shaw, Secretary
Anne Young, Director
Kenneth Hill, Director
Peter Sturup, 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 Assistant
Justin Everett, Drop-in Coordinator
Gislene Dempsey, Cleaner

Shelter Staff

Amanda Terry, Robin Smith, Sandra Nagy, Judith Kallaghe, Kerri-Ann McKenzie, Iwona Malanowska, Dympna Dionne, April Heighway, Erica Enchin, Martina Xavier, Kaitlyn Cosgrove, Lori Yaccato, Tricia Edwards, John Schokman

We also thank all other contract staff, volunteers and placement students active in 2018.



Our Sponsors and Funders

\$100,000+

Regional Municipality of York

\$50,000 - \$99,000

Ontario Trillium Foundation

\$15,000 - \$49,000

Ontario Charitable Gaming Association
Wayne Ford Limited Canadian Tire
Canada Protection Plan
The Dunin Foundation

\$10,000 - \$14,999

Canada Summer Job Program
J&B Ugly Sweater Party
The Tenaquip Foundation
Robert Kerr Foundation
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\$5,000 - \$9,999

Ontario Realtors Care Foundation
Empty Bowls
The Home Depot Canada Foundation
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The Farmer Family Foundation
CUPE Local 905
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Chaggares & Bonhomme, CPA
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\$1,000 - \$4,999

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Anonymous Donation
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North East Newmarket Veterinary Services
Market Brewing Company Ltd.
United Way Toronto & York Region, Payroll Contributions
REW Computing Inc.
Hewmac Investment Services
Stronach Consulting Corp
North Newmarket Lions
The Franklin Club
The Edge Benefits
Kate & Tom Taylor Foundation
Renessa Residents' Council
TS Tech

John Howard Society of York Region
BIA - Main St. Newmarket
Robert & Bonnie Graham
Bailey Bloxam
SWB Insurance Brokers
Bradford West Gwillimbury Seniors Association
Anonymous
Newmarket Ray's Oldtimers Hockey Club
Rob Chaggares
Pierre Bonhomme
Duncan Peake
Highland Gate Rate Payers Association
GHD Limited Ltd.
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\$200 - \$999

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HollisWealth - Ted Kurello
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Snapd Inc
Rachel Kensit
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Amy Bellar
IBM Canada Employee Charitable Fund
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Central York Professional Firefighters Assoc.
Saunder Chiropractic Professional Corporation
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Tracee Bowman, REMAX Realtron Realty Inc
Vince's Market
William & Meghan White
York Professional Pet Sitting Inc.
Networking Group
Winston Vassall
Alan Scott
Aurora Business.com
Church of Christ Pine Orchard
Susan Bright
Fenn & Fenn Insurance
Marie Baphaloukos
Darcy Toombs, Coldwell Banker Realty Broker
Roadhouse & Rose Funeral Home
Chris Cartwright, Main Street Realty
Peter Geibel, Main Street Realty Broker
Val Erwin



Message from the Executive Director

2018 was a busy year at Inn From the Cold (IFTC). We underwent a renovation in early 2018 to improve flow and to create the 4-bed Stability Now Transitional Housing Program. With many thanks to eight community sponsors, the renovation created a new foyer, new offices, increased bedroom sizes, created new intake and storage space, and resulted in a four bedroom apartment being created within the building. The Stability Now Program has been fully tenanted since February 2018, with tremendous outcomes including an 80% success rate in maintaining housing at the 6 and 12 month points.

Inn From the Cold's Strategic Plan has guided us as we seek to diversify our funding base and deliver a continuum of services that meet people where they are at, providing pathways out of homelessness. With the support of a tremendously hard-working and talented staff team, and dedicated and skilled volunteers, Inn From the Cold has moved from responding to the need, to anticipating and thoughtfully planning programming that reflects needs based on research, best practice and most importantly, from the feedback of our clients.

Evaluations are part of every program we provide and we are learning from them, adapting programs and piloting new ideas and strategies. We participated in York Region's homeless enumeration in 2018 - I Count, and results indicate that homelessness is a growing issue in York Region. The success of Stability Now shows us that those experiencing chronic homelessness can be successfully housed over the short and medium term. With the right supports, provided at the right time, stability can be achieved. Continuing and expanding this program will be a priority as the organization moves forward.

2018 was also a difficult year. Addictions to opioids increased and staff and volunteers were faced with difficult and tragic situations. I commend them on the grace and professionalism with which they handled these stresses. And finally, the community of Newmarket and York Region makes Inn From the Cold stronger and more resilient. To the 200 plus active volunteers, third party fundraisers, individual donors and everyone who participated in the Coldest Night of the Year Walk for the Homeless - we couldn't have done it without you.

Ann Watson
Executive Director

Programs

Getting Ahead

For those experiencing homelessness, getting ahead in York Region can be very difficult. So difficult in fact that many have abandoned the idea and are content with simply surviving. The Getting Ahead Program helps individuals in need build their resources for a more prosperous life for themselves, their families, and their communities. It provides an opportunity for participants to safely invest in their futures by taking a critical look at the causes of poverty both personal and structural through a 16 session facilitated program. Described as a kitchen table learning experience, a facilitator leads the group through a series of exercises, research, and investigation which results in charting a course for getting ahead but also influencing structural change. Highlights included; several participants secured employment and housing, the group met with Newmarket Deputy Mayor John Taylor to share the needs and experiences of those experiencing homelessness, and a graduate spoke at the Leah Denbok: Photographer of the Homeless exhibit.

"I like the program because I am around people in the same situation as me and who want to better themselves. Getting Ahead has changed my outlook on life and has given me positive energy. It's helping me change my life for the better. I'm trying hard, slowly but surely to move forward." Gino

Stability Now

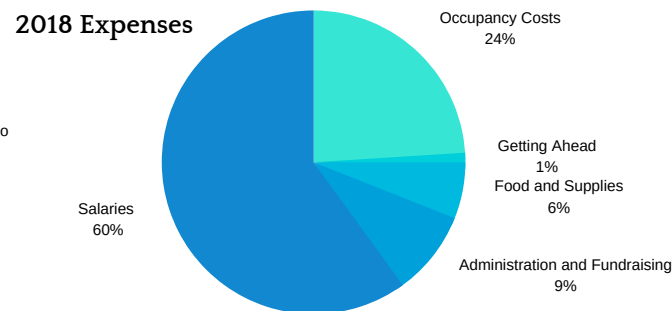
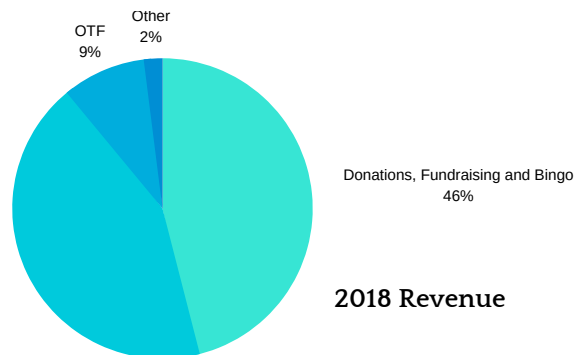
Inn from the Cold's strategic Plan (2017-2021), included a program and services re-development strategic imperative. Respecting the importance of this imperative, we have sought to provide a continuum of service options for those experiencing homelessness and to better align with housing first principles. The Stability Now Transitional Housing program was developed and launched in February 2018. With generous financial support from Canadian Tire Newmarket, Kate and Tom Taylor, Tim Horton's Newmarket, BELL Canada, CUPE Local 905, The Central York Professional Fire Fighters Association, and an anonymous family, a four-bedroom apartment was built within Inn From the Cold. Rooms were then rented at affordable rates to four men experiencing chronic homelessness. Engagement in intensive case management has resulted in an 80% success rate at the one year point. Stability Now has changed lives and has proven to be a stepping stone to successful independent living.

"Being in the program I get my own room and get to be away from all the addiction problems that are in the shelter. It's a safe atmosphere. I also was able to rest and concentrate on my legal problems because I didn't have to leave every morning to walk around Newmarket. Staff assisted with clothing and transportation to my court case." Jack



Financial Summary

	2018	2017	2016
Revenue			
Government Grants	\$ 275,176	\$ 237,105	\$ 250,883
Ontario Trillium Foundation	55,500	62,100	-
Donations and Fundraising	289,329	314,878	285,214
Other	14,766	2,978	16,547
	634,771	617,061	552,644
Expenditures			
Accounting/Prof. Fees/Insurance	\$ 33,115	\$ 34,540	\$ 58,456
Occupancy Costs	160,613	128,614	105,660
Food and Supplies	41,742	40,222	25,454
Getting Ahead or Employ Expenses	6,204	66,306	2,159
Admin/fundraising/promotion	28,289	21,447	33,273
Salaries and mileage	396,901	306,160	316,221
	666,864	597,289	541,223.
Excess of revenues over expenditures from operations	(32,093)	61,878	11,421
Other Income (Expense)			
Amortization	(33,933)	47,436	46,172
Amortization of deferred capital contributions	6,158	(13,480)	-
Bingo revenue Recognized	108,352	33,956	(25,687)
Excess of revenues over expenditures.	\$ 48,484	\$ 10,556	\$ (9,064)



Emergency Shelter

Inn from the Cold's Emergency Shelter Program has been operational since 2004. The program runs for 154 nights between November and April, with beds for 28 men and 8 women. In 2018 the shelter was full most nights, turning away 183 people. The program provided two hot, homemade meals and a take-away lunch as well as warm beverages and snacks every day. A renovation in early 2018 made the physical space more comfortable and welcoming while volunteers and staff worked tirelessly to assist those facing homelessness with kindness, empathy and referrals to organizations to meet their physical and mental health needs. Working primarily with the chronic homeless, the shelter became home for many. Staff and volunteers instilled a sense of hope and promise as they supported each client on their journey forward. Highlights included; 40 people secured housing, a beautiful sit down Christmas dinner, fun bingo nights, and numerous birthday celebrations.

"Without being able to access the shelter during the winter, I don't know how I would have got through it. I would have been freezing cold somewhere or dead because I would have been sleeping outside. Without the shelter I also would have lost my job." Alan

Drop-in

The Drop-in Program operated Mondays, Wednesdays and Thursdays in 2018. Numbers exploded this year with nearly 4 times as many visits as in 2017, with a total of 3723 visits. Great food, conversation, computer and internet access, a library and fun games of chess and head banz, as well as on-site access to partner organization services including EMS, LOFT Housing and Supports, CMHA, Ben the Therapy Dog, and Krasman Peer Support, all made the Drop-in a great place to get services, to feel a sense of belonging and to enjoy a meal. Access to showers, personal care items, clothing and laundry also made the drop-in popular. Highlights included; World Cup themed lunches and festivities, naloxone training, yoga and meditation, haircuts, BBQ's, I.D. clinics, on-site voting in the municipal election, and a session on people with lived experience facilitated by York Region staff.

"The Drop-in has allowed me to take better care of myself with regards to my heart issues. It gave me the opportunity to rest and take care of myself, otherwise I would have been in the cold and my health would have deteriorated. I'm now housed and continue to attend the drop-in regularly." Rick

Programs Continued

IFTC's Accomplishments in 2018

Community Meal

The Friday Community Meal is a pillar of Inn from the Cold's programming. Every Friday, a dedicated team of volunteers and a 'dinner' providing group ensures that 120 plates of food are served to those from our community looking for a delicious, home-cooked, meal with excellent company. The highlight of the end of each week, it is truly a community event. Volunteer extraordinaire, Marilyn Sorochan retired this year from her role as volunteer coordinator for the community meal. We thank her for her years of commitment to the program. And, we welcome Dave McMillan as he steps up to take on this role.

"After I lost my job, my bank account was seized and I had a hard time financially. The Community Meal helped me immensely. I would really miss the positive connections I've made if the community meal ceased to exist."
Anonymous

Case Management

2018 marked the first year that Inn From the Cold provided case management. As the needs of our clients become more complex, the addition of case management provides coordination, timely referrals, follow-up, and continuity of service. The case manager assisted clients with finding and maintaining housing, and working towards an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community networks. The addition of a part-time case manager benefited clients and we will seek funding to expand this program in 2019.

Volunteers

The 200 plus active volunteers that Inn From the Cold relies on in order to deliver service are incredible people - each and every one of them! Some arrive at 6 am to prepare a nutritious home-made breakfast, others are here until midnight making sure the dinner dishes are done and everyone is safely in bed. Others pick-up and deliver linens and bread, and assist with the drop-in program, while Ben the service dog gives endless kisses. Others organize donations, and help with events like the Coldest Night of the Year Walk for the Homeless. And we cannot forget the community groups, businesses, and families who participate in the Friday Community Meal. Their hard work, dedication and willingness to collaborate with staff has delivered some truly delicious dinners.

Inn From the Cold's volunteers are a diverse group made up of mothers and fathers, business and community leaders, retirees, and students. They share an overarching desire to do good, to make a difference in someone's life. And they do just that.

"Volunteers make our work at Inn From the Cold possible. They add warmth and genuineness to our services which our clients deeply appreciate." Ann Watson, Executive Director.

In 2018, volunteers contributed 7870 hours of service. Year over year the number of volunteer hours continues to rise. Inn From the Cold wouldn't be the place it is without you.

"Volunteers are essential to our work, they expand our knowledge base and abilities, making our service more holistic and appropriate," Martha Berry, Admin and Volunteer Coordinator

24,973

Meals Served
(Community Meal, Shelter, Drop-in)



3,438

Drop-in visits



Stability Now
Transitional Housing
had an **80%**
success rate in ending
chronic homelessness



154 Nights

of emergency
shelter offered



7,870 Hours

Volunteered by
community members



40 People

Secured Housing



Distributed 1,175

articles of clothing



Provided 5,115

Stays at the shelter

183

Individuals turned away from the
shelter because beds were full