



# House of Friendship

STRONGER TOGETHER

2022-2023 COMMUNITY REPORT  
[www.houseoffriendship.org](http://www.houseoffriendship.org)



# STRONGER TOGETHER SINCE 1939



# THE POWER OF EDUCATION

“Education is the most powerful weapon which you can use to change the world.”  
- Nelson Mandela

## Education is powerful.

Through education, you can learn a new language or a valuable skill, or you can forge a new, meaningful career path.

## But it also has the power to do even more.

It can broaden our perspective and help us understand what lies behind the challenges we face as a society. And once we know more, we can do more.

Take our current homelessness crisis. It’s only been in the last few years that we have seen this exponential growth of homelessness – to the point where encampments no longer have the power to shock us.

The increased presence of cheap, synthetic drugs, along with individuals suffering from childhood abuse and trauma, brain injuries or mental illness and psychosis, along with the lack of affordable housing, are all contributors to this challenge.

It would be easy to blame those who are homeless for not making better choices, or for being “lazy” or undeserving of help. But when we take the time to learn about the deep, unhealed trauma that many of these individuals are wrestling with – or just how addictive, powerful and deadly today’s street drugs are – our perspectives might shift a bit.

## That’s the power of education.

In the same way, we know that children and youth living on low income face tremendous hurdles in succeeding at school. Something as simple as affording a tutor or accessing reliable internet and technology – a must in this day and age – can prove insurmountable.

For the resilient few who still do well enough for university or college, the extra cost – and lack of mentors who have successfully navigated this path – can make post-secondary education an impossible dream.

Poverty continues to impact generation after generation because it is so difficult for anyone to break free from these barriers. That’s why the right supports in these communities – like providing mentors and after-school homework help – are so crucial.

Education can be a powerful change-maker for our community if only we are willing to take the time to learn and be ready to have our perspectives challenged.

We all need to educate ourselves, and become lifelong learners, so we can advocate for change and walk alongside those in our community who need our help.

**And when we commit to learning together, we can unleash the power of education for our community – and be stronger together.**



  
John Neufeld,  
Executive Director

  
Karen Bjerland,  
Board President

## Vision

A healthy community where everyone can belong and thrive.

## Mission

We walk with those who need food, housing, community resources or addiction treatment.

## Values

Inspired by Christian faith, we continue to be shaped by the following values:

### COMPASSION

We extend the hand of friendship

### INCLUSION

We believe everyone has a seat at the table

### JUSTICE

We value a society where all have a voice

### DIGNITY

We honour the self-respect of each person

### HOPE

We always see hope, even in times of trouble

## Board of Directors

**Karen Bjerland**  
President

**Keith Cressman**  
Past President

**Kevin Thaler**  
Vice-President

**Eric Strassburger**  
Finance Committee Chair

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Nominating Committee Chair

**Philip Holman**  
Board Member

**Richard Manning**  
Board Member

**April Moore**  
Board Member

**Alan Uffelman**  
Board Member

# FOOD

## Providing Food and Nourishment

### You Are Providing Help When Tragedy Strikes

Every week, Elizabeth volunteers to hand out food to her fellow community members at Forest Heights Community Centre.

**“I try to keep my mind off my troubles,” said Elizabeth, with translation help from Shahlaa, a House of Friendship team member. “I like volunteering – it helps.”**

Elizabeth came to Canada 20 years ago, leaving behind her war-torn home of Sudan. She came as a single mother to her children, while her husband chose to stay behind.



Elizabeth, pictured with House of Friendship staff Shahlaa, is finding meaning and purpose by volunteering at Forest Heights Community Centre, where she also receives food support.

“I came because I was looking for a safe place for my children to grow up,” said Elizabeth. “But you never know what will happen.”

Though Elizabeth has worked hard over the past two decades to build a new, better life for her family, tragedy struck.

Her youngest son, who was studying to become an engineer at University of Waterloo, was in a serious car accident three years ago. He’s been in a coma ever since.

“His friends are graduating this year, but he cannot speak. He doesn’t wake up,” said Elizabeth, who visits him in hospital every day.

Elizabeth struggles to speak English, and is more comfortable communicating in Arabic. Because of the language barrier, she has found it difficult to find work.

“I couldn’t go to work here; I was always struggling.”

Because of these barriers, Elizabeth relies on the food support she receives at Forest Heights, help that is only possible because of you.

Elizabeth appreciates being able to pick up the food close to home, rather than having to get someone to drive her to pick up a food hamper.

And by volunteering at Forest Heights, Elizabeth also experiences the joy of helping others, as she has been helped.

“It helps me a lot to be there, to love the people,” said Elizabeth. “I am helping them, but at the same time, they are helping me.”

**Your generous care and support makes it possible for Elizabeth to cope with one of the most difficult seasons of her life, without having to worry about her next meal. Thank you for stepping up to help families like Elizabeth’s!**

### Working Together this Holiday Season!

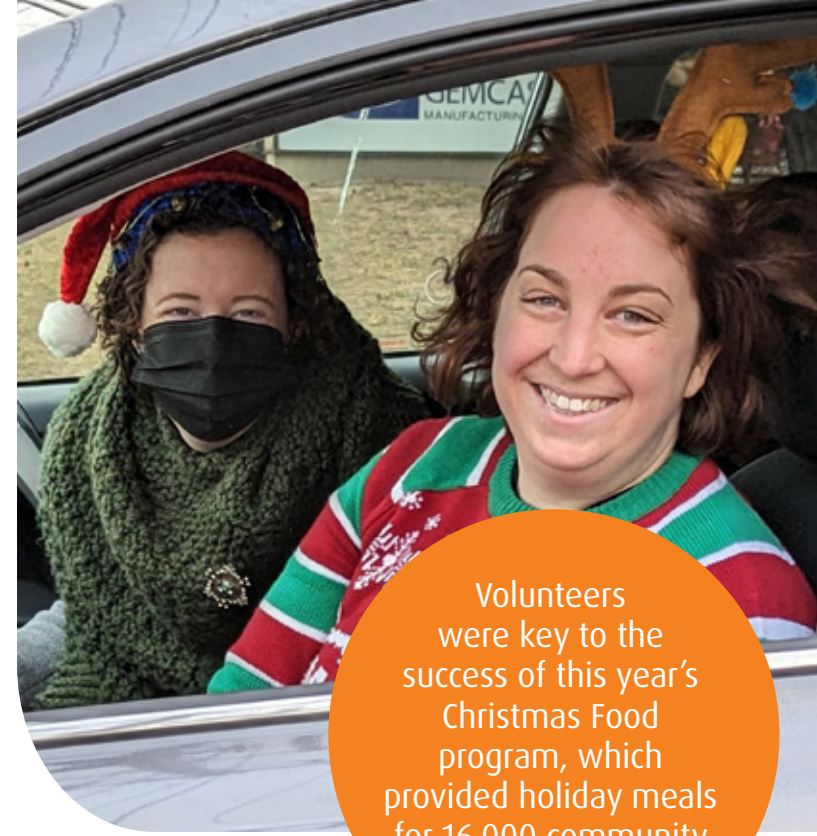
This past December, 16,000 community members in 5,000 households throughout Kitchener and Waterloo were able to celebrate with a special meal, thanks to you!

Community members were once again given the gift of dignity and choice, receiving gift cards along with turkey, ham or halal chicken, allowing them to buy the food items most meaningful to them.

**And this year was a special year. The Kitchener-Conestoga Rotary Club celebrated its 20th year of the Rotary Turkey Drive, and raised an incredible \$455,000, the proceeds of which help support our Christmas Food program.**

Community partnerships were once again central. **Food Bank of Waterloo Region** provided logistical support and warehouse space. **The St. Vincent de Paul Society** generously provided volunteers and distribution locations, along with \$57,000 in support. **Erb Transport** donated their time and resources to transport and store halal chickens and turkeys. And special thanks to **Catalyst Commons**, for providing office space for the program.

We are thankful for their dedication and generosity to families and individuals in Kitchener-Waterloo!



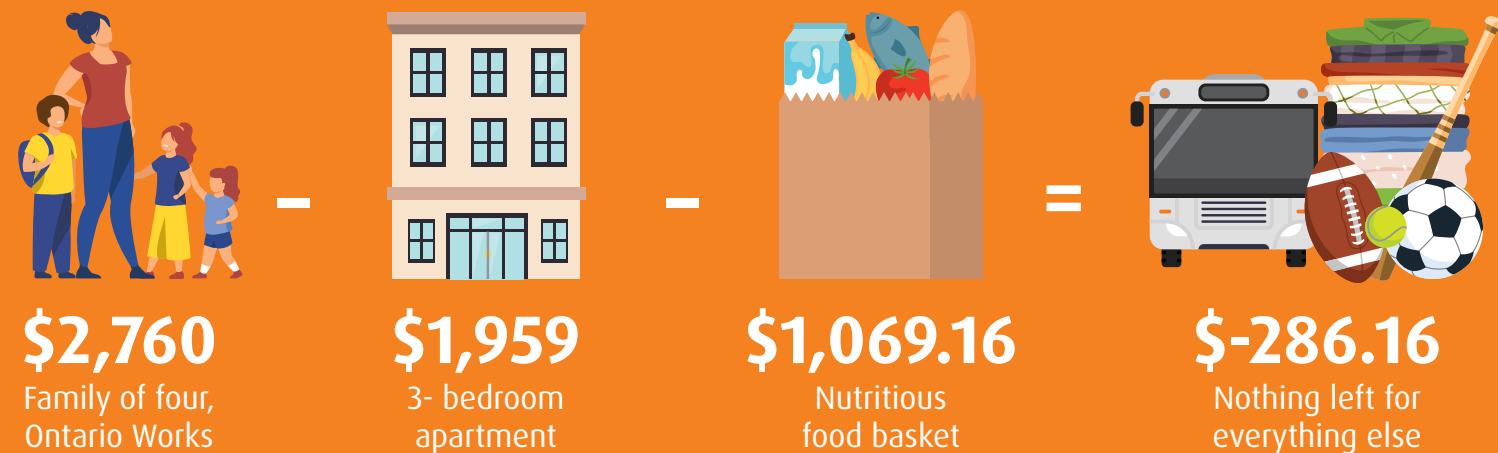
Volunteers were key to the success of this year’s Christmas Food program, which provided holiday meals for 16,000 community members.

This program also relies on the 750 dedicated volunteers who donated their time to deliver and distribute frozen protein items and grocery gift cards with care and compassion.

**Thank you to everyone who played a role in feeding local families and individuals over the holiday season – it wouldn’t be possible without you!**

### The Growing Gap

It is harder than ever for families living on low income to meet their basic needs, leading to an increased reliance on food hampers.



\*Source - Nutritious Food Basket, 2022

# NEIGHBOURHOODS

## Building Strong Families and Communities

### A Chance to Lead

By the time Steffon was only 16 years old, he had already been arrested several times.

He constantly got into fights and found it nearly impossible to control his temper.

As a child growing up in Guyana, Steffon was diagnosed with epilepsy. But it wasn't until he arrived in Canada many years later that he received consistent treatment for his illness.

That, along with a step-family where he never really fit in, made it hard for Steffon to find a place to belong.

#### But he had a lifeline – the Courtland Shelley Community Centre.

"It was a safe place to go, to meet up with each other," said Steffon. "What I enjoyed most about being there was the togetherness."

And the chance to play basketball – the one time when Steffon felt at peace.

"I would get on the basketball court, and it didn't matter what I was dealing with at home."

But Steffon's anger finally caught up to him, with a judge ordering him to see a counsellor.

"I didn't want to talk to someone I didn't know," said Steffon. "But, after the counsellor shared with me, I started to trust him. And as I talked, the weight just lifted."

All of the emotions Steffon had been suppressing since childhood came rushing out – starting him on his journey to healing.

While still working through these complex emotions, Steffon was given a chance to lead



Steffon became a leader in his own community, thanks to basketball – and second chances.

by taking on the basketball program, which was in danger of shutting down.

"I thought, 'I can run it,' – and they actually gave me the chance," said Steffon.

This chance to lead – despite his past mistakes – has helped shape who Steffon is today.

#### "It's such a different feeling when you know someone believes in you."

While volunteering at the basketball program, Steffon has also helped coach at Rockway Mennonite Collegiate. He continues to work on plans for his future, including some way of giving back.

"I just want to be in the right place to help someone, like someone helped me."

**Your support of our Neighbourhoods programs provides a safe place for resilient young men like Steffon to grow into the leaders their community needs. Thank you!**

### Scholarship to “Change the Odds” for students

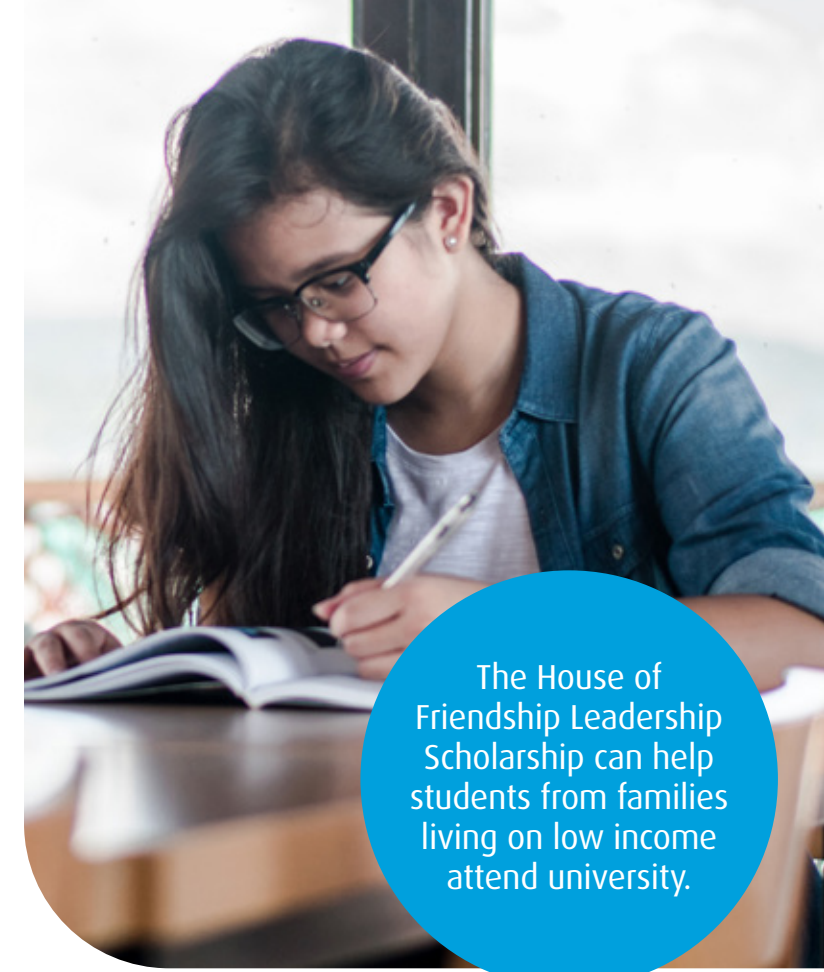
A life-changing scholarship will make it easier for young students living on low income to achieve a university education.

The House of Friendship Leadership Scholarship, made possible through a substantial grant from the **Lyle S. Hallman Foundation**, will help two high school students connected to House of Friendship programs attend University of Waterloo while living in Conrad Grebel residence – with all of their expenses paid.

“This scholarship will change the odds, not only for the recipient, but for their entire family,” said Dauda Raji, Community Services Director at House of Friendship. “What we want to accomplish in our programs is to help end the cycle of poverty. A scholarship like this is one way to help achieve that.”

Students will be selected on a combination of marks and leadership involvement in House of Friendship programs, and receive four years of tuition and related fees, as well as two years of residence at Conrad Grebel. The scholarship also includes two paid work terms in a House of Friendship program.

“To not only receive a university education but to be able to graduate without any debt,” said Dauda. “It will be an absolute game-changer for these families.”



The House of Friendship Leadership Scholarship can help students from families living on low income attend university.

**Thank you to the Lyle S. Hallman Foundation for Changing the Odds for bright, young learners in Waterloo Region!**



LYLE S. HALLMAN  
FOUNDATION

### Unleashing the Potential in Youth

The right supports can unleash the potential in youth and set them on the path to higher education, despite the challenges that poverty stacks against them.



# LEAVE A LEGACY OF HOPE

A Gift in Your Will for Future Generations

## Giving A Gift that Lives On

For Catherine and Terry Gitzel, the idea that children in their own community were hungry was shocking.

"To think that 10 minutes from our home, there are children going to school without breakfast, it just didn't make sense," said Catherine. "It's not supposed to happen here."

Catherine found this out when looking for ways to get her church, The Gathering, involved in the Chandler Mowat community.

It wasn't long before the church started a "breakfast club" for children at Chandler Mowat Community Centre, and an after-school "snack attack," in partnership with House of Friendship.

Catherine had already been involved at the community centre years earlier, providing women's literacy programs. This strong connection meant that it made perfect sense for The Gathering to move to Chandler Mowat when their previous meeting place was unavailable.

While it was initially a temporary move, it soon became clear that this is where the church belonged. Members began finding a new, close connection with the families living near Chandler Mowat.

**"There's something beautiful about the community knowing us, and us truly knowing the community," said Catherine. "That's where the good stuff happens."**



Terry and Catherine Gitzel are leaving a legacy for future generations through a gift in their Will to House of Friendship.

This meaningful connection to the families in their own community started Terry and Catherine thinking about the legacy they'd like to leave behind.

"If people were to talk about us, what would they say?" said Terry. "What would we be hopeful to hear?"

**That's why they have decided to leave a gift in their Will to House of Friendship to ensure that the work they have dedicated themselves to will carry forward.**

"We have known abundance in our lives, and to be able to leave some of that to House of Friendship who would take those resources and add love and generosity and a sense of belonging - that feels good," said Catherine.

We're here to help! To learn more about making a Gift in Your Will, contact Development Manager Joanne Adair, at [joannea@houseoffriendship.org](mailto:joannea@houseoffriendship.org) or visit [www.houseoffriendship.org/Wills](http://www.houseoffriendship.org/Wills).

# VOLUNTEER SPOTLIGHT

Walking With Community Members

## A Circle of Belonging and Connection

Every week, newcomers to the community meet at Sunnydale Community Centre to take part in an English conversation circle.

Barbara and Evelyn, two volunteers who lead the group, said it's often about much more than trying to learn to speak English more fluently - it's about finding a community.

**"I think it's less about the English and more about making friendships and connections. And often, Barbara and I can sit here and not say much at all," said Evelyn. "We'll have a lesson plan, and they'll start talking about where to find good used clothes. And that's okay."**

One day, a woman from Eritrea, who had no English at all, showed up. She had grown up in such an isolated area that she had never even seen a pencil before coming to Canada.

"When she came to the door, she looked terrified," said Barbara. "It took a while to find somebody who spoke her language."

She joined the circle and eventually made some friends and became part of the community.

"It made me wonder, how would I cope if I were dropped off in the middle of her village?" said Evelyn. "I am so often impressed by the courage and determination shown by the people who come to our conversation circle."

Women who join the conversation circle can get connected to other House of Friendship services at Sunnydale, whether it means meeting with a Family Outreach Worker or finding out about after-school support for their children.



Volunteers Barbara and Evelyn love the chance to build friendships and community.

But what Barbara and Evelyn find most meaningful about their volunteer work is the friendships forged over a simple conversation.

**"I love discovering where they are from, what it is like back home," said Barbara. "And we find out what we have in common and just end up seeing people as people."**

To learn more about volunteering at House of Friendship, visit: [www.houseoffriendship.org/volunteer](http://www.houseoffriendship.org/volunteer).

# STRONGER TOGETHER

To belong is a powerful thing



## Food

Providing food for individuals and families in Kitchener-Waterloo

- **Over 30,000** individuals in 2022
- **Over 35%** received food hampers for the first time this year.




## Neighbourhoods


Providing support to families living on low income.


- **7,000** children helped each year
- **7 community locations** for neighbourhood food programs

 **1 IN 14**  
HOUSEHOLDS IN WATERLOO REGION RECEIVE FOOD ASSISTANCE



 **34%**  
OF FOOD HAMPER RECIPIENTS REGION-WIDE ARE CHILDREN

 **8%**  
OF RESIDENTS IN WATERLOO REGION STRUGGLE TO OVERCOME THE BARRIERS OF POVERTY

 **14,485**  
CHILDREN IN WATERLOO REGION LIVE BELOW THE POVERTY LINE



 **80%**  
OF MEN IN OUR SHELTER HAVE SIGNIFICANT MENTAL, PHYSICAL OR ADDICTION HEALTH NEEDS

 **1,200**  
EMERGENCY CALLS IN WATERLOO REGION WERE RELATED TO OVERDOSES IN 2022

 **21%**  
OF CANADIANS WILL STRUGGLE WITH ADDICTION DURING THEIR LIFETIME

 **7,500**  
HOUSEHOLDS ARE ON THE WAIT LIST FOR AFFORDABLE HOUSING IN WATERLOO REGION



## Housing

Providing emergency shelter, affordable and supportive housing to overcome homelessness.

- **100 men** served in ShelterCare
- **50 adults** living in Supportive Housing
- **38 adults** living in Affordable Housing



## Addiction Treatment

A range of treatment options to meet the continuum of needs.

- Providing support to approximately **2,100 adults** each year

# ADDICTION TREATMENT

## Supporting Recovery and Healthy Living

### Dignified Treatment that Works

**Robin was only 12 when he had his first drink. Even then, he knew it was trouble.**

That euphoric feeling came over me, and I was terrified. I knew right away to keep it a secret."

Robin grew up around family and friends who struggled with alcohol.

"It was a real party culture that I grew up with," said Robin. "It was normal to drink."

Robin started playing in a band in high school and continued to drink heavily. When he was 18, his life changed forever, with a car accident that almost killed him.

This gave Robin a reality check. He tried to make some changes – quitting drinking, and starting counselling. For a time, things got better.

On the outside, he was succeeding. He got a job as a recording technician in a studio, and even worked in Hollywood for a time.

But alcohol and drugs continually pulled him back. At one point, Robin even became homeless.

**Robin continued to struggle, but he couldn't figure out why – until he was finally given a clue.**

A counsellor noted that Robin had likely experienced a traumatic brain injury in his car accident, and that could be playing a role.

**It wasn't until he came to House of Friendship's Residential Addiction Treatment Centre, though, that Robin finally got the help he needed.**

"The hoops I had to jump through before were just taken away," said Robin.



Robin is on the journey to recovery from a traumatic brain injury and addiction.

Because Robin was able to meet with an onsite doctor as part of the care he received while in treatment, he was quickly referred to Traverse Independence, which specializes in brain injuries.

Robin continues to receive support through House of Friendship's after-care program while he waits to get into Traverse.

In his many years of struggle, Robin said nothing was quite like the care and support he received through House of Friendship.

"Something transformative happens when you arrive, in the way you are treated. It showed me this is a new culture. They treat you with dignity here. House of Friendship does it better than anywhere else I've been."

**Thank you for walking with people like Robin. You are helping to remove barriers to addiction treatment!**

### "This Place Saved My Life"

Brent was no stranger to addiction. At 61, he had already enjoyed 26 years of sobriety as a recovering alcoholic.

But when he was diagnosed with throat cancer and prescribed narcotics, Brent didn't realize how dangerous that was.

"I knew nothing about painkillers," said Brent. "I had no idea."

**Initially, the pills did what they were supposed to – they managed Brent's pain. But it didn't take long before Brent realized he was taking them for other reasons.**

"I was kind of happy, getting a buzz, a high," said Brent. "And I tried to stop taking the pills a few times, but I couldn't."

Brent realized if he kept taking the pills, he wouldn't be alive for much longer – he was taking far too many.

His doctor told him about House of Friendship's Rapid Access Addiction Medicine (RAAM) at the Nurse Practitioner-Led Clinic in Cambridge, where he could walk in and receive help the same day.

There, Brent met with House of Friendship's peer support worker, Samantha. She had gone through



Brent values being able to talk to Samantha, a peer support worker, at the RAAM clinic.

her own journey with addiction, and provided a listening ear.

"She is a great help to me because I need to get things out of me. She understands what I'm saying," said Brent.

He also received medication to relieve withdrawal symptoms, and counselling with an addiction counsellor. All of this started the day he walked in.

**"If I had to wait, I wouldn't have made it," said Brent. "This place saved my life."**

### The Right Help at the Right Time

Every person dealing with addiction is unique - and the support they need will look different. That's why it's vital to offer a wide range of services, to meet each unique need.



Virtual support



Day treatment



Residential treatment



Harm reduction



Counselling



Aftercare

# HOUSING

## Finding a Place to Call Home

### No Longer Alone

**“When I was growing up, I had trouble making friends,” said Ian. “I was all alone.”**

Ian isn't alone anymore – he lives in Eby Village, one of House of Friendship's Supportive Housing buildings. There, he has not only found a home – he's found a community.

Ian lives with James, and they are the best of friends – sharing a love of music, movies, sports, and card games. They also enjoy going on outings with other residents, such as a recent visit to a Waterloo Siskins game or trips to see the Blue Jays.

Neither would be able to live independently – James lives with schizophrenia, while Ian struggles with depression and anxiety. Both live with developmental delays and need some support with daily living.

“I suffer from schizophrenia, but I function quite well,” said James. “I think that people can have mental illness and be very intelligent. It can be controlled, but it has a lot of stigma.”

“There was no understanding of mental illness when I was younger,” added Ian. “My doctor thought I was just imagining things. It took time to get help.”

James and Ian say they are lucky to have each other. Ian often reminds James to take his medication, while James makes sure that Ian doesn't skip meals.

“We're good friends,” said James. “We take care of each other.”

James and Ian also benefit from the support of on-site staff, who can help them with more complex tasks like filing paperwork, getting their cable service changed, and getting linked to other services that can foster independent living.



Ian and James love the community they've found, thanks to you!

“I go to the staff when I'm stressed,” said Ian. “It's nice to have someone to talk to.”

Staff also help set up regular community activities, including a weekly coffee time, barbecues, and a pool tournament in February.

James and Ian are grateful to have a safe, affordable place to call home, knowing that the support they receive gives them what they need to live independently.

**“If I didn't have this, my whole life would fall apart,” said James.**

“I worry about being homeless,” added Ian. “I'm glad I live here.”

## Providing New Solutions Through ShelterCare

**Earlier this year, we celebrated the official opening of our new ShelterCare facility in Waterloo!**

This innovative approach now provides 24/7 care and support to those experiencing chronic homelessness and acute health issues, helping community members exit the cycle of homelessness for good.

The new facility serves 100 men, and includes accessible bedrooms on the main floor. A “housing hub” offers onsite housing support, and participants can enjoy a large dining room, with volunteer opportunities, a health clinic, and communal gathering areas to build connection and community.

At the official Grand Opening, Andy, a former Shelter participant, shared his reflections.

“It's incredible to see what House of Friendship is doing for homeless people in our community,” said Andy. “It's going to make such a difference for other guys like me.”

The purchase of the former hotel, along with the extensive renovations, would not have been possible without the \$8.5 million investment from the Province of Ontario and renovation financing through the Canadian Mortgage and Housing Corporation. The program itself has received \$1.6



Andy (left), a former Shelter participant, was thrilled to join our ShelterCare grand opening celebrations earlier this year. He's pictured here with his father, Kurt, executive director John Neufeld, and friend Bobby.

million from the Ministry of Mental Health and Addictions, and the Region of Waterloo is providing \$3.7 million towards annual operating costs, as well \$570,000 towards annual capital financing.

ShelterCare only exists because of your ongoing, faithful support of men in our community experiencing homelessness. You are showing compassion and care for men who have nowhere else to go. **Thank you for playing a critical role in their journey to health and housing!**

To see a behind-the-scenes video tour of the new ShelterCare facility, visit: [www.houseoffriendship.org/ShelterCareTour](http://www.houseoffriendship.org/ShelterCareTour)

## What is ShelterCare?

Individuals experiencing homelessness and struggling with complex mental health and addiction challenges need more than just a place to stay.

### ShelterCare Provides:



Help to find housing



24/7 on-site staff support



Health care



Counselling and Addiction Services

ShelterCare provides support and services for individuals experiencing homelessness, helping individuals get healthier and housed.



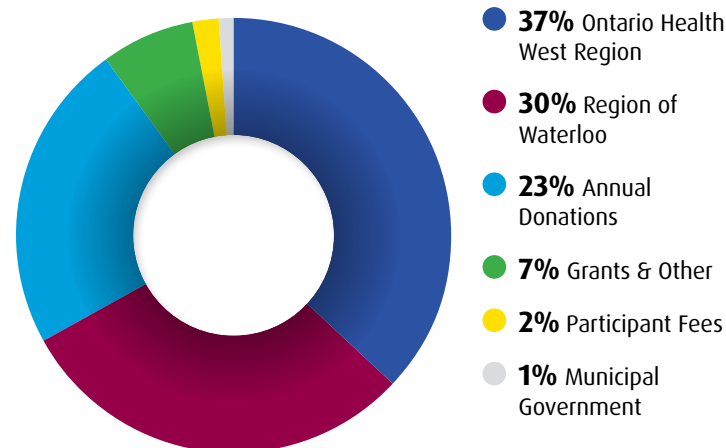
# FINANCES

## Financial Stewardship Summary 2022/23

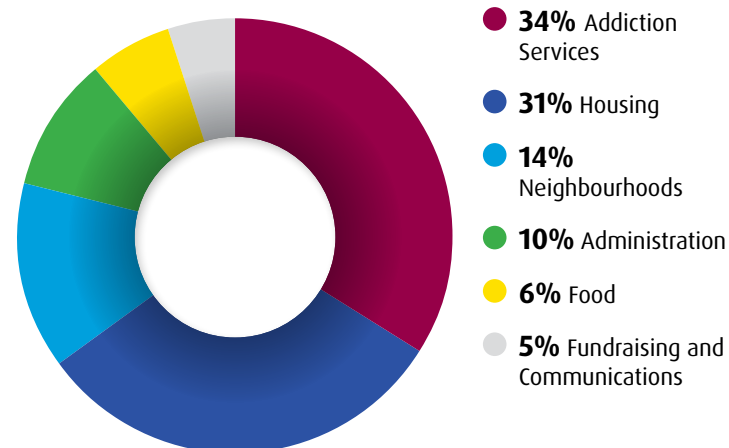
# MANY WAYS TO GIVE

## Give Today and Make a Difference!

WHERE SUPPORT COMES FROM –  
TOTAL OPERATING REVENUE \$19,332,858



WHAT YOUR SUPPORT DOES –  
TOTAL OPERATING EXPENSES \$18,931,616



Thanks to your support, we have achieved an operating surplus for the tenth consecutive year, and we continue in our commitment of financial stewardship of each donation gifted to House of Friendship. Full audited financial statements and the 2023/24 Annual Operating Budget are available online at [www.houseoffriendship.org](http://www.houseoffriendship.org).

## A Special Thanks to our Grantors \$50,000+

We're incredibly thankful for the generous support of our mission by these community grantors in fiscal 2022-23:

 <b>LYLE S. HALLMAN FOUNDATION</b>	<p>\$250,000</p> <p><b>Stabilization Grant</b> to support needs in the midst of COVID recovery.</p>	 <b>United Way Waterloo Region Communities</b>	<p>\$160,000</p> <p>Helping to fight homelessness through our <b>ShelterCare</b> program.</p>
 <b>Ontario Trillium Foundation</b> <small>An agency of the Government of Ontario Un organisme du gouvernement de l'Ontario</small>	<p>\$150,000</p> <p><b>Resilient Communities Fund</b> toward restoring community connections in Supportive Housing.</p>	 <b>HOCKEY HELPS THE HOMELESS WATERLOO REGION</b>	<p>\$57,000</p> <p>Helping to end homelessness by supporting <b>ShelterCare</b>.</p>



### Give a financial donation with 3 easy ways to give:

**Online at**  
[www.houseoffriendship.org](http://www.houseoffriendship.org)

**Call**  
519-742-8327 x 131

**Mail or drop off at**  
51 Charles St. E.  
Kitchener, ON N2G 2P3

**E-transfer or Securities:**  
Call Keke at  
519-742-8327 x 131



### Volunteer:

Please visit  
[www.houseoffriendship.org/volunteer](http://www.houseoffriendship.org/volunteer)  
to learn about the latest opportunities to help your community.



### Leave a Gift in your Will:

A gift in your will ensures that future generations of men, women and children will be able to find the support they need in their most difficult season of life. To find out more, call Joanne at 519-742-8327 x 137 or visit [www.houseoffriendship.org/Wills](http://www.houseoffriendship.org/Wills)

## Increase Your Impact with Monthly Giving!

Consider becoming a **MONTHLY DONOR!** Monthly giving provides ongoing program support for families and individuals in Waterloo Region, while reducing administrative costs, ensuring that more of your donations will reach those in need. To become a monthly donor, please contact us at 519-742-8327 x 131 or [fundraising@houseoffriendship.org](mailto:fundraising@houseoffriendship.org)



### Donate needed items:

Throughout the year, House of Friendship programs need specific items to support our work throughout Waterloo Region. Please review which items are being accepted, as well as donation drop-off times, at [www.houseoffriendship.org/donations](http://www.houseoffriendship.org/donations).



# PART OF THE FAMILY

## A House of Friendship Team Member's Journey

### Coming "Full Circle"

It took a conversation to change the course of Janine's life.

"I was venting my frustration about my partner to Odaly, my Family Outreach Worker," said Janine. "She said, 'It sounds like you are in crisis.'"

Janine brushed it off.

"No, I have a house, I have a car; I'm not in crisis," said Janine.

**"I didn't realize the psychological, emotional, and financial abuse was so massive. I just didn't see it."**

But a few months later, Janine realized Odaly was right. She fled her home and moved into a shelter.

After years of abuse, Janine and her two young children were free – but it had been years since Janine had worked, and she had few resources.

"When I was looking at getting an apartment, I wondered how I would save up first and last month's rent," said Janine. "Would they even rent to me when I didn't have a job?"

"I didn't sleep properly for a couple of years, actually, because of the stress around 'how am I going to do this?'"

Janine, who now works at House of Friendship as Community Centre Program Supervisor, found comfort and support through her Family Outreach Worker, Odaly. This included help with practical items like mattresses for her children and a few gift cards to buy supplies.

"When I left, my partner destroyed everything I left behind. I had nothing."



Janine is now supporting community members in the same way she – and her family – was helped.

Most of all, though, Odaly provided a listening ear.

**"She listened without judgment," said Janine. "I needed that."**

Today, Janine finds purpose and meaning working at House of Friendship, having the chance to help others the same way she was helped.

In fact, not long after she started working, Janine found herself in a "full circle" moment – providing support to a young mother fleeing domestic abuse.

"It felt so very rewarding," said Janine. "My heart is full doing this type of work."

**Your compassion has made it possible for mothers like Janine to begin again – and, in turn, help others! Thank you for creating a circle of generosity and support in our communities!**

# HERE WHEN YOU NEED US

To access these services, or for information, call **519-742-8327**, or [houseoffriendship.org](http://houseoffriendship.org).

## ADDICTION TREATMENT

### SUPPORTING RECOVERY AND HEALTHY LIVING

Call 1-844-437-3247 (HERE247) to apply for these services. NOTE: All programs, except for residential, are now offered virtually as well as in person.

#### Residential Treatment

Residential abstinence-based and counselling-focused programs for men and women, including Justice Pathway transfers from prison.

#### Day Treatment

Introductory group counselling and intensive two-week day programs for men and women. Held in Cambridge, Guelph and Kitchener.

#### Counselling Services

Counselling services available for individuals, groups and families concerned with addiction, substance use, problem gambling, gaming and internet use.

#### Community Addiction Support Services

Programs provided by House of Friendship together with community partners:

- **Concurrent Supportive Housing**

Addiction counselling for adults in permanent and transitional housing in Waterloo Region.

- **Community Withdrawal Support Program**

Support to help individuals develop a plan to withdraw from substance use. Apply at 519-742-8327 x 562.

- **Rapid Access Addiction Medical Clinic (RAAM).**

A walk-in clinic for those experiencing health issues related to their substance use. For hours and locations: [www.houseoffriendship.org/raam](http://www.houseoffriendship.org/raam) or 519-742-8327 x 562.

## FOOD

### PROVIDING FOOD AND NOURISHMENT

#### Emergency Food Hampers

Providing food for individuals and families at one centralized location.

#### Neighbourhood Food Distribution

Providing food for families in their own neighbourhoods in multiple locations in Kitchener-Waterloo.

#### Christmas Food Program

[www.christmassupport.ca](http://www.christmassupport.ca)

Providing food for individuals and families at Christmas.

## NEIGHBOURHOODS

### BUILDING STRONG FAMILIES AND COMMUNITIES

#### Family Outreach Program

[www.familyoutreach.ca](http://www.familyoutreach.ca)

Providing access to vital community resources for families with children 17 years of age and under who are living on low income.

#### Community Centre Programs

Supporting families and individuals living on low income in the following neighbourhoods:

- Centreville Chicopee
- Chandler Mowat
- Courtland Shelley
- Forest Heights
- Kingsdale
- Sunnydale
- Victoria Hills

#### Neighbourhood Food Programs

Community food programming to build belonging and connection in low-income neighbourhoods.

#### Summer Camp Sponsorship

Providing a summer camp experience for children of families living on low income.

## HOUSING

### SUPPORTING INDIVIDUALS TO FIND A PLACE TO CALL HOME

#### ShelterCare

Emergency shelter for men experiencing homelessness, with wraparound supports ([www.sheltercare.ca](http://www.sheltercare.ca)) to become healthier and housed.

#### Supportive Housing

Permanent affordable housing for single adults, with support services that foster recovery from homelessness and community integration. Participants from the Prioritized Access to Housing Support (PATHS) list are eligible.

- Eby Village and Charles Village

#### Affordable Housing

Available for those requiring financial assistance and are on the Community Housing Access Centre (CHAC) list.

- Eby Village



## Rising to the Challenge

Every year, the impact of your support grows. On these pages, you have seen stories that show again and again what a difference it means when you rise to the challenge and walk alongside your neighbours.

Through your support in the past year, you have shown us what it means to care, to show compassion, to walk with your community members, and to lend a bit of your strength to individuals who are already strong and resilient, but just need a little help along the way.

We are inspired by you – and by our community members who are overcoming their struggles and rising to the challenge, one day at a time.

**Thank you for being living examples of our House of Friendship values of compassion, inclusion, justice, dignity and hope!**

51 Charles Street East, Kitchener ON N2G 2P3

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[www.houseoffriendship.org](http://www.houseoffriendship.org)

Charitable # 10749 3892 RR0001

About the Cover: James and Ian have found a place to belong at Eby Village, one of House of Friendship's supportive housing apartment buildings in downtown Kitchener. You can read their story on page 14.

