



CASE FOR KIDS
WALK, RUN, RIDE



ANNUAL REPORT 2017-2018

Make a First Start

Make a First Start!

A message from

Daljit Garry & Leah Schwenger

Executive Director

Chair, Board of Directors

On behalf of Wesley's Board of Directors and staff, we are pleased to share with you our 2017–2018 Annual Report and the impact of our programs and services in Hamilton, Halton and Brantford – Brant.

For this report, our theme Make a First Start recognizes our clients and the many ways they forge new beginnings in their lives. From children taking their first steps, newcomer families celebrating their first Canada Day, a youth getting their first job, to a chronically homeless individual renting their first apartment, every day is a first day for someone in our programs.

We want to honour the people we work with that show incredible courage to overcome barriers, poverty, persecution and more. Our annual Gala Dinner, served to men and women who have experienced homelessness, is one way we encourage those small and big steps towards positive change. For the first time, our 2017 Gala Dinner was the signature charity event of NOSH – Hamilton's Culinary Week. This event featured a menu from local celebrity restaurants and chefs Jonny Blonde, Hambgr and Cake & Loaf.

In the past year we also opened two new innovative programs to respond to community needs and emerging trends in the non-profit sector. Wesley Supportive Housing opened with ten suites of supported housing for individuals with dual diagnosis, such as schizophrenia and autism. This program directly met a community gap in services and works to reduce the number of individuals in hospitals in acute care beds that don't require this level of care.

Another new program is First Start Café, the inspiration behind our Annual Report theme, and more importantly a social enterprise which provides job training and life skills coaching to high-barriered youth and adults. Located inside First Place

Seniors Residence, the First Start Café provides economical meal provision seven days a week to residents, grab & go meals and catering, and offers a healthy and diverse menu of local ingredients. Participants begin with Wesley Employment Services for training and employment coaching followed by hands-on-experience working at the First Start Café.

Both of these new initiatives, as well as all our ongoing programs, were only possible through the collaborative and generous efforts of community partners, funding partners and donors. It is certainly not easy work, especially with the opioid crisis, poverty rates and strain of emergency services disproportionately affecting those we work with.

Together, with the tremendous contributions of staff, volunteers, funders, donors, community partners and sponsors, lives are changed and first starts are made.

Thank you again!

Sincerely,



D Garry
Daljit Garry
Executive Director



Leah Schwenger
Leah Schwenger
Chair, Board of Directors



With your help, first starts are taken

Life Skills Improved...

1,103 Hours of Life Skills Workshops to Increase Personal Independence



Refugees Welcomed...

295 Government Assisted Refugees Settled to Hamilton



Opportunities Unlocked...

847 Community Trips & Outings Outside of Local Neighbourhoods



Knowledge Increased...

748 Nutritional Workshops & Sessions Offered to Improve Health



Training Secured...

621 At-Risk Youth & Adults in Employment and Apprenticeship Programs



Well-Being Supported...

2,728 Recreation and Physical Activity Sessions in High Priority Neighbourhoods



Housing Secured...

95% Housing Retention Rate for Chronically Homeless People



Generosity Shared...

2,008 Low Income Children and Adults Accessed Christmas Assistance



Diversity Endorsed...

Over 60 Languages Spoken by Staff and Volunteers to Meet Client Needs



Nutrition Improved...

34,913 Healthy Snacks Provided to Respond to Hunger



Connections Made...

4,684 Community Referrals Made for Disengaged Youth & Adults



People Reached...

Over 12,000 Participants & Clients across Wesley's 20 + programs



Children, Youth & Family Services

34.2%

of children live in poverty in Hamilton Centre, the riding in Canada with the 8th highest child poverty rates

Campaign 2000 End Child & Family Poverty 2018

6,183

People Attend Activities & Programs
All Children, Youth & Family Programs

395

Vulnerable Families Supported
Family Home Visitor Program

8,490

Nutritious Lunches & Dinners Served
Beasley Community Centre

479

Hours of Psycho-Social Therapy Sessions
Youth Outreach Workers - Brantford

228

Clients Enrolled in College/University
Youth Outreach Workers - Hamilton

Programs

Beasley Community Centre

Before and After School Care

Child Care Centre

EarlyON Child and Family Centre

Family Home Visitor Program

Parent and Child Program, East Hamilton

Summer and March Break Camp

Youth Centres

Youth Housing

Youth Outreach Workers -
Brantford & Hamilton

New Community Engagements

To celebrate Canada 150, Wesley presented The Great Hamilton Scavenger Hunt. This new app-based adventure saw more than 1,000 people of all ages exploring our diverse city and its landmarks, festivals, events and quintessential Hamilton, Canadian and summer experiences. Participants used the app to acquire points at over 150 activities starting with Art Crawl in June and ending with Supercrawl in September. The app included Canada 150 Hamilton Signature Events, local BIA events, the Hamilton Community Foundation's A Place to Belong and much more. It also included opportunities to increase awareness of our diverse community from FrancoFest Hamilton, National Aboriginal Festival to World Refugee Day. Thanks to a presenting partner, the winner with the most points won a family weekend getaway to Ottawa! The Scavenger Hunt was a unique, fun and unifying piece of our local 150 celebrations and created new community engagements at events and through social media.

Grand prize winner Nicole Callander shares, "The Scavenger Hunt brought a community together. New friends were made, my family made lasting memories completing the tasks together and we learned a great deal about worthy programs around Hamilton that help fulfill the needs of Hamilton's most vulnerable citizens!"

Deanna's Story

"(The staff) were always ready and open to talk, help me sort out my plans, but in my own time."



The day before Deanna moved out of Wesley Youth Housing, she had everything packed and was cleaning up the kitchen. But she wanted to take the time to share her Wesley story.

"I owe Wesley a lot for what they have done," she said. "The last couple of years have been a very long road. It was life or death for me."

Deanna attempted suicide a few years ago while she was in grade 11. "I had been struggling with depression and anxiety for a very long time." While she was in the hospital recovering, she knew she couldn't return back home. "My parents were nasty to each other and I had to be the adult in the house, for me and my sister."

Wesley Youth Housing was suggested to her by a social worker in the hospital, and it seemed like a good fit. "I am an independent person and I thought I would excel in a program where I had to be responsible."

In her first year at Wesley Youth Housing, Deanna finished grade 12 and successfully graduated. "It was difficult, but I learned how to take care of myself, how to cope with my anxiety and depression. I began to take proper medication and have structure in my life. I learned how to cook and clean; I was never taught this at home."

Staff helped her to apply for a birth certificate as her family had lost this important identification. She renewed her health card, applied for a passport and even saved up enough money for her first trip outside of Canada to the United States.

She applied to the Integrated Animation Program at Mohawk College and was successfully accepted last year. Staff helped her apply for OSAP and a Wesley Scholarship. Deanna completed her first year studies and made the Dean's list!

"Art has always been a large outlet in my life, especially when I was living at home," Deanna said. "It has been very therapeutic, and I am excited to be pursuing a career using my art."

Deanna is both enthusiastic and nervous to be moving into an apartment with a friend, entering her final year at Mohawk and thinking about her eventual job search.

She applied to the Integrated Animation Program at Mohawk College and was successfully accepted last year.

She still talks with her family, despite leaving home. "It was awkward at first – a shock to them when I moved out, but I don't regret it," Deanna said. "It was for the best and they are starting to understand this."

Wesley Youth Housing is one of six programs Wesley offers at-risk high school students, struggling with homelessness, poverty, mental health, addictions, and a lack of family support.

"It is very satisfying. Wesley Youth Housing is not like other programs. You have to work very hard on your goals. You can't expect your hand to be held, maybe at first, but then it's important to try, make the best of it. The staff were very patient with me; I've come to appreciate that. They were always ready and open to talk, help me sort out my plans, but in my own time."

Housing & Homelessness Services

45%

of homeless people surveyed in Hamilton reported a chronic health condition, 2 x higher than Canadian population

Point in Time Count 2018

341

Vulnerable and Homeless Clients Supported
Housing Services – Hamilton

63,460

Emergency Hot Meals Served to Marginalized Adults
Day Centre

4,584

Hours of Medical Care Provided for Women and Men with Addictions
Special Care Unit

90

Referrals to Community Organizations for At-Risk Youth & Adults
Housing Services – Halton

834

Hours of Chaplaincy Offered for Counselling & Memorial Services
Wesley Chaplain

Programs

Community Workers

Day Centre

Housing Services – Brantford

Housing Services – Halton

Housing Services – Hamilton

Special Care Unit

Supportive Housing

Transitional Beds Program

Youth Housing

Valued Community Partnerships

CityHousing Hamilton is one of Wesley's most valued community partners. In the past year, this partnership has allowed Wesley to provide support and food services to vulnerable residents at First Place Hamilton Seniors Residence as well as open the new specialized Supportive Housing program for people with concurrent disorders. "Feedback from the First Start Café at First Place has been very positive for food quality and the caring service Wesley staff provide to residents," Chief Executive Officer, Tom Hunter shared. **"The program has branched out to provide a lunch program at another seniors building and participants have been particularly thankful that Wesley consults on menus to ensure their needs are considered."**

We have also been able to expand services to several other CityHousing Hamilton buildings to provide one-on-one and group sessions to increase well-being and positive tenancy. **"Thank you to Wesley for your willingness to partner, the quality of Wesley staff and the positive impact on CityHousing Hamilton residents," Hunter said.**

Steven's Story

"I was so close to being on the streets. This program turned my life around."



Steven* loved biking since he was a young child - a way to exercise and escape from family life. A few summers ago, an ordinary bike ride for this young professional turned into a nightmare when he was hit by a car and assaulted by the driver.

"I had just been promoted to a cool new job as Project Manager in Risk Management a week before the accident and was studying for the Project Management Professional Certification, building upon my Engineering degree," Steven said. "I had a great condo, a girlfriend, and lots of friends."

Steven's accident resulted in a concussion, permanent vision damage, acquired brain injury, anxiety, memory loss and more. Everything changed for him after that.

He was let go from his new job three months after the accident without a compensation package. "I was told I no longer had the capacity to do the job. I was given zero accommodation and missed unemployment insurance by 200 hours."

"My savings went immediately to medical bills, rent, car payments and it quickly got overwhelming." In less than a year, Steven was evicted by his landlord, his girlfriend broke up with him, and he couldn't socialize with friends due to his sensitivity to light and sound.

He stayed with a friend and a family member but found his welcome had run out. His Dad died when he was seven years old and his Mom was unwilling to help, blaming Steven's bike accident on him.

"I began living out of my car and sometimes staying at a shelter. I was scared out of my mind. There was nowhere that I felt safe. Your mind goes crazy, self-esteem goes down, and I began to wonder if it was worth staying alive as nothing was working in my direction."

Steven's accident resulted in a concussion, permanent vision damage, acquired brain injury, anxiety, memory loss and more. Everything changed for him after that.

Steven still remembers the day he was told Wesley could help him. "It was amazing" he said. "It was the first piece of good news I had heard in a year." A Wesley housing first worker helped him look at apartments, was a guarantor for his rent and a liaison with the landlord.

He laughs when he remembers how they looked at more than six different places and everywhere they visited, he would say "Awesome. I'm not picky." Steven quickly moved into his own apartment and found stability, hope, safety and much needed quiet to help with his insomnia, migraines and anxiety.

But the Wesley assistance didn't stop there. A staff member advocated for Steven's medical and financial situation and met with him to talk about his goals, both big and small. Wesley even helped to cover the cost of a 3D computer screen which he used with special glasses to help re-train his eye muscles.

"I never thought an organization would get to know you," Steven said. "They really helped me the most over the past 3 years and made a difference. They were dependable when so much in my life was not."

Today, Steven continues to improve his well-being, independence and is working part-time with the goal of increasing to full-time. "It feels really good to have a home and to have come this far," Steven reflects.

"Thanks for going the extra mile to help me and encouraging me to not give up."

*Name changed to ensure privacy.



Newcomer & Community Services



10,286 Meals Served to Newly Arrived Refugees <i>Resettlement Assistance Program</i>	843 Children Receive New Gifts & Food <i>Christmas & Holiday Store</i>	137 Unique Number of Vulnerable Seniors Supported <i>Seniors Isolation Project</i>	200 Clients Secure Stable Employment <i>Employment Services</i>	1393 Newcomers Visited by Mobile Staff in the Community <i>Client Support Services</i>
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Programs

- Christmas & Holiday Store
- Client Support Services
- Employment Services
- First Start Café*
- Interpretation Services*
- Newcomer Services
- Private Sponsorship Program
- Resettlement Assistance Program
- Supports for Seniors and Older Adults

*Social Enterprises Operated by Wesley

Diverse Community Support

According to Volunteer Canada, 6 in 10 Canadians have volunteered through charities in traditional volunteer roles. At Wesley, this includes volunteer roles that serve meals, sort donations, help at programs, and serve on our Board of Directors. We've also added a Newcomer Volunteer Coordinator staff role this year to increase the number of volunteers helping in our newcomer programs as well as help our newcomer clients find volunteer opportunities at Wesley and in the community.

Volunteer Canada also highlights the growing trend in non-traditional volunteering, which includes workplace volunteer programs. We've noticed this through valuable community connections such as Medical Arts Pharmasave – Hamilton, located at 179 James St. South. The Pharmasave staff have held a popular summer BBQ and a December Ugly Sweater contest to raise funds for Wesley. Owners Raj and Damini Sandhu reflect, **"As newcomers, we have always valued the importance of giving back to the local community and we value this opportunity through Wesley."**



Mariam's Story

"I will always love my country Iraq but I love Canada too and am proud that I am now a Canadian citizen."

Mariam* has a Master's degree in political geography and was a teacher in her home country of Iraq. "My parents were educated – my father was an engineer and my mother was a physio-therapist. They travelled to different countries to do training and they taught me to have a different opinion on traditional viewpoints."

This perspective is what Mariam thinks led to a difficult situation where people began to persecute her and even threaten her life. Her older sister told her, "Your life is finished here - you must go."

Mariam travelled to Turkey but her difficulties continued and she went to prison for eight days due to an issue with her Visa. "I was freed from prison but I couldn't leave Turkey and I couldn't return to Iraq. What was I going to do?"

She credits a police officer in Turkey who took her to the United Nations office where she applied for refugee status. The United Nations considered her a woman in danger. While the police told her to call at any time she felt in danger, life was not easy in Turkey. The money that her sister sent to her was stolen and she had no access to her medication.

But Mariam was persistent and began to study Turkey and its history. She soon began to work as a tour guide for an Iraqi tourism company. After nine months of living in Turkey, she was told by the United Nations that she had been selected to move to Canada. After various setbacks, on the day she was set to leave, there was yet another delay when the Turkish government blocked her from flying and she was sent back to prison.

By this point, Mariam was in very poor health. "But I was very determined to come to Canada and kept calling my United Nations contact for help."

Mariam eventually arrived in Canada on June 17, 2014. "I was destroyed. I don't even know how to describe my situation at this time and I don't want to share it all. But I can say that Wesley staff took care of me and I stayed at the Wesley Reception House for two months until my health stabilized," Mariam said.

"I have been working hard to start a new life, from the very beginning that I arrived."

Mariam now walks independently with a white cane and is legally blind. But that didn't stop her from pursuing more education.

Mariam walks independently with a white cane and is legally blind. But that didn't stop her from pursuing more education. "I finished high school in English and hope to study next at Mohawk College. I have a special magnifier glass and computer screen when I read. I

try and look on the positive side of life and encourage other refugees to do the same – to build a new life for yourself and your family."

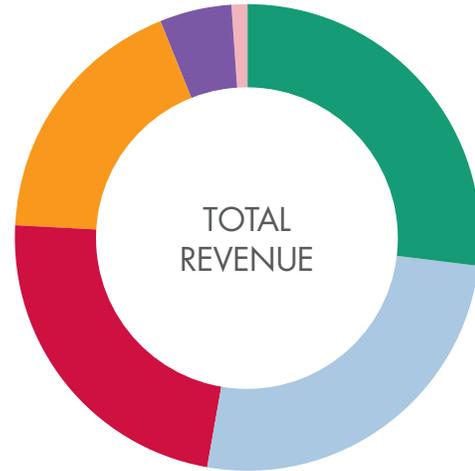
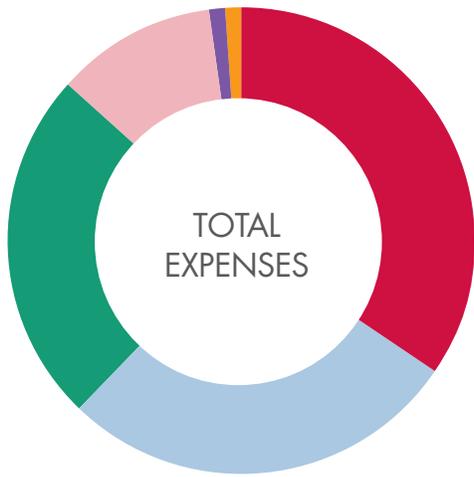
Mariam speaks honestly when she describes how difficult it is to leave your home country and start again, especially for adults who are in their forties and older. "It is very hard to get a job here, especially for refugees who were professionals in their home country."

Despite these difficulties, Mariam is in awe when she talks about Canada giving refugees another chance in life and how in Hamilton you can interact with people from many different cultures and countries. "I will always love my country Iraq but I love Canada too and am proud that I am now a Canadian citizen."

*Name changed to ensure privacy.

Financial Information

For the year that ended March 31, 2018



- 36% Housing & Homelessness Services:** \$4,625,135
- 27% Children, Youth & Family Services:** \$3,478,518
- 24% Newcomer & Community Services:** \$3,140,472
- 11% Administration & Fundraising:** \$1,480,500
- 1% Surplus/Deficit:** \$183,079
- 1% Amortization:** \$157,216
- Total** \$13,064,920

- 34% Municipalities (Halton and Hamilton):** \$4,396,650
- 28% Government of Ontario:** \$3,629,052
- 17% Donations:** \$2,248,899
- 14% Government of Canada:** \$1,868,481
- 6% Other:** \$791,546
- 1% United Way Halton & Hamilton:** \$130,292
- Total** \$13,064,920

Charitable Registration Number: 11929 1946 RR 0001



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Elizabeth Doesborgh-Mathers, *Ex-Officio*
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Denise Scott, *Director, Children, Youth & Family Services*
Dean Waterfield, *Director, Housing & Homelessness Services*

Special Events

Case for Kids Walk, Run, Ride
Christmas & Holiday Store
The Great Hamilton Scavenger Hunt
Knapsack Drive
Raising the Roof Campaign
Strike Out Homelessness – Baseball & Bowling Events
Wesley Gala Dinner
Wesley Open Golf Tournament

Funding Partners

ArcelorMittal Dofasco Employees
Burlington Community Foundation
The Children's Fund
City of Hamilton
The Fairmount Foundation
Glen Abbey Nursing Home Business Trust
Government of Canada
Government of Ontario
Halton Region
Hamilton Community Foundation
Hamilton Conference, The United Church of Canada
Hamilton Food Share
Hamilton Presbytery Mission Council

The Home Depot of Canada Foundation
The John and Ellie Voortman Charitable Foundation
Johnston Chrysler Dodge Jeep
Janco Steel
Losani Family Foundation
Ontario Realtors Care Foundation
Social Planning Research Council
The United Church of Canada
The United Church of Canada Foundation
United Way Halton & Hamilton

Leading Donors

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Brian and Cathy Warry
D. Jean Wilson
Susanne & John Zinkie



Children, Youth & Family Services



Housing & Homelessness Services



Newcomer & Community Services

Wesley is a long-standing local non-profit, offering support for people experiencing poverty, homelessness, and barriers in the community. We provide programs and services to meet diverse community needs in Hamilton, Halton and Brantford – Brant.

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How to Get Involved

Make a Donation wesley.ca/donate

Volunteer wesley.ca/volunteer

Attend a Special Event wesley.ca/events

Organize a Donation Drive wesley.ca/donate

Participate in a Program wesley.ca/services



Support, every step of the way