



Support, every step of the way



Artwork by Laura Smith @lalalaura.art

Annual Report

2020  
2021

# DISPATCHES FROM THE FRONT LINE

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## Abdu\* | Client, Resettlement Assistance Program

I've now lived in Hamilton for over a year, having arrived in Canada from Uganda during the early months of the pandemic. A memory of COVID that I have is the discrimination of the first victims that were affected by this. It's taught me that no one is an island; it just needs togetherness, persistence and be optimistic and love among others to overcome whatever we face. It's quite promising if everybody can follow the guidelines that were given by the leaders and doctors and get vaccinated, there's a hope it will come to an end.



## Monica Petrauskas | Supervisor, Day Centre, and Wesley Union Steward

When COVID hit, things really got hectic, and it's amplified some of the issues our clients face every day. For a period, there was a tent encampment outside our Ferguson location, which kept us very busy. There have been many memorable stories, but Heather's stands out. Heather has accessed our programs at the Day Centre for years, but recently things in her life started to take a downturn. One day she showed up with obvious signs of a physical assault, and she needed our help. We acted quickly, got her in a hotel and away from her abuser and have helped her back on her feet. Today, she's housed in the community and doing well.



## Scott Heggie | Supervisor, Wesley Youth Housing

I hope that as people, communities and societies we continue to practice the terms so widely used during COVID: compassion, empathy, understanding, listening, engagement and working towards an equitable and sustainable future. COVID has taught me to give myself and others more of a break. It really highlighted how hard we can be on ourselves.

# DISPATCHES FROM THE FRONT LINE



## **Drago\*** | Client, Special Care Unit

I have a list of things that I like to do to keep busy. I like to exercise, play chess (I am very good), and grow plants and vegetables like hot chili peppers. I am currently learning to paint and sketch and I have a strong passion for cooking – specifically from different cultures around the world. During COVID, I discovered that the best thing to happen to me was to live at SCU. SCU saved my life. I am happy to be alive even with COVID virus and climate change happening. I am glad I was able to move out on my own during COVID. I mostly like that I can eat whatever I want and sleep whenever I want. I like the quietness.



## **Liz Lemus** | Kitchen Teaching Facilitator, First Start

I work as a Kitchen Teaching Facilitator with newcomers in a basic training that builds a foundation of transferable skills in the food service and related workplace industries. As a newcomer myself I can relate to and motivate my clients on personal self improvement and set professional goals. Since I can speak three languages, I am well positioned to help more groups of newcomers.



## **Jennifer Powell Fralick** | Volunteer, Holiday Hamper Program

Anticipating the Christmas season, I was very concerned about how the annual Christmas Store would meet the needs of families, and what the role of volunteers would be, given the challenging safety protocols. My husband and I, both seniors, were able to find a role that kept us well-distanced from others and yet feel that we were still making a contribution. We were happy to help out by delivering holiday hampers to various Wesley locations where they would be picked up by clients. I appreciated Wesley's problem-solving about this and their staff's ongoing commitment and willingness to be the face of assistance to those who struggle.

\* Name changed to protect client privacy

# DISPATCHES FROM THE FRONT LINE



**Fatma Sorran** | Facilitator, EarlyON Child and Family Centres

COVID-19 made us think outside the box and understand that life can change abruptly in a second and we have to be flexible, prepared and resilient to bounce back. We had to make a lot of changes at work and in our houses as well as at the public places. Our lifestyle has changed. We had to really take care of ourselves and our health. I am looking forward to life going back to what it was. We should all appreciate the small things and enjoy the moment we live in.



**Dave Golden** | Cleaner, 52 Catharine Street North

Looking back I would say a highlight from working during COVID would be the client gratitude. And low would be the loss of clients due to COVID or homelessness. The most important thing I have learned from all this is to help others less fortunate than myself but remembering that I matter and my health comes first in a non-selfish way.



**Sarah Pardy** | Project Manager, First Start Farm

Surprisingly I have met so many new people during COVID and this is definitely a highlight. I started working at First Start Farm in September 2020 and between the tenants at Vanier Towers and Wesley staff, I have the opportunity to safely interact with many incredible people often. I'm passionate about empowering individuals with the skills and knowledge to achieve a desirable quality of life.

# A MESSAGE FROM



**Don Seymour** | Executive Director  
& **Howard Williamson** | Chair, Board of Directors

I think we would all agree that 2020-2021 was an exhausting, frustrating and scary time. When the pandemic first broke, we had one goal. To keep the Wesley community as safe as possible. Fortunately, Wesley has been strong and very attentive in our approach to COVID. From containing two outbreaks, welcoming refugees during a global pandemic, caring for people who were COVID positive to keeping people who are homeless safe, we have responded with compassion, creativity and a lot of hard work.

I truly believe the work we did this year literally saved people's lives and we met our goal of keeping people as safe as possible.

This work is certainly not easy and we have much ahead. COVID 19 has revealed glaring inequities in our community which we find completely unacceptable.

At the very least people have the right to timely medical care, housing, and food security. With your help, we will continue to provide critical support on the front-line and advocate for the most vulnerable and marginalized so that everyone can share in the incredible promise of the communities in which we operate.

**Don Seymour**  
Executive Director

The past year has been a very challenging time for everyone, and especially for our dedicated staff who continue to deliver needed services across our community during these difficult times. Thank you, and I cannot say this enough – thank you to our clients, staff, volunteers, donors, community partners and funders. The Wesley team stepped up during the pandemic and I am very proud and humbled to be part of this community effort.

The Board of Directors has supported this critical work by approving the use of funds to expand client services and to compensate staff working in-person. To address these challenging times, the Board of Directors participated in a strategic retreat in late 2020 to update Wesley's Strategic Plan and set priorities for the organization in order to meet the challenges of the pandemic.

Even in a pandemic, we've been working on several organizational wide initiatives, such as our focus on Equity, Diversity and Inclusion.

The voices in this report share personal pandemic reflections from the front-line. Combined with our more traditional Annual Report, we hope this will inspire your continued involvement.

**Howard Williamson**  
Chair, Board of Directors

# PROGRAM HIGHLIGHTS



**Opened COVID-19 Isolation Centre for the homeless**

**Managed and resolved two small COVID-19 outbreaks**

**Moved Wesley Day Centre to 52 Catharine Street North**

**Continued to welcome refugees during the pandemic**

**Opened new Child Care Centre in downtown Hamilton**

**Launched First Start Farm, a hydroponic vegetable farm**



# AGENCY WIDE INITIATIVES



## Diversity & Inclusion

Wesley has created a new inclusion policy that extends to individuals who identify as racialized, Indigenous, living with a disability, and/or 2SLGBTQI+. We have been working with Intersecting: Anti-Racism Anti-Oppression Consultants, Cole Gately and Pauline Kajiura, who created opportunities for staff and board to discuss and learn about our collective responsibility to address and eliminate racism and oppression in all its forms.

Wesley is working to be representative of the diverse and intersecting communities we serve and support, across the organization. To start, we have joined the Government of Canada's 50 – 30 Challenge, which encourages Canadian organizations to improve practices related to equity, diversity and inclusion.

## Strategic Plan, Invest in Our People

Even in a pandemic, the organization continued the work of our strategic plan and made adaptations to the current circumstances. *Invest in our People* is one of the ways we are addressing this desire for change and a positive work culture. We've been supporting mental health in the work place, providing flexible working arrangements and offering a more casual dress code.

We've worked to have consistent and open communications across the organization and supporting collaborative decision making. We're committed to ensuring a good relationship with our union partner SEIU LOCAL 2 and will continue to advocate for better increased wages in our sector.





# OUR IMPACT INCLUDES

**1,512**

Unique number of low income seniors that received mobile outreach & support.

**2,410**

Virtual visits from Family Home Visitor Program supported parents of newborn babies.

**226,824**

Total number of meals cooked, packaged & distributed throughout the community.

**18**

Youth who have experienced or are at-risk of homelessness moved into Wesley Youth Housing.

**246**

Newcomers settled to Hamilton as Government Assisted Refugees & secondary migrants.

**2,764**

Holiday Hampers for families and individuals packed with food & gifts by volunteers.

**115**

Families in Halton Region provided with emergency housing, including 141 children.

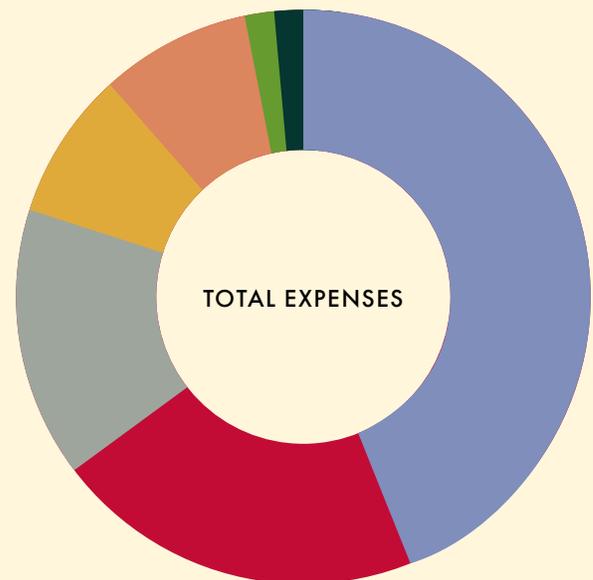
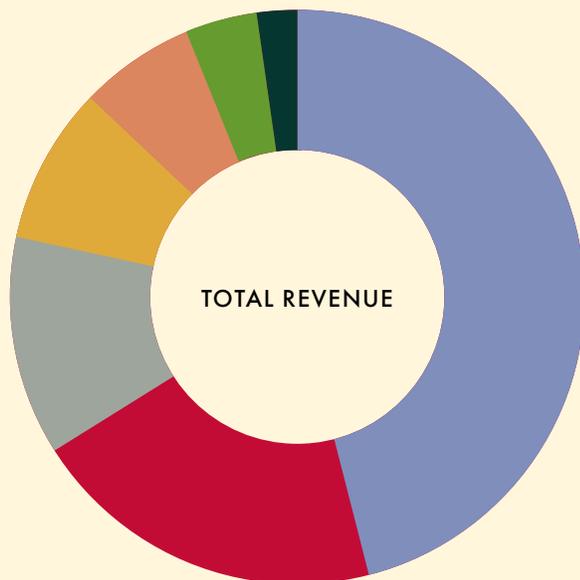


# FINANCIAL INFORMATION

For the year that ended March 31, 2021



Our legal charitable name is Wesley Urban Ministries, with Wesley as our operating and forward-facing name.



## Revenue

- **46%** Municipalities \$7,839,608
- **20%** Government of Ontario \$3,420,439
- **12%** Government of Canada \$2,094,407
- **9%** Donations & Fundraising \$1,497,173
- **7%** Participant Fees \$1,107,559
- **4%** Revenue From Other Items (Restricted) \$670,333
- **2%** Other (Interest & Deferred Contributions) \$408,652

**Total: \$17,038,172**

## Expenses

- **44%** Housing & Homelessness Services \$7,475,667
- **21%** Children, Youth & Family Services \$3,593,036
- **15%** Newcomer & Community Services \$2,568,370
- **8%** Administration & Social Enterprise \$1,405,678
- **8%** Designated Surplus \$1,443,177
- **2%** Resource Development \$281,161
- **2%** Amortization \$271,083

**Total: \$17,038,172**

## Board of Directors \*

Shirley Bainbridge  
Jim Cairney  
Willem deRuijter  
Ryan Hay  
Julie Vernon Holmes  
Klim Khomenko  
Bartek Lasota  
Lebené Numekevor  
Kaush Parameswaran  
Howard Williamson  
Cheryl-Ann Stadelbauer-Sampa \*\*

## Staff Team \*

Rashed Afif  
Faiza Bhatti  
Rosemary Boateng  
Andrea Buttars  
Josey Kitson  
Chak Lee \*\*  
Melissa Lodge Rodney  
Jennifer Ryan  
Don Seymour \*\*  
Denise Scott  
Antonio Stanissa

## Funding Partners

Anonymous Partners  
ArcelorMittal Dofasco Employee Donations Fund  
The Children's Fund  
City of Brantford  
City of Hamilton  
East Plains United Church  
Edith H. Turner Foundation Fund at Hamilton Community Foundation  
The Fairmount Foundation  
Fengate Community Foundation Fund at Hamilton Community Foundation  
Fulton Family Trust  
Glen Abbey Nursing Home Business Trust  
Government of Canada  
Government of Ontario  
Hamilton Community Foundation  
Hamilton Food Share  
Halton Region  
Hamilton Community Foundation, Investment Readiness Program funded by the Government of Canada's SI/SF Strategy  
Hamilton Community Foundation, Pandemic Response Fund  
Hamilton Presbytery Mission Council  
Janco Steel Ltd.  
Lawrie Insurance Group  
Meadow House Investments Inc.  
Metro Richelieu Inc.  
Moore Environment System Ltd.

Nancy & George Ruttle Foundation  
The Olive Branch  
Ontario Trillium Foundation, Resilient Communities Fund  
Ron & Nancy Clark Foundation  
Second Harvest Food Support Committee  
Steelworkers Humanity Fund  
St. Stephen United Church  
Taylor Steel Inc.  
The United Church of Canada  
The United Church of Canada Foundation  
United Way Halton & Hamilton  
Walton Memorial United Church

## Leading Donors

Anonymous Donors  
Barbara Borthwick  
N. Campbell  
Judy & Rick Clark  
Joan Cranmer  
Ted & Madeline Dwyer  
Mr. Erick Feltham and Dr. Philippa Lock  
Judy & David Goodings  
William I. Gordon  
Gordon Hadaller  
Aaron H. Hamm  
Faye Hewlett  
Allan Holditch  
Arlene Holek  
Sharon Ann Milne Jackab  
Eva-Marie Jackson  
Paul Johnson  
Warren & Judith Johnson  
Estate of John Kistemaker  
Jany and David Godard  
Karen Logan  
Lowry Family  
Grace Mater  
Ian McLeod  
Grant & Mary McCracken  
Margaret McNee  
Brian Mullen  
Greg Pieczonka  
Robert Pond  
Robert Riddell  
Julie Thomson  
Tosh  
Sue Trerise Adamson, in memory of Dr. Joe Adamson  
Dayle Vraets  
Victoria Walzak  
Barry Warry  
Susanne & John Zinkie



Laura Smith  
 @lalalaura.art

**wesley**  
 Support, every step of the way

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.

52 Catharine Street North  
 Hamilton, ON L8R 1J1  
 T 905 528 5629  
 F 905 528 9977  
 info@wesley.ca wesley.ca

