



House of Friendship

STRONGER TOGETHER

2021-2022 COMMUNITY REPORT
www.houseoffriendship.org



STRONGER TOGETHER SINCE 1939



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

Keith Cressman
President

Karen Bjerland
Vice-President

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Art Dyck
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RELENTLESSLY PURSUING SOLUTIONS TOGETHER

The world has forever changed – and we need to change with it.

The COVID-19 pandemic has made many complex challenges more visible in our community.

It exposed the great need for basic necessities like food and housing, and has revealed just how many community members are struggling with poverty and addiction.

While these problems are not new, their complexity and size continue to grow, making them harder to ignore.

Some of the 2021 statistics for Waterloo Region are overwhelming:

- 1,085 people are homeless, a 300% growth since 2018
- 20% of food hamper recipients received help for the first time
- 99 individuals died from an overdose
- Nearly 15,000 children live below the poverty line

We can't afford to stay here and be overwhelmed; we must look to the future with hope.

Our community has chosen to relentlessly pursue new solutions to increasingly complex problems together – through partnership, collaboration and risk-taking.

This is a community filled with barnraisers and entrepreneurs, creative people who see the challenges and embrace innovation. This is what we need to continue. The challenges in our community will not go away, even if the pandemic does.

Thankfully, we now have a location to provide primary healthcare, mental health and addiction supports right in our emergency shelter –

ShelterCare – thanks to significant funding support from both the Province of Ontario and Region of Waterloo. ShelterCare is just one of several new solutions in our region to address the ongoing homelessness crisis.

Similarly, this community is creating a more robust range of services to address the opioid crisis. Whether it is harm reduction, safe supply, online treatment options, walk-in services, or more in-depth treatment solutions, we are working together so that more lives can be saved.

We also continue to find new ways of walking alongside community members who are struggling with the impacts of poverty and hunger in Waterloo Region.

There are no simple solutions to complex problems like these. No silver bullets.

However, our collective willingness to try new things, to take risks – even the risk of failure – is going to lead to a place where our region's most vulnerable community members will get the help they need. That's a reason for hope!

"Love thy neighbour" today looks a lot like the creativity, compassion and collaboration of 2021. Let's continue on, working together to build a region where no one is left behind.



Keith Cressman,
Board President

A handwritten signature in blue ink, appearing to read 'Keith Cressman'.



John Neufeld,
Executive Director

A handwritten signature in blue ink, appearing to read 'John Neufeld'.

ADDICTION TREATMENT

Supporting Recovery and Healthy Living

The Right Help at the Right Time

Ralphy was tired of seeing his friends die.

"I lost five friends in one week. It's something that stays with you," said Ralphy.

He grew up in an abusive household, regularly receiving beatings that were so severe that he couldn't sit down. Still, Ralphy didn't turn to drugs until his stepfather was murdered by an angry employee at a local factory.

This tragedy led to an addiction to fentanyl.

It took a long time before Ralphy was ready to quit. Seeing so many of his friends die from overdose made him want to change things.

Ralphy learned how to use naloxone to reverse overdoses. He advocated at regional council in support of the Region's Consumption and Treatment Services on Duke Street, where he both used the service and worked as a peer support worker.

When House of Friendship opened its Rapid Access Addiction Medicine (RAAM) clinic on the upper floor of the building, Ralphy was one of the first people to get treated there.

"The fact that this building is not just a safe consumption site any longer, but now also a place to get better – that makes a huge difference."

At the RAAM clinic, Ralphy meets with a nurse practitioner to get medicine for his withdrawal symptoms. Ralphy can also meet with a counsellor and peer support worker, helping him work through the beginning stages of recovery.



Ralphy is overcoming his addiction to fentanyl at our Rapid Access Addiction Medicine Clinic.

"It was really hard to quit until this place opened up. I can go and do things that I couldn't do before. I'm not worried about getting sick from withdrawal."

Ralphy is homeless, living in a tent, and has many friends who are struggling with addiction. The RAAM clinic made him feel welcome, and he lets his friends know that they can get help here, without having to make an appointment – all they have to do is show up.

Thank you for walking with people like Ralphy! When we work together to remove barriers to addiction treatment, lives are saved!



Addiction Services Director Tara Groves-Taylor, former program participant Clarence Cachagee, and Minister Michael Tibollo celebrate new funding for our Cambridge addiction treatment centre.

More funding to expand residential treatment!

A few years ago, you helped us build an addiction treatment centre in Cambridge that had room to expand services when additional government funding became available. **Your generous commitment will now have an even greater impact!**

In February 2022, we welcomed MPP Michael Tibollo, Associate Minister of Mental Health and Addictions, to our Cambridge facility where he announced \$90 million towards the province-wide

Addiction Recovery Fund. Included in this funding was \$584,000 to House of Friendship over 3 years to expand residential treatment beds from 15 to 19.

This change means that more men – more fathers, brothers, sons and husbands – will get the help they need, bringing them back to the families that love them!

Thank you for caring. Thank you for providing hope, health and healing to individuals and families impacted by addiction. It is needed more than ever!

The 'Other' Epidemic

While the world rose to respond to the COVID-19 pandemic, another epidemic has been quietly claiming lives - the opioid epidemic.

Last year in Waterloo Region:



there were **4 overdose related calls** per day



Naloxone was administered **207 times** by paramedics



99 people lost their lives to opioids

*Waterloo Region Integrated Drug Strategy Overdose Monitoring 2021

HOUSING

Finding a Place to Call Home

Stable Housing Brings New Beginnings

It's taken a long time for Courtney to feel at home.

As an adopted Black child growing up in a white family in Kitchener, Courtney was the target of racist taunts from his classmates.

"It was always stupid things," said Courtney. "My parents were white, and I was from the Caribbean. I didn't fit. I was angry at the world for a long time."

After high school, Courtney found work as a detailer at a car dealership.

Racism continued to be a problem in Courtney's life, with coworkers hurling slurs at him. Courtney didn't always handle it well, with his anger getting the best of him – to the point where he lost his job. Courtney was unable to keep up with rent payments, becoming homeless.

Courtney struggled while living in shelter, turning to drugs and getting addicted to fentanyl in the process.

Living in House of Friendship's supportive housing at Eby Village, however, has given Courtney newfound stability and purpose.

Because he is able to work one-on-one with a staff member to help him define and work on his personal goals, Courtney has made some changes in his life, including to his substance use.

"It makes a difference to have someone to talk to," said Courtney. "Sometimes my plate gets full and I feel overwhelmed. They can help me break it down into manageable, bite-sized pieces, and help me figure things out."



Courtney is beginning again, thanks to the help he receives from Supportive Housing team members like Jen McGuire.

Courtney is applying to enter an addiction treatment program, and attends counselling sessions in the meantime.

He's also found a stronger sense of community, attending supportive housing events, including when rapper Colichee visited in 2019, giving Courtney a chance to showcase his own musical talent.

Your support helps Courtney see a future with infinite possibility. Despite the many challenges he's had to face, he's ready to begin again, thanks to you!

"If I couldn't stay here, I don't know what I'd do," said Courtney. "I wouldn't be able to make these changes in my life."

The Fullness of Community

For Sue, Eby Village is more than a place to live; it's a community. This makes it different from any other place she has called home. "People talk to each other and spend time together and help each other."

Built in 1990, Eby Village is one of House of Friendship's supportive housing communities. Here, residents not only have affordable housing, they also receive one-on-one support, as well as opportunities to build connection and belonging.

Many supportive housing residents have previously experienced homelessness, so connecting with a caring community is an important part of rebuilding their lives.

Sue serves on tenant council, working to build a stronger sense of community at Eby Village. The last two years have been hard, as COVID-19 prevented chances to connect. Meetings, bake sales, barbecues, and other community activities were put on hold.

Deb has lived in Eby Village for 32 years and enjoys chatting with other residents and helping those around her. The pandemic has been lonely for her.

Now, as warmer weather and eased restrictions allow, Sue is looking forward to welcoming the many new residents who have moved in during the pandemic. "That is the biggest thing for me, just reconnecting with people."



Sue and Deb are happy to have a supportive place to call home.

Deb has hope for renewed connection too. She recently attended one of the first coffee times since the last lockdown.

"Having coffee time together, being able to communicate with others; it's awesome. It's like going from a stillness to a fullness."

Thank you for walking alongside individuals who are recovering from homelessness. You give the gift of connection and community!

Homelessness in Waterloo Region

Homelessness is a crisis that continues to grow. Of the 1,085 people experiencing homelessness who were counted in 2021:



412 were living rough



335 were the "hidden homeless"



275 were in shelters or transitional housing



63 were in an institution like jail or a hospital

**Waterloo Region's Point in Time Count, September 2021*

SHELTERCARE

Integrating Health Care and Shelter

ShelterCare Has a Home!

It's been an exciting year for ShelterCare!

ShelterCare – the vision you have supported since we first unveiled it at Friendship Dinner in 2019 – now has a location to call home.

In January, **Kitchener-Conestoga MPP Mike Harris** announced, on behalf of the **Province of Ontario**, \$8.5 million in capital funding to help us buy the former Comfort Inn in Waterloo.

In addition, the **Region of Waterloo** has committed \$570,000 annually towards financing the outstanding debt, along with operational funding, while the **Kitchener-Waterloo Community Foundation** has provided a social impact loan of \$2.5 million. The **City of Waterloo** has also been a great partner, providing support with building permit applications and keeping lines of communication open with our new neighbours.

Through the ShelterCare model (www.sheltercare.ca), men experiencing homelessness benefit from 24/7 staffing and shelter, along with onsite primary health care, addiction, housing, and mental-health supports. Men in this program have been getting healthier and housed through your support!

Renovations are now underway to meet the long-term needs of participants, staff and neighbours. This includes creating an onsite medical clinic,



Renovations to our new ShelterCare facility are now underway, under the leadership of Housing Services Director Jess Bondy and Property Services Director Colin MacIntosh.

improving accessibility and energy efficiency, adding spaces for group programs, and providing dedicated areas for housing and intake support. The expected completion date is Fall 2022.

We're so incredibly grateful to you and our community partners for providing the stability, support and care individuals need to leave homelessness behind for good.

For ongoing updates, [visit www.houseoffriendship.org/shelterupdates](http://www.houseoffriendship.org/shelterupdates).



Save the Date – Friday, Oct. 28, 2022! This is the day when Hockey Helps the Homeless Waterloo Region will be back with an action-packed hockey tournament, to raise \$250,000 in support of our local emergency shelters. Want to play hockey while being treated like and playing with a pro? Want to be a sponsor, volunteer or donate? Visit <http://wr.hhth.com/> today!



LEAVE A LEGACY OF HOPE

A Gift in Your Will for Future Generations

Giving Back As a Way of Life

House of Friendship is part of Jim Erb's DNA.

Jim grew up regularly helping his aunt cut up carrots and other vegetables in the shelter kitchen.

"We worked to get food ready for the rest of the week," said Jim. "So, my exposure to House of Friendship started when I would have been about eight or nine years old."

Jim grew up in the village of Wellesley, and saw that same spirit of giving and caring at work.

"There was never anything unusual about handing extra stuff from your garden over the fence to your neighbours. If somebody was sick in the village, you knew – and you helped."

Staying true to his roots, today Jim continues to volunteer, including through Kitchener-Conestoga Rotary Club's annual Turkey Drive in support of House of Friendship's Christmas Hamper program. He's made it a family affair. His wife Marianne, along with their children and grandchildren, have joined in and experience the joy of volunteering together.

Building on their experiences of giving back since childhood, Jim and Marianne want to make sure the work of helping those in need continues, well into the future. **That's why they have decided to leave a Gift in their Will to House of Friendship.**



Jim and Marianne want their values to live on for years to come.

They both see it as a reflection of their values, a way to create a legacy of what has always been so important to them.

"We want our legacy, through the gift in our Will, to go to people who are marginalized, who are in need," said Jim.

"It's just something we want to pay forward," said Marianne.

We're here to help! To learn more about making a Gift in Your Will, contact Development Director Margaret Lucas, at MargaretL@houseoffriendship.org or visit www.houseoffriendship.org/Wills.

STRONGER TOGETHER

To belong is a powerful thing



Food

Providing food for individuals and families in Kitchener-Waterloo.

- **20,000** individuals per year
- **Over 20%** received food hampers for the first time this year.



Neighbourhoods

Providing support to families living on low income.

- **6,000** children helped each year
- **7 community locations** for Neighbourhood Food programs



1 IN 20

HOUSEHOLDS IN WATERLOO REGION RECEIVE FOOD ASSISTANCE



38%

OF FOOD HAMPER RECIPIENTS REGION-WIDE ARE CHILDREN



1 IN 8

RESIDENTS OF WATERLOO REGION STRUGGLE TO OVERCOME THE BARRIERS OF POVERTY



14,485

CHILDREN IN WATERLOO REGION LIVE BELOW THE POVERTY LINE

OUR VISION... OUR DREAM

A healthy community where everyone can belong and thrive.

OUR MISSION...

We walk with those who need resources or addiction treatment



 **7,000**

HOUSEHOLDS ARE ON THE WAIT LIST FOR AFFORDABLE HOUSING IN WATERLOO REGION

 **80%**

OF THE MEN IN OUR SHELTER HAVE SIGNIFICANT MENTAL, PHYSICAL OR ADDICTION HEALTH NEEDS

 **1,500**

EMERGENCY CALLS IN WATERLOO REGION WERE RELATED TO OVERDOSES IN 2021

 **21%**

OF CANADIANS WILL STRUGGLE WITH ADDICTION DURING THEIR LIFETIME



Housing

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

- 100 men at Shelter
- 88 adults living in Supportive and Affordable Housing



Addiction Treatment

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

- Providing support to 1,600 adults each year

OUR PROMISE

food, housing, community
t.

OUR VALUES... OUR INSPIRATION

Inspired by our Christian faith, we are shaped by:
Compassion • Inclusion • Justice • Dignity • Hope.

NEIGHBOURHOODS

Building Strong Families and Communities

Growing Future Leaders

This year, March break provided an opportunity for leadership and growth for two young women in the Courtland Shelley community.

Through our Youth Leadership Program that your support makes possible, Fredlyne and Estera, both 16, had a chance to plan an entire March break camp for local children.

Both girls have strong connections to House of Friendship's work at the Courtland Shelley Community Centre, with Fredlyne attending day camp when she was younger, and Estera joining in a few years ago.

They were excited to have the opportunity to run this year's March break camp.

"I grew up here, and I went to all the programs," said Fredlyne. "It's exciting to me to be working with the kids that I know pretty well, and develop a program just for them."

"I think this is a great opportunity for me to gain more experience in being a leader," said Estera.

The teenagers met several times before March break, with guidance and support from Feden, House of Friendship's Neighbourhood Program Leader. Together, they created weeklong programming including the logistics for two day trips – one to Sky Zone, and another to a movie.

They researched games for the children, including fun competitions like picking up and moving Tic Tacs with tweezers, or trying to dislodge ping pong balls from an empty tissue box worn around the waist – without using hands.



Fredlyne and Estera are growing into confident young leaders, through leading camp programs for children like Emily.

"At first, running the camp was very nerve wracking knowing we were the ones in charge," said Fredlyne. "But it was also rewarding. The best part for me was to see the kids really enjoy the program."

Feden said he watched Fredlyne and Estera work hard to welcome new kids, and help put them at ease. The effort they put into additional research to bring new games to the camp were also a hit.

"I'm very proud of them – they did a great job."

Your support of Neighbourhoods programs makes it possible for youth like Estera and Fredlyne to have the opportunity to try new things, build leadership skills and allow their natural strengths and skills shine – thank you!

A Warm Welcome

For Sabrina, living in Canada is a dream come true.

Sabrina and her family came here two years ago to escape the growing violence and chaos in her home country of Argentina.

"It was very dangerous," said Sabrina. "When you arrive home from work, you have to keep an eye out. You have to get inside, before someone robs you."

Sabrina came to Kitchener with her husband and two children. As an international student, money is sometimes tight. Her family often needs food from our Neighbourhood Food Distribution at Kingsdale Community Centre.

Her first visit to receive food brought her so much more than groceries, however; it brought her a community.

While standing in line, Sabrina started talking to Fanny, a House of Friendship staff member at the food program. They soon discovered that they both spoke Spanish. It wasn't long before Fanny connected Sabrina to other programs offered through House of Friendship, including a virtual cooking class.

"This cooking class was a great benefit for me," said Sabrina. "I learned more English through this group, and made friends."



Sabrina is finding a new community here in Canada, thanks to you!

She loved the cooking course so much that she changed her study program to culinary arts at Conestoga College.

Your support of our Neighbourhoods programs helps newcomers to successfully begin a new life far from home. Thank you for providing a warm welcome to people like Sabrina!

"It was very difficult for us to come here, but once we found help, all the pieces of the puzzle came together," said Sabrina. "To be able to walk in peace and safety – that has no price."

The Power Of Youth

When you provide the right opportunities to youth living on low income, their own strength and power is unleashed!



Skill development



After-school programs



Access to technology



Mentors



Leadership opportunities



FOOD

Providing Food and Nourishment

No Longer Alone

"I used to donate to the food bank. I never expected I would one day need to go and ask for food."

Leonard, 59, has been trying to rebuild his life for years.

In 2010, Leonard was in a car accident that caused serious injuries – three broken ribs, and an injured hip. He was in a wheelchair for weeks.

Still, he returned to his work as office manager at a transmission shop right away. He managed to keep on working for two years, until the pain of his injuries caught up with him. Leonard took several weeks off work in a row – too many for his boss, who didn't take him back.

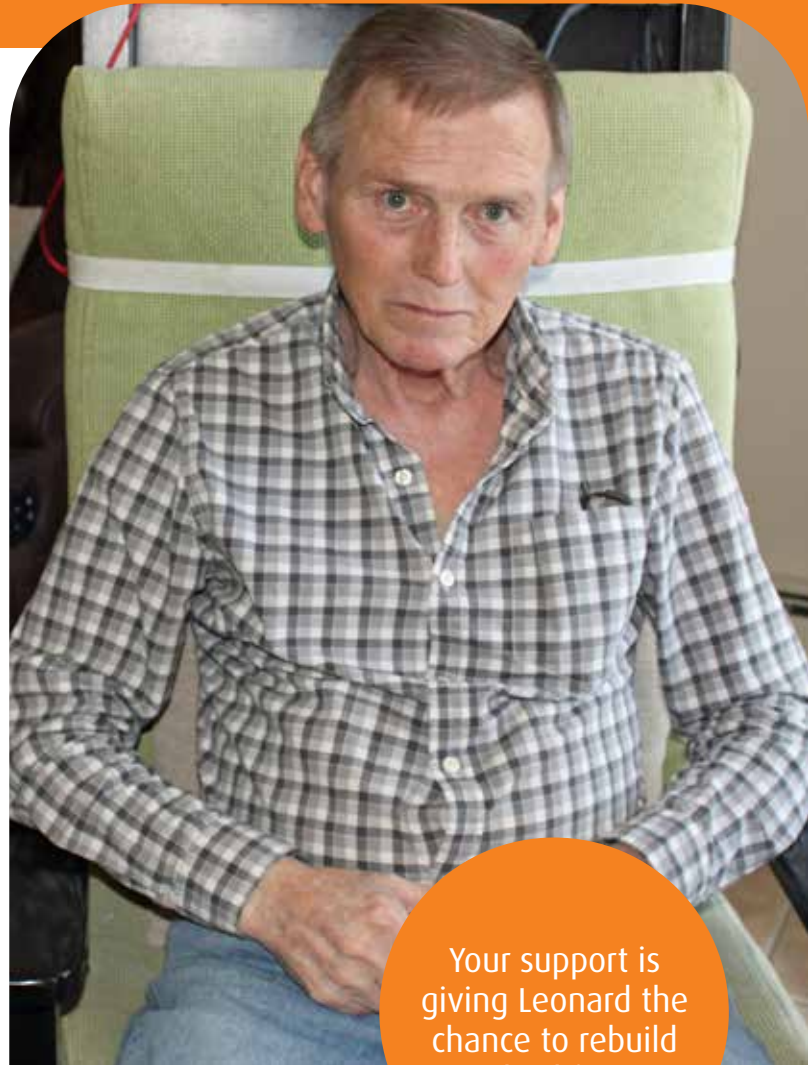
To make matters worse, his fiancé decided to break it off with him because he was no longer working. Leonard was soon without a place to live.

"She was the breadwinner. When it became too difficult, she wanted me out."

Living on monthly disability payments (ODSP), Leonard soon found that the monthly payment didn't go far enough to pay for both rent and food. He struggled that first day he realized he needed to ask for help.

"It was embarrassing," said Leonard. "I didn't want to go. When I did go, I just wanted to hide my face. It took a lot for me to go and ask for assistance. I had always donated, and now I needed help."

Now, Leonard relies on support from House of Friendship's Neighbourhood Food Distribution at Chandler Mowat Community Centre, which allows him to get food close to home.



Your support is giving Leonard the chance to rebuild his life.

Your generous support is helping Leonard have some stability in his life – knowing that he has food to eat makes it possible for him to think ahead, and look to the future.

He continues to look for a way to find his way back into the workforce, finding a job that he can do, in spite of his physical challenges.

"I want to be back working, where I can feel a sense of accomplishment on a daily basis. I miss that."

Meeting the Growing Need – Together!

In the midst of record need this past December, more families than ever received food support through our Christmas Hamper Program. Thank you for joining neighbours and community partners to ensure individuals and families across Kitchener Waterloo could enjoy a special holiday meal!

Continuing our new approach of providing a grocery gift card, along with a turkey, ham or halal chicken, families were able to purchase the food that was meaningful to them. Thanks to your support of Kitchener-Conestoga Rotary Club's annual Turkey Drive, 16,400 individuals were able to receive food support to celebrate the holidays.

This year, the Kitchener-Conestoga Rotary Club raised a record \$445,000 - the proceeds of which help fund our Christmas Hamper program. We are incredibly grateful to everyone on the Rotary team for your unwavering support and commitment to your community – thank you!

In addition to financial support from many wonderful donors, we are so thankful to our community partners who provided operational support: **Food Bank of Waterloo Region** (warehouse space, logistics), **St. Vincent de Paul**



This year's Christmas Hamper program was truly a community effort to ensure no one was left out.

Society (volunteers, financial support, distribution locations), and **Erb Transport** (transportation and frozen protein storage).

It was truly a community effort. Thank you to everyone who helped provide food to families over the holiday season – we couldn't do it without you!

Food Hamper Recipients Are People You Know

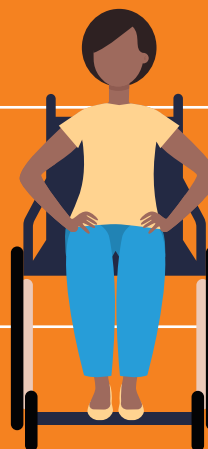
Every year, 20,000 community members receive food hampers during a time of need. Who these individuals are may surprise you.



38%
are
children



20%
are
employed

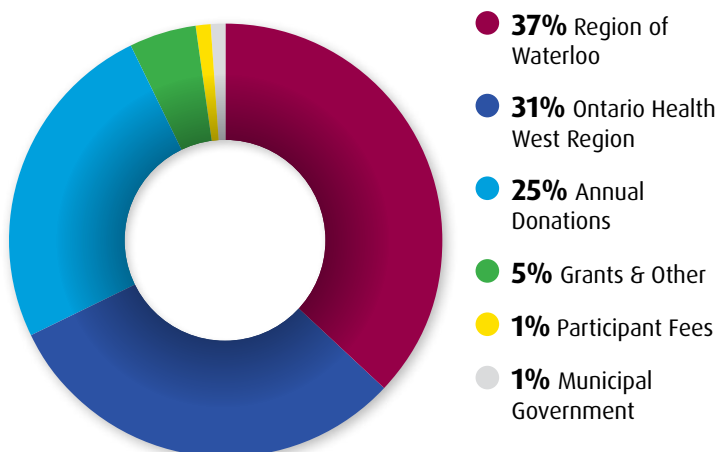


23%
live with
disability

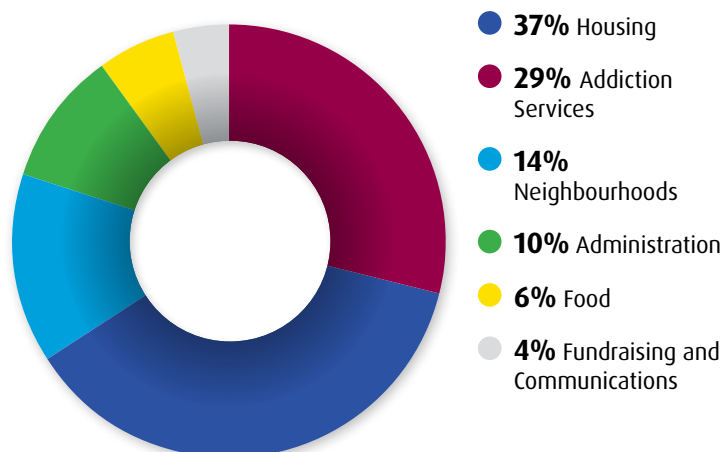
FINANCES

Financial Stewardship Summary 2021/22

WHERE SUPPORT COMES FROM –
TOTAL OPERATING REVENUE \$18,181,348



WHAT YOUR SUPPORT DOES –
TOTAL OPERATING EXPENSES \$18,159,821



Thanks to your support, we have achieved an operating surplus for the ninth 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 2022/23 Annual Operating Budget are available online at 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 2021-22:



\$60,000

After School Youth Mentorship Program for youth in low-income communities



LYLE S. HALLMAN
FOUNDATION

\$250,000

Stabilization Grant to support needs in the midst of COVID recovery



\$85,000

Resilient Communities Fund towards a shelter staff training program



United Way
Waterloo Region
Communities

\$165,000

In support of our **ShelterCare program**

MANY WAYS TO GIVE

Give Today and Make a Difference!



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

Online at

www.houseoffriendship.org

Call

519-742-8327 x 131

Mail or drop off at

51 Charles St. E.
Kitchener, ON N2G 2P3



Volunteer:

Please visit

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 Margaret at 519-742-8327 x 122 or visit 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



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.*



PART OF THE FAMILY

Seeing the Impact of their Support

Kindness is a Choice

Jim Furlong knows what it's like to grow up with very little.

As an orphan, Jim stayed in foster care. He often got in trouble at school, and struggled to find his place in the world.

When he was 12, Jim had to make a choice. He could either provide labour on a farm, or go to reform school.

He chose the farm.

"It was a pretty easy choice," said Jim. "Reform school was like going to jail – I knew other kids who had gone there, and I didn't like what I heard."

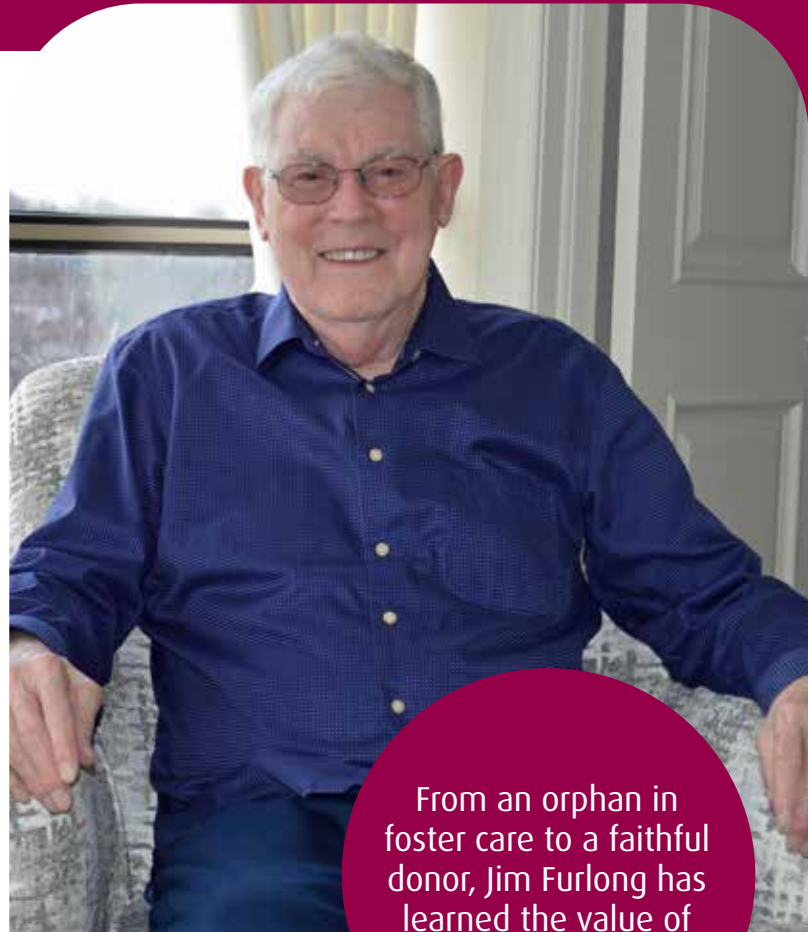
While working on the farm, Jim continued to go to school, but it wasn't a welcoming experience for him. The teacher, who knew Jim came from the foster care system, called him by the farmer's name, not his own – as in, "Stephenson Boy."

"You kind of felt like a second-class citizen, like you didn't belong."

As a teenager, he finally claimed his rightful name. He then started developing the leadership skills that would help him flourish as an adult, through the mentorship and support he received from his high school teachers and coaches.

"That's why I played team sports," said Jim. "I was looking for a place to belong. It was a community for me."

These foundational experiences stayed with Jim. He served in the military before becoming a teacher, finishing his career as principal of Elmira District Secondary School.



From an orphan in foster care to a faithful donor, Jim Furlong has learned the value of giving back.

Jim found strength in community, in leadership, and in giving back.

He has also focused on giving back financially, including to House of Friendship.

"When I give, I think about one thing – will this make a difference? That's my main criteria. I want to make sure it will have an impact."

Jim can look back at his life and see the many people who stepped in to help him as he grew up, and knows that their impact on his life is now impacting others.

"Kindness is not an act that you do just once; it's a lifestyle. I learned that growing up. If you have an opportunity to be kind to others, you just do it."

HERE WHEN YOU NEED US

To access these services, or for information, call **519-742-8327**, or **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 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 Hampers

www.christmashampers.ca

Providing food for individuals and families at Christmas.

NEIGHBOURHOODS

BUILDING STRONG FAMILIES AND COMMUNITIES

Family Outreach Program

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) 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**



You Are Making This Community Stronger

On these pages, you have seen stories of resilience, of strength, and of hope. The individuals and youth in these pages have shown us, through their quiet dignity and determination, what it means to be strong, what it means to be brave.

And through your support in this 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 as they rise above the challenges that life has brought them.

We are inspired by both of you – those in our community who are overcoming their struggles, and those who come alongside to help.

Both of you are the reason we can look forward, believing in a community where everyone can belong and thrive.

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

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About the Cover: Fredlyne and Estera have learned how to grow as leaders through our Youth Leadership Program at Courtland Shelley Community Centre, running March break camp for children like Emily. You can read their story on page 12.

