



INN FROM THE COLD

ANNUAL REPORT 2025





BOARD CHAIR MESSAGE

As we close out the year 2025, we are proud to report we have had another successful year. Our financial statements demonstrate we have operated the shelter in a financially responsible manner as we delivered our client-facing programs for 2025. I would like to spend my remaining comments on our exciting recent changes.

When we open our doors, in the second half of 2026, it will be the culmination of more than nine years of work by staff, volunteers, consultants and our project teams. I would like to extend our sincere gratitude to those who have contributed their time and expertise to achieving this exciting accomplishment.

The new facility will have twenty-six shelter beds and 18 transitional housing units. It will have meeting rooms for clients to receive counselling. There are other spaces, such as a dining hall and laundry facilities, with services that will help our clients acquire the skills they need to achieve self sufficiency.

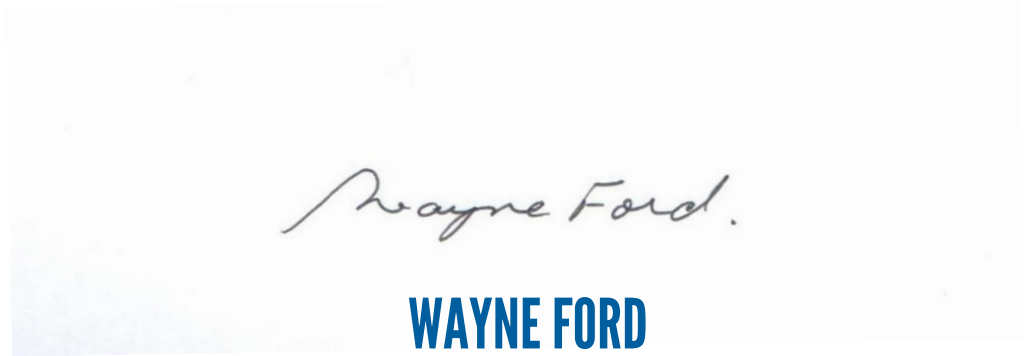
I would like to thank the Federal, Provincial, Regional and Municipal governments for all their support. I would also like to thank all those individuals who have donated to our building fund, as well as those organizations who have contributed to our success. A donor wall is being planned for our new facility to recognize major donors.

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After approximately nine years as Executive Director, Ann Watson decided it was time to step down. Ann's accomplishments are many and she will be missed. Ann has indicated she is available on a part-time basis, as a business consultant, to assist us with the building of our new facilities.

I would like to welcome Denise Marinelli as our new Executive Director. Denise brings with her extensive experience at various levels in other shelter programs. Welcome Denise!

The year 2025 was another successful year. The new facility will provide the opportunity to increase our outreach and help more clients achieve success.



Wayne Ford, Board Chair

Board of Directors - 2025

Wayne Ford, Chair
Joan Shaw, Secretary
Rebecca Mathewson, Treasurer
Mafalda Avellino, Director
Kenneth Hill, Director
Martha Jez, Director
Bob Shelton, Director
Douglas Wilson, Director

Current Board of Directors

Wayne Ford, Chair
Joan Shaw, Secretary
Rebecca Mathewson, Treasurer
Kenneth Hill, Director
Michael Mayes, Director
Robin Powell, Director
Bob Shelton, Director
Bill Tibbo, Director
Douglas Wilson, Director



EXECUTIVE DIRECTOR MESSAGE

As the new Executive Director, I am honoured to step into this role during such an important period for the organization. I would like to sincerely thank our Board of Directors, Board Chair Wayne Ford, outgoing Executive Director Ann Watson, and Mafalda Avellino for their leadership and support throughout this transition. I am also deeply grateful to our staff, volunteers, funders, and community partners whose dedication makes this work possible every day.

A major focus this year was preparing for the opening of our new site at 17046 Yonge Street. As the building nears completion, this project represents a significant step forward in expanding our ability to respond to growing community need through emergency housing, transitional housing, and supportive services.

Demand for supports remained high across all programs. Through housing assistance, basic needs support, employment and skill-building opportunities, and strong community partnerships, we continued to help individuals access stability, maintain housing, and build pathways forward.

As we move into this next chapter, we remain committed to compassionate care, service integration, and strengthening housing pathways for those who need them most.

DENISE MARINELLI

Denise Marinelli, Executive Director



YEAR IN REVIEW

This year marked significant progress in the development of IFTC's new site at 17046 Yonge Street. Considerable time and effort was dedicated to coordinating construction activities, including ongoing collaboration with contractors, suppliers, and partners to ensure alignment with program and operational needs. In parallel, planning continued for program spaces, including transitional housing, service delivery areas, and overall operational readiness. This work represents a major milestone in IFTC's growth and future capacity to serve the community.

Across all programs, IFTC experienced continued growth in service demand, including increased utilization of drop-by services and housing supports across all sites, including Georgina and Sutton. With support from funders and community partners, IFTC was able to respond to this growing need by expanding service capacity, including

increased drop-by hours, cold weather additional beds and the continued operation of seasonal shelter supports in Georgina. These enhancements ensured that individuals had improved access to essential services, supports, and housing pathways across multiple communities.

In 2025, IFTC continued to invest in strengthening its internal capacity to support both current service delivery and future growth. This included staff and leadership training, enhanced operational and program planning, and preparation for organizational expansion and system changes associated with the new site and increased service demands. These efforts have focused on building consistency, strengthening leadership capacity, and ensuring the organization is well-positioned for scale-up while maintaining high-quality, person-centred service delivery.



LOOKING AHEAD

As IFTC moves into the next phase of growth and transition, our priorities focus on strengthening internal capacity while ensuring high-quality, responsive service delivery across all programs.

A key priority is strengthening organizational capacity through training, infrastructure, and internal development. This includes continued investment in staff and leadership development, operational training, and the refinement of internal systems and processes to support increased complexity and demand.

We will also focus on organizational structure and sustainability, including the review of roles and the addition of key positions to support effective service delivery, strengthen leadership capacity, and ensure the organization is well-positioned for growth.

A major area of focus is the successful transition to the new site at 17046 Yonge St., including the expansion of transitional

housing capacity from 5 to 18 units.

This significant increase will play an important role in meeting growing community need and strengthening housing pathways. Ensuring the site is fully operational, programs are well integrated, and staff are supported through this transition remains a key priority.

As demand continues to grow across York Region, we remain committed to meeting increasing community needs, including maintaining low-barrier access, strengthening drop-by services, and ensuring responsive housing-focused supports across all locations.

Finally, we will continue to explore new and innovative approaches to service delivery, strengthening partnerships and identifying opportunities to enhance housing pathways, stabilization supports, and long-term outcomes for individuals accessing our services.

OUR PROGRAMS & SERVICES

Inn From the Cold collaborates with individuals experiencing homelessness, supporting their journey to stability through a range of programs and services. Through partnerships with community organizations, we expand our reach and help ensure a coordinated pathway from homelessness to housed.

EMERGENCY HOUSING

A 24/7, 30-bed residential program providing safety, stability, and individualized support to help individuals transition from homelessness to permanent housing.

DROP-BY PROGRAM

Daily drop-by programs in Newmarket and Sutton provide individuals experiencing homelessness with access to essential supports, resources, and a safe, welcoming space.

STABILITY NOW

A five-bed transitional housing program offering intensive supports and stable accommodation for up to two years, helping participants build the skills and resources needed for long-term housing success.

PLEASE COME INN

A longer-term housing program using a scattered-site housing model combined with individualized case management supports to help participants maintain stable housing and improve overall well-being.

INN TEAM

An employment social enterprise that creates meaningful work opportunities for individuals facing systemic barriers, including those who are at risk of or currently experiencing homelessness.

GETTING AHEAD

An eight-week, 16-session program designed to help individuals experiencing poverty build resources, strengthen resilience, and develop strategies for a more stable future.

SERVICES

A range of services, including case management, ID acquisition, housing search and retention assistance, system navigation, and a weekly community meal, strengthens the support provided by our emergency housing, drop-in, and housing support teams.

“Staff always encourage me and listen to me. I appreciate their advice and help. I feel like I am respected and important which is a new thing for me. I am not as lonely and know that I can move forward. Healthy and great food and I appreciate the work staff do for us”

Anonymous



VOLUNTEERS

Volunteers have always been the backbone of Inn From the Cold. Founded more than 20 years ago by dedicated volunteers, the organization continues to benefit from their compassion, experience, and unwavering commitment.

Several years ago, one client captured the spirit of our volunteers perfectly, saying: “They could be sitting at home watching TV with their families, but instead they are here with us, sharing a coffee and washing mountains of dishes.”

Today, with more than 200 active volunteers, Inn From the Cold simply could not do the work it does without their support. Their generosity and kindness make our organization truly special.

As we look ahead to our new building, we are excited that new and more diverse volunteer opportunities will emerge. We look forward to welcoming even more volunteers to our community.



***“Inn From the Cold is a truly welcoming place to volunteer, where the work has genuine meaning. Volunteering here gives you a real sense of giving back to the community.”
Kathy Baker***



EVENTS & FUNDRAISING

Coldest Night of the Year

The Canada wide Coldest Night of the Year Walk for the Homeless is Inn From the Cold's signature fundraising event. We've been walking for 14 years and have raised a total of \$730,050 This event is not only a fundraiser, it also raises awareness about the situation of homelessness in Newmarket. Our clients also love this event, helping with event set up and take down and walking shoulder to shoulder with community members.



Softball Tournament

Each September, our annual softball tournament brings together staff, community partners, supporters, and local softball enthusiasts for a day filled with friendly competition, connection, and laughter. More than just a sporting event, the tournament is an opportunity to strengthen relationships, celebrate community spirit, and rally support for individuals experiencing homelessness. Generous sponsorships and team entry fees raise vital funds.

Support A Night

This campaign invites community members, churches, and local businesses to support each night the shelter operates between November and May. Funds raised help meet essential client needs during the coldest months of the year. With 2025 being exceptionally harsh, we are especially grateful for the generosity and support of our community.



CRAIG'S STORY

LIFE DOESN'T ALWAYS GO AS PLANNED – CRAIG KNOWS THAT FIRSTHAND

Independent throughout his adult life, Craig worked hard and lived paycheque to paycheque. But after losing his job and a subsequent injury last year, everything changed. Unable to continue working and struggling to keep up with rent, he found himself falling behind. Like so many people facing housing insecurity, Craig did everything he could to survive – couch surfing and eventually sleeping in a vehicle.

One cold winter day, Craig noticed Inn From the Cold's drop-by program and walked through the doors. At that moment, he didn't realize there were services in Newmarket for people experiencing homelessness. He thought he was alone.

When Craig first connected with the drop-by team he was referred to the emergency housing program – but there were no beds available that night. As temperatures

dropped, Craig became dangerously cold and went to the hospital concerned about frostbite. Hospital staff contacted the Inn, and thankfully, a space had just opened up. That first night was overwhelming and uncertain, but Craig persevered.

Craig is now part of the Stability Now Program, rebuilding his future one step at a time. He volunteers in the kitchen seven days a week for up to five hours a day, bringing dedication and a willingness to learn. While he cannot return to the physically demanding work he did for many years, he is rediscovering his experience in hospitality and developing new skills alongside the Inn's kitchen team. His goal is to return to work in the hospitality sector once he is fully stabilized.

Craig is hopeful about the future and grateful for support he received at Inn From the Cold. His only wish is that more people facing homelessness could access the same help when they need it most.

OUR IMPACT IN 2025



126,995

Meals Served

(Community Meal, Shelter
& Drop-by Programs)



2,102

People Served



58

**Inn Team
Members**



6,621

Volunteer Hours



104 People

Secured Housing



74

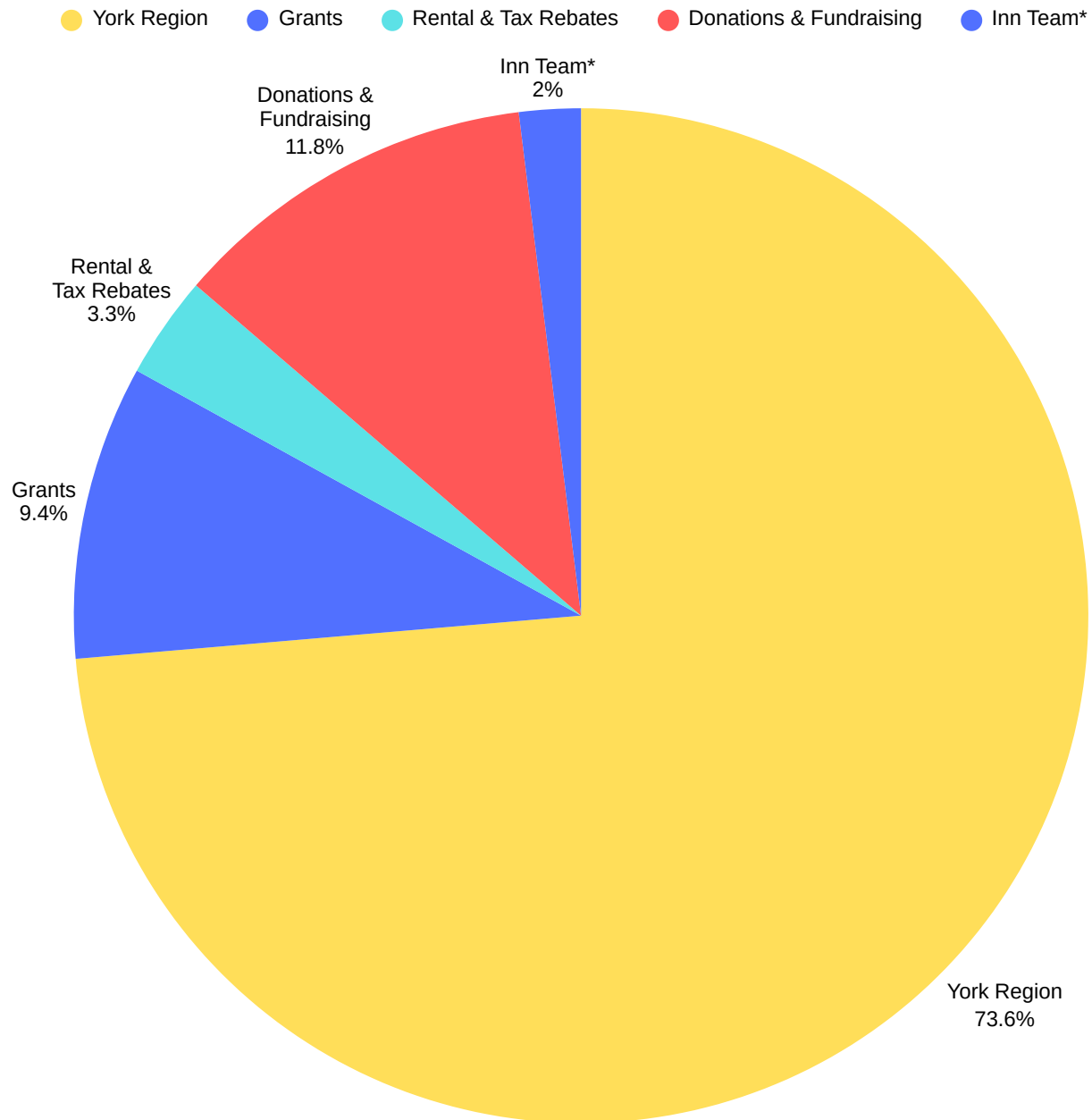
**Evictions
prevented**

753

**Individuals turned away from the
shelter because we were full**

Funding for our programs and services

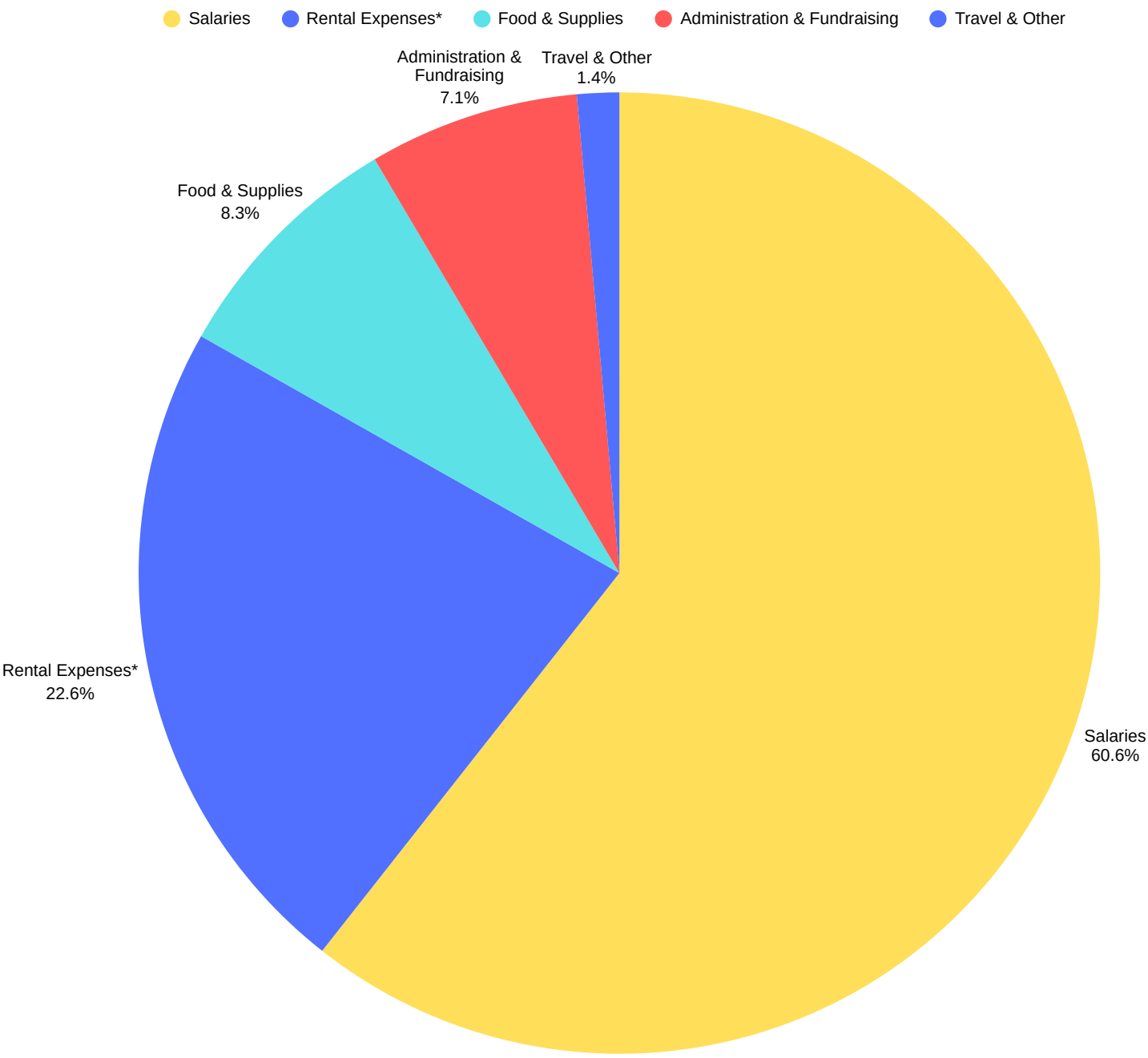
\$5.8 million



*represents Inn Team Revenue excluding work at IFTC

Spending on our programs and services

\$5.3 million



*Includes 510 Penrose and Please Come Inn units

THANK YOU TO ALL FUNDERS & DONORS

*Special thank you to
those funders over \$100,000*

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The Regional Municipality of York



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An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



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