

2022

# ANNUAL REPORT



**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.*

**Vision:** *Shelter, Dignity, and Safety for everyone in York Region.*

**Values:** *Inn from the Cold works with people in a respectful, dignified, non-judgmental manner to provide them a safe and positive environment.*

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# 2022



**Message**  
**from Wayne Ford, Board Chair**

Greetings:

A lot has happened since our last Annual General Meeting in 2022. I will attempt to outline the work and planning that is being done by your Board, Our Executive Director, Ann Watson, her staff, and volunteers. The transition of the Inn From The Cold from a small seasonal shelter to a mid size shelter open twelve months of the year with an expanded operation is a daunting task which I am delighted to say, all the people involved have worked hard to produce the best product and service we can. There are still many hurdles to overcome but so far, our team has been able to rise to every challenge and find a solution. I am confident that as each new issue arises, we will be able to solve them and achieve a new shelter located in the Newmarket area. The following will highlight the work to date.

We have been busy writing our new By-Laws to bring them in compliance with the new legislation for the Not-for-Profit sector. These new By-laws will be presented and voted on at the beginning of the Annual General Meeting and will take effect immediately. A big thanks to; Jot Toor, Joan Shaw, Wayne Ford, and Ann Watson.

The previous Strategic Plan has been successfully completed and we have accomplished all our objectives. Management has worked with all the stake holders to produce a new Strategic Plan for the next three to five years. Your Board has approved the new Strategic Plan and our Executive Director, Ann Watson, will share the particulars of that plan in more detail in our annual report.

The Project Task Force Committee, chaired by, Ken Hill, has completed the design architectural drawings for the new shelter and our consultant, SHS, will be sending them out asking for quotes and timelines for completion of the construction. We will ensure the all timelines and costs are thoroughly reviewed and properly approved. Assisting Ken, are Robert Shelton, Doug Wilson, Rebecca Mathewson, Wayne Ford, and Ann Watson.

The Capital-Campaign Committee, represented by Robert Shelton, I am delighted to say, has reached their targets for fund raising and we are ready to launch our community fund raising drive. Congratulations to all our donors and to the committee for an outstanding job.

continued...



The Human Resources Committee, jointly chaired by Joan Shaw and Doug Wilson continue to be busy defining the human resources necessary to operate our new facility which will include, twenty-five shelter beds and eighteen transitional housing rooms. The new Pease Come Inn head lease program which has seen fourteen individuals permanently housed in three locations in York Region. We are delighted with the success of our programs and the number of new accommodations we have created so far for our clients. Also on the committee are Juli Playter and Ann Watson.

As the new facility is being built, the Operations Transition Committee chaired by Michael Wiseman, will be planning all aspects of the move into the new facilities, and reviewing any fixed assets required so we can open fully prepared to accept our clients and satisfy their needs. Also on the committee are staff members Martha Berry, Ashley Martin and Ann Watson.

Martha Jez, Chair of our Fund-Raising Committee provides us with the additional cash we need to operate the Inn thorough out the year. We wish to thank the community for your generous donations, they are needed and appreciated. Also on the Committee are Anne Young and Ann Watson.

Rebecca Mathewson, our Treasurer and chair of the Finance and Audit Committee has been busy writing policies and setting up reports to ensure there are proper controls and reporting of our operations back to you and to other stakeholders. Due to the importance of this area several Directors support Rebecca; Robert Shelton, Doug Wilson, Ken Hill, Wayne Ford, Ann Watson, and Kelly Tomlinson.

I would also like to thank the many staff and volunteers who have donated their time and expertise to ensure our project will be successful. It takes a great team to help us accomplish our goals and I believe we have that, a great team, in our staff, volunteers, and Board members.

I would be remiss if I did not mention the support we have received from York Region. They have worked with us collaboratively to achieve our goals and we are truly thankful for their financial support and guidance.

Finally, I would like to thank John Taylor, Mayor of Newmarket, and the Newmarket Town Council. Projects like ours need support at times to over come the many obstacles we have faced and their support has kept us motivated and moving forward.

Have we crossed the finish line? No, but the team we have in place at all levels are working very hard to get us there. I do not wish to lesson the input from anyone as we would not be where we are today without the input from everyone. You can rest assured that the commitment from everyone involved in this project will see it through to a successful conclusion.

Wayne Ford  
Board, Chair



**Message from  
Ann Watson, Executive Director**

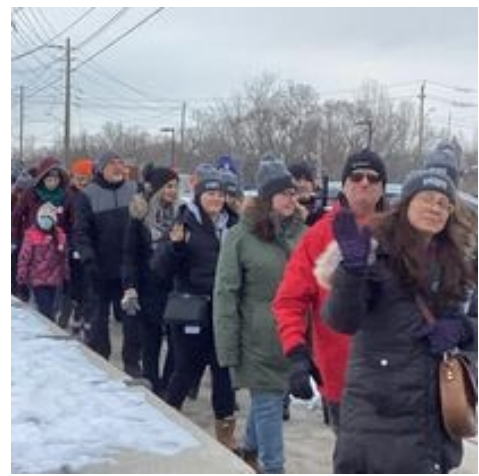
The past few years have been both challenging and a time of growth for Inn From the Cold. The pandemic illuminated the many strengths that Inn From the Cold has and it also laid bare areas of weakness that we have worked hard to address.

The Board of Directors, staff, volunteers, and clients were exemplary during this period and showed remarkable resilience. Together we met the challenges and embarked on new and expanded programs and services, as well as our ambitious build project. This work continued into 2022, as we sought to support our clients on their journeys out of homelessness. The addition of a housing worker, a system navigator, and the Please Come Inn head lease program all supported our clients being housed and assisting them to retain their housing. Other changes included the seasonal shelter program becoming 24/7, with an expanded season. Our drop-by program moved off-site and became year-round. The Friday Community Meal became a takeout meal and the team of volunteers that oversee that program never skipped a beat. The Stability Now transitional housing program continued to move people from homelessness to housed and the Inn Team employment social enterprise expanded providing increased income and opportunities for meaningful work to our clients.

We worked hard in 2022, delivering on the early work needed to get our new purpose-built shelter and transitional housing off to a strong start. From a multitude of pre-construction studies to a committed and strong capital campaign cabinet, we are confident that we will be in our new building within the next two years.

The Board of Directors, staff and volunteers stuck with us, focused on emerging from the pandemic stronger than before. Our partners and funders also supported us, helping Inn From the Cold and our clients to develop new tools and resources. I look to 2023 with confidence and enthusiasm knowing that I am working with individuals and a team that are both committed and highly skilled. The achievements highlighted in the coming pages are the results of the dedication and hard work of all involved.

Sincerely,  
Ann Watson



**To our supporters  
Thank you and why donations matter**

Inn From Cold faced many challenges in 2022. Despite the pandemic, we committed to staying open and doing more with what we had, ensuring that our clients were as safe as possible, and still able to move forward with their goals. Our supporters and donors also rose to the challenge, helping us to not only survive but to thrive as an organization. Without the generosity of our funding partners including York Region, the Ontario Trillium Foundation, United Way Greater Toronto, Reaching Home, FaithWorks, numerous local and national foundations and most importantly all the individuals who keep Inn From the Cold in their thoughts, we would not have been able to make the impact we did - you made the difference.

Events also played a big role in Inn From the Cold's fundraising in 2022. The Coldest Night of the Year Walk for the Homeless was the most successful fundraising event ever, and our 2nd annual Golf Day was also a huge success. A special thank you to staff for organizing the very elegant High Tea Fundraiser for the capital campaign.

Newmarket is a very generous community, and your donations of food, clothing and personal care items made a difference. And our clients took note, your actions and care for those experiencing homelessness in our community is acknowledged by our clients everyday.





## Financial Summary - Operations

	<u>2022</u>	<u>2021</u>
	\$	\$
<b>Revenue and Other Income</b>		
Government	1,422,512	853,288
Ontario Trillium Foundation	103,483	150,338
United Way Greater Toronto (Includes Reaching Home)	167,853	212,060
Donations and Fundraising	456,957	474,807
Program Revenue	139,288	52,701
Rental Income	35,473	21,364
Amortization of deferred capital contributions	1,396	1,745
Bingo revenue recognized	66,661	13,462
Total revenue and other income	2,393,623	1,779,765
<b>Expenses</b>		
Accounting/Professional fees/insurance	42,478	49,749
Occupancy costs	220,195	200,160
Food and supplies	168,599	83,682
Program Expenses	66,270	92,265
Admin/fundraising/promotion	146,200	94,581
Salaries and mileage	1,017,489	1,054,234
Total expenses	1,661,231	1,574,671
<b>Excess of Revenues/Other income over Expenses *</b>	732,392	205,094

*\* This summary reflects operations only and does not include capital campaign program revenues (2022 \$65,756), (2021 \$3,343).*



## Our New Home

Inn From the Cold has known for several years that at the end of 2024 we would need to find a new home. After carefully considering all of the possibilities, we have chosen to undertake the building of a new purpose built facility that will accommodate all of our programs under one roof. With the success of our transitional housing program, we are excited to announce that our new building will include 18 units of transitional housing. As we moved through the process in 2022, our Build Task Force, made up of board members Kenneth Hill, Wayne Ford, Doug Wilson, Robert Shelton, and Executive Director Ann Watson, was instrumental in keeping the project on track.

Simultaneously, our allinn! Capital Campaign Cabinet, chaired by Newmarket Mayor John Taylor, worked diligently through 2022, moving us closer and closer to our \$2.5 million goal. We look forward to occupying this beautiful building and providing more transitional housing to some of our communities most vulnerable residents. The community has rallied behind our new home and we are grateful for the support we have received from community members, neighbours, volunteers, staff and all levels of government.



Our Campaign to  
end Homelessness

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## Strategic Plan – 2022-2026

In the Fall of 2022, Inn From the Cold undertook a strategic planning process to identify meaningful, substantive and relevant strategies for the next several years. Our Board of Directors and Senior Management Team relied on a comprehensive discovery process, which featured a series of one-on-one interviews with a range of stakeholders. This feedback helped us to sharply focus on the more pressing matters and guided the working sessions to build the content and structure of the plan. Below are our strategic directives for the coming years.

### Our Strategic Objectives



These strategic objectives will help build capacity and excellence at Inn From the Cold, guiding us with confidence into 2023 and beyond.

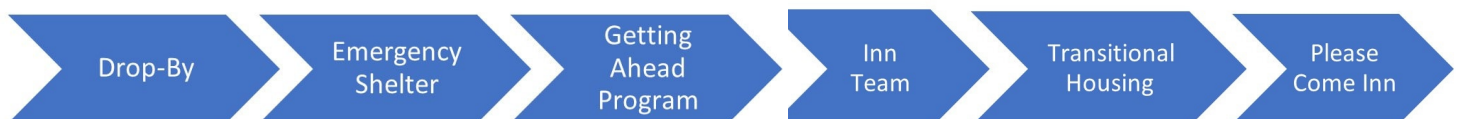


## Addressing Complex Needs

The reasons why people experience homelessness, and in particular chronic homelessness, are complex. There is seldom one thing that goes wrong, and it's an accumulation of factors beyond their control that contribute to the situation of homelessness. Abuse, neglect, poverty, mental illness, inequality, and racism are only some of the competing factors that play a significant role in homelessness and make finding stability and maintaining housing difficult.

In many cases, trauma can play an inter-generational role, affecting generation after generation. Without a solid foundation, overcoming these factors can seem insurmountable. Inn From the Cold has evolved its programs and services over the years to become that foundation. Something that people can build from, knowing that we have their back and will offer support to help get them to where they want to be, and to be there as ongoing support when the going gets tough again.

Our continuum of programs and services meets people where they at, building in incremental steps, and opportunities to celebrate accomplishments, moving people along the continuum from sleeping rough to a place to call home.





# IFTC'S Impact in 2022

**26,520**

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



**7040**

Drop-By Visits



**9 months**

of emergency  
shelter provided



**7,992**

hours  
volunteered by  
community  
members



**23 people**

secured housing

**28**

Inn Team Members  
employed



**1034** Individuals turned away from  
the shelter because beds were full

**Provided 6749**  
stays at the shelter

2022



## Seasonal Emergency Shelter

The Seasonal Emergency Shelter has been operational since 2004. In 2022, it was open for 9 months with 20 beds for men and 5 beds for women. The shelter was full most nights, turning away over 1000 individuals seeking shelter. Staff and volunteers work tirelessly in this program to assist those facing homelessness with kindness, empathy, expertise, and referrals to organizations to meet their needs. Staff and volunteers instilled a sense of hope and promise as they supported each client on their journey forward.

*"IFTC treats us with respect, protects us and provide for us,  
when we can't do that for ourselves."  
"thought this was my rock bottom, but IFTC has helped my through it a lot."*

## Newmarket Drop-By

The Newmarket Drop-By operated 5 days a week, all year, mostly off-site at the Ray Twinney Recreational Complex in Newmarket. We offered the services of the Drop-By in collaboration with the Krasman Centre, focused on meeting the needs of people experiencing chronic homelessness, most of whom were without shelter. In 2022, 381 individuals accessed the services of the Drop-By, utilizing shower facilities, clothing, personal care items, food, and supportive staff. Many of our partners in the community offered their services from the Drop-By including, LOFT, Community Paramedic Outreach Response Team, CAYR, Housing to Health, CMHA, ASYR, York Region Homeless Outreach Workers, Dental Clinic and others, making it a busy, and positive respite from homelessness.

*"Having a place to go during the day in the winter, helped keep me alive."  
"Staff are friendly, patient, humble and respectful  
towards everyone at Drop-in."*





## Stability Now Transitional Housing

Launched in 2018, the Stability Now Transitional Housing program offers transitional housing, and 24/7 wraparound supports to 4 individuals. Fully tenanted, the program continues to experience a 75% success rate at the end of its fourth year. Participants pay rent and participate in intensive case-management for up to two years. Stability Now has changed lives and has proved to be a steppingstone to successful independent living.

*"moving into Stability Now brought back a sense of self worth and I was able to feel self sufficient again. Living outside, then at IFTC, I never realized before being homeless how much I took folding laundry and putting it away in my own drawers for granted."*

## Getting Ahead in a Just Getting By World Program

For those experiencing homelessness in York Region, getting ahead can be a challenge. To combat the challenges, Inn From the Cold offers the Getting Ahead in a Just Getting By World Program to clients at Inn From the Cold, including the shelter and drop-by and at Blue Door Shelters as well. The Getting Ahead Program allows individuals to build resources for a more prosperous life. 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-week facilitated program. Once completed, participants have charted their course forward, keeping in touch with staff as they begin to get ahead.



*"I like the program because I am around people in the same situation as me. 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."*



## Please Come Inn Program

The Please Come in head lease program was launched in late 2022. We recognized how difficult it was for our clients to secure housing in the private rental market and set about to work with landlords to develop a program that bridged that divide. Since developing the program and promotional materials, Inn From the Cold has partnered with three landlords and has housed 14 individuals. We look forward to expanding this program and working with more landlords in the future.

*"Being part of the head lease program has helped me feel like part of society again and the staff have been incredible with helping me get settled."*

## Housing Worker and System Navigator

The addition of a housing worker and system navigator in 2022 has led to positive outcomes for our clients. During the pandemic, the complicated social service system became even more difficult to navigate. Delays and shifts to on-line services proved very complicated for everyone. Having someone on your side to help you manoeuvre through these systems was invaluable. We also saw the already tight rental market, get even tighter. Despite the odds, our housing worker worked tirelessly with our clients and housed 23 individuals.

*"Working with the housing worker has been very helpful to me. She works hard at communicating with me despite our language barriers. I am satisfied and admire the work the housing work does."*

*"The System Navigator helps me when I am feeling sad or overwhelmed. She assists me with my mental health every time I see her. I always look forward to our meetings and leave feeling better."*





The Inn Team employment social enterprise launched in 2021 as a response to the need for meaningful work opportunities and income. Clients of the shelter and drop-by have always been willing to lend a helping hand and to give back to the Inn. We worked with that drive and willingness to be active and engaged and developed a thriving business with a social purpose. In 2022, Inn Team provided commercial cleaning services to the Krasman Centre, CAYR, Belinda's Place and Inn From Cold, and hard and soft landscaping services to individuals and businesses in the community. Income earned as an Inn Team member assisted 10 members to securing housing in 2022.

"I have the longing in me to work and it fills that need, it's given me life again and I am thankful for the opportunity."



## Volunteer Program

The 180 plus active volunteers that Inn From the Cold relies on to deliver service are incredible people – each and every one of them. Some arrive at 6 am to prepare breakfast and others work until 10 pm making sure that everyone is served a delicious dinner and that all the dishes are done. Others pick up and deliver linens and bread, while many others assist with event organization and fundraising. And, we cannot forget the families, businesses, community groups and churches who participate in the Friday Community Meal. They continued throughout 2022, providing over 4,600 dinners to people in need. While our volunteers come from all walks of life, they share an overarching desire to do good, and to make a difference in someone's life. They do just that!

*"Volunteers make a difference at IFTC"*





## Board of Directors

Wayne Ford – Chair  
Joan Shaw – Secretary  
Rebecca Mathewson – Treasurer  
Kenneth Hill - Director  
Douglas Wilson - Director  
Robert Shelton - Director  
Jot Toor - Director  
Anne Young - Director  
Juli Playter - Director  
Kelly Tomlinson - Treasurer

## Staff

Ann Watson – Executive Director  
Martha Berry – Finance and Admin Manager  
Ashley Martin – Program Manager  
Alexandra Dean – Shelter Manager  
Cody Kaslove – Shelter Supervisor  
Vanone Harper\_ Shelter Supervisor  
April Bonia – System Navigator  
Jessica Tran – Please Come Inn Coordinator  
Meghan Bluer – Please Come Inn Coordinator  
Bethany Abramson – Inn Team Coordinator  
Karin Kaslove – Housing Worker  
Paula Mandelyz - Cook  
Christa Macaulay - Assistant Cook  
Brice Maquet - Shelter Manager

## Shelter & Drop-By Staff

Shaelynn Rakovski  
Irene Tse  
Malik Mozzam  
Redi Kerie  
Barbara Naluwooza  
Katrín Manouchehri  
Brianna Gallo  
Mebratu Gebru  
Debbie Ghermann

Giselle Palomo  
Julia Tanner  
Jenna Stewart  
Prince Sibanda  
Sarah Chen  
Terry Hudson  
Dreanna Parasram  
Sizakele Buthelezi  
Leah Proud  
Deb Apio  
Kayleigh Gove

