



House of Friendship

STRONGER TOGETHER

2023-2024 COMMUNITY REPORT
www.houseoffriendship.org



A NEW VISION FOR THE NEXT FIVE YEARS

We're excited to share with you House of Friendship's Strategic Plan, which will guide our path for the coming five years. After seeking input from staff, program participants, board members, volunteers and community members, one theme kept emerging – the theme of health.

Out of that theme emerged our new vision for the next five years.

Building Health, Building Belonging: House of Friendship's Strategic Plan 2024-29 will have a three-fold focus:

Investing in Organizational Health – including the health and wellbeing of our staff;

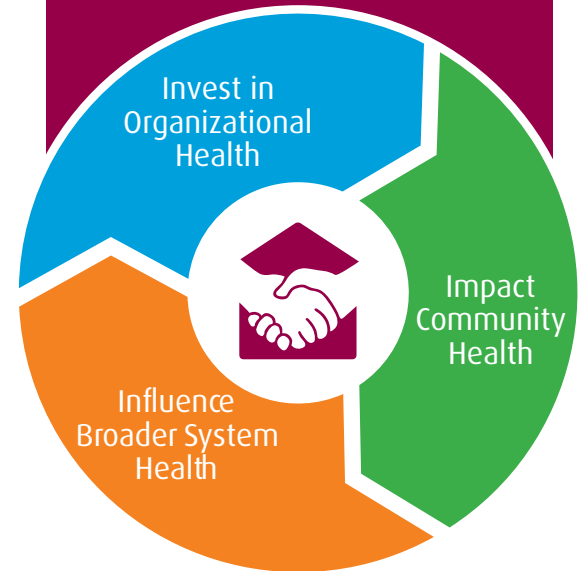
Impacting Community Health – walking with community members to have a positive impact on health in our community;

Influencing Broader System Health - extending our influence beyond our direct service work, shaping change for improved health equity for Waterloo Region and beyond.

We're excited to bring you, our dedicated supporters, along with us on this journey to not only improve the health of our staff and our program participants, but also the larger community as well.

You can read more about House of Friendship's Strategic Plan here: <https://houseoffriendship.org/about-us/our-strategic-plan/>.

Building Health, Building Belonging Strategic Plan 2024-29



Feel free to reach out to Executive Director John Neufeld, at 519-742-8327 x 123, or by email at johnn@houseoffriendship.org to learn more.

Vision

A healthy community where everyone can belong and thrive.

Mission

We walk with people who need food, housing, addiction treatment and community resources.

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

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MAKING HEALTH A PRIORITY

“The greatest wealth is health.” – Virgil

Health is something that matters to everyone.

We all need certain things to be healthy. The right food, the right exercise, and a community of support.

But this is sadly out of reach for many. Today, there are people working multiple low-paying jobs just to pay the rent. Others cannot afford nutritious food for their families. They have no buffers to keep them safe.

The social determinants of health – what we all need for a healthy life – are hard to find. Not

every child grows up in a loving, stable home. Not everyone has the health care they need, or strong mentors to help them develop coping skills for this chaotic world.

We can see the results everywhere we look – more people than ever are coming to our Emergency Food Hamper program. More people are living on the streets with nowhere else to go. Substance use problems are exploding during this age of synthetic drugs.

At House of Friendship, we have witnessed these challenges firsthand. We believe our best response to these collective crises is to focus on health. We will dedicate our next five years to this focus through **Building Health, Building Belonging, Our Strategic Plan 2024-29.**

And while we develop new ways of prioritizing health within our organization, our community, and the broader system, we can also see how this focus on health builds on our current work.

Looking back on last year, we can celebrate so many things:

- One year of ShelterCare, where an incredible 32 men have found a permanent place to call home (including ‘Big B,’ featured on page 6).



- We will soon start work on our new Supportive Housing and Community Hub, where 170 new apartments will provide community and connection for individuals recovering from homelessness (See more on page 8).
- Continued work in 39 communities throughout Waterloo Region, where families struggling with the impacts of poverty get what they need to grow and thrive.

Your support has been crucial in this journey – and we’re so excited to invite you to join us as continue this work! As we move to improve the health and strength of our programs, we know that this will create a stronger and healthier Waterloo Region.

And as we develop innovative approaches to addressing these complex issues, we will also share anything we learn with the broader community.

This will lead us to a stronger, more connected, and vibrant Waterloo Region. That’s something we can all celebrate.


John Neufeld,
Executive Director


Karen Bjerland,
Board President

ADDICTION TREATMENT

Supporting Recovery and Healthy Living

Getting a Fresh Start

When Daryl was a teen, he thought he had found the cure for all of life's problems.

"I took my first drink and thought, 'this stuff fixes everything,'" said Daryl.

"I wanted to be a rock star, and I decided this is what rock stars do."

Daryl left home in his 20s, pursuing his dreams.

"I was the guy who could out party anybody," said Daryl. "I was the world's best entertainer, even if it was at my own expense."

But, despite his party-boy persona, Daryl was miserable, and often contemplated suicide. He was incredibly close to putting a plan in action when a friend arrived for a surprise visit.

"He said to me, 'dude, you're not well,' and called my brother. He brought me back to Ontario," said Daryl.

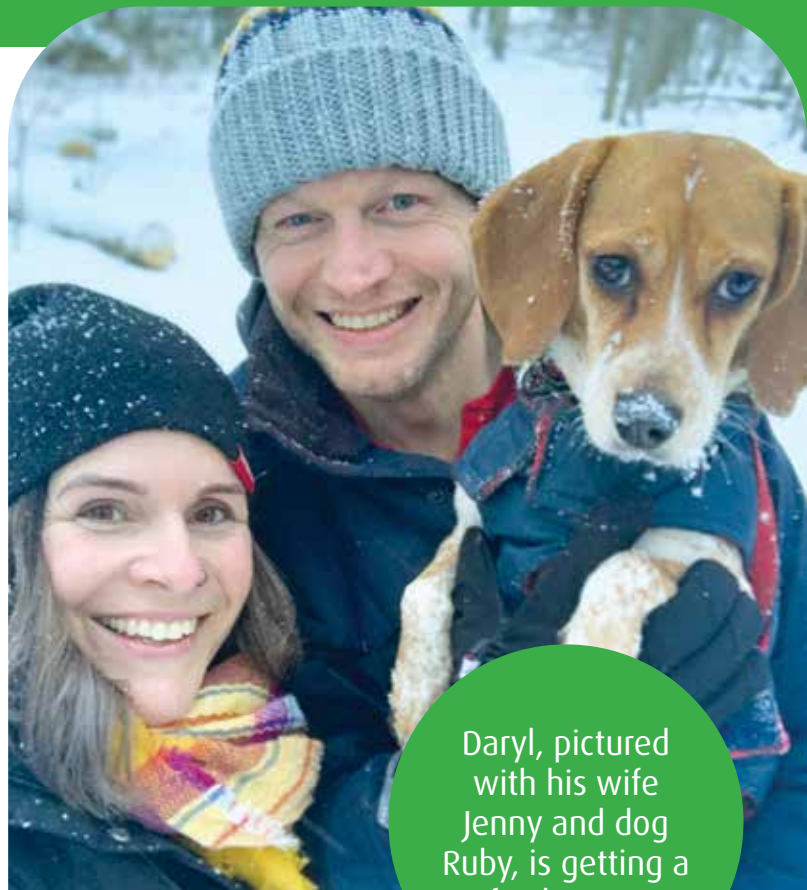
He stayed with his brother, and got a job. But Daryl kept drinking - and worse.

"That's when I started putting needles in my arm."

It wasn't until he came to House of Friendship's Residential Treatment program that Daryl finally left substance use behind.

"It was a structured program," said Daryl. "I had chores for the first time in my life, and had to learn how to do things. I didn't know how to mow the lawn - I had to ask for help."

Daryl felt empowered after learning this basic life skill that he had somehow missed in his years of substance use.



Daryl, pictured with his wife Jenny and dog Ruby, is getting a fresh start.

And while the structure helped Daryl stretch in new directions, he also appreciated the freedom that came with how he spent his free time.

"I soon learned how awesome the library was - I started sending emails, and got a Facebook account. Now that I was sober, everything was interesting to me."

Today, at 51, Daryl is celebrating 16 years of recovery, going back to school and working in a youth rehab facility - while finding still finding time to pursue music.

Thank you for believing in hope! Your compassionate support of individuals like Daryl makes it easier to fight the stigma of addiction, ensuring that more people will seek the help they need.

Starting Over

"I felt so supported. It was what I needed."

Danielle joined House of Friendship's intensive two-week Day Treatment program in late 2022, after coming to the realization she needed help to stop her drug use.

Danielle, 29, grew up with an abusive father, and also went through the trauma of sexual assault.

She spent years using substances, often living in dangerous situations, including a time of homelessness. Things got so bad that one night Danielle fled from the home she was living in, scared for her life.

"I thought, 'I can't do this anymore.'"

The Day Treatment program provided the stability and structure Danielle needed.

"All my life, I was told I was a quitter. Getting through the two-week program was a milestone – I thought, 'that was hard, but I did it. I wonder what other hard things I can do?'"

After Day Treatment, Danielle moved on to Community Counselling, which provided 10 sessions of one-on-one counselling.

Danielle is now nearing her one-year anniversary of sobriety.



Danielle is getting a fresh start after years of substance use.

(stock image)

"My main focus now is healing from all the years that I lost," said Danielle.

Your compassion and care is crucial to help individuals like Danielle gather the strength they need to begin again. Thank you for fighting to address the stigma of addiction!

Addiction Can be Part of Anyone's Story

20% of Canadians will struggle with addiction in their lifetime. It can happen to anyone.

You can help reduce the stigma by walking alongside those you love who are living with addiction.



HOUSING

Finding a Place to Call Home

From Homelessness To Housed

The one-bedroom unit is simply furnished, and might not seem that special at first glance. But for Big B (the name he prefers to go by), it means so much.

His care and attention is everywhere.

Everything is neat and tidy. Some of his artwork hangs on the walls, and Big B is quick to show off his prized possessions – his collection of shoes lined up along the wall, and his thrifted blue glass vases and bottles in his cupboards.

The sense of pride is everywhere. And why not?

After all, it's his first home in nine years.

Big B grew up in the area, going to school at St. Jerome's. He struggled with school and was expelled before he could complete his diploma.

He soon started work as a mechanic, at the age of 17.

But Big B also struggled with his behavior, along with his drinking, leading to a time in prison. When he got out, he moved in with his aging parents.

His mom passed away in 2011, after a serious illness. When his dad died a few years later, he had nowhere to go.

"I couch-surfed with my sisters for a bit, but that didn't work out for long."

Since then, he's been in and out of shelters, finally landing at House of Friendship's ShelterCare program at 190 Weber St. N. in Waterloo.

There, Big B's creative side shone brightly – he had the chance to take part in therapeutic art programs, creating some of the art that now hangs on his wall.



Big B takes great pride in his new home.

Big B also took advantage of other onsite supports, including connecting with the program's addiction counsellor.

"It was nice to have someone to talk to," said Big B. "It made a difference."

And through ShelterCare's support to find permanent housing, Big B moved into House of Friendship's Supportive Housing program last year.

Now, he's enjoying living independently – while also having onsite staff support to navigate this new life.

When Big B looks back on his journey, he is thankful for the help he found through ShelterCare.

"Without it, I'd probably be on the streets."

Your faithfulness is helping men like Big B recover from homelessness and start a new story for their lives. Thank you!

"Our Own Little Community"

On any given Monday evening at ShelterCare, there's a good chance you'll see smiles on the faces of both program participants and staff.

That's because Scrappy the Dog comes by for a visit during the art drop-in program.

The pet therapy dog is a big hit with participants, and must make his rounds before he's allowed to leave.

For Julia Cesta, Participant Experience Specialist at ShelterCare, it's just another highlight in the variety of programs at ShelterCare, designed with one goal.

"We want the men in this program to feel part of a community - and to have a chance to let their talents shine."

At the art program, participants are free to explore and try new things. They could do anything from colouring pre-printed pages to creating their own mini masterpieces on a canvas.

Similar programs happen throughout the week - a games night, a journaling group, and coffee and conversation, including a monthly celebration of birthdays.

Staff make it easy for the men to participate - they don't have to sign up in advance, and there's no pressure to join in. Sometimes, they are just there to talk.



Alyjzah enjoys creating art during one of the many recreational programs at ShelterCare.

"Everyone gets to feel like they belong and that they matter. That's what we try to do," said Julia.

For Alyjzah, a ShelterCare participant, the chance to do something relaxing and enjoyable makes living in a shelter just a little better.

"We get to do art and talk and laugh here," said Alyjzah. "We have a good time. It's like our own little community."

Your support of ShelterCare means so much more than a bed and a meal. You are helping heal the trauma of homelessness. Thank you!

Building a Path to Healing and Community

Individuals recovering from homelessness need more than just a place to stay - **they need a place to heal.**



Pet Therapy



Games Night



Coffee and Conversation



Recreation

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



Concept rendering.

Supportive Housing & Community Hub on Charles!

We are thrilled to share with you our renewed vision to build a Supportive Housing and Community Hub on our current Charles Street property in downtown Kitchener, replacing our former shelter building and admin offices.

As a response to the ongoing homelessness crisis impacting Waterloo Region, we took another look at the project, increasing the number of apartments from its previous 72 units to 170, in a phased construction plan.

This improved, more efficient approach will ensure that more community members will be able to leave homelessness behind for good.

The new building will provide a community hub of support for all residents, including the existing supportive and affordable housing residents of Eby and Charles Village.

This will include onsite spaces and services to support the wellbeing and belonging of all residents, including health care, passive and active recreational spaces, and communal meeting areas, along with a dedicated outdoor courtyard.

In addition, the new building will be home to House of Friendship's administrative offices.

Construction is taking place later this year, with project completion estimated for 2026.

In the meantime, you can find our temporary administrative headquarters at 236 Victoria St. N.

If you are interested in a conversation to explore how you might invest in this project, we'd love to hear from you. Please reach out to Development Director Natalie Schill, at NatalieS@houseoffriendship.org or 519-742-8327 x 122.



Stay tuned for more updates as this construction gets underway!

VOLUNTEER SPOTLIGHT

Walking With Community Members

Making A Change Through Volunteering

Matt Mason learned something very important about himself during the COVID-19 pandemic – working remotely was not for him.

“I missed the human interaction,” said Matt. “I missed the rhythm of going to work and seeing everybody. Conversing over Skype was not the same as seeing somebody in person and being able to communicate with them.”

Matt decided that he wanted to look at another career path for himself. He moved back home and started work with H&R Block while he figured out his next move.

And while he made this change, Matt made another one – he decided to volunteer with House of Friendship.

“I heard about House of Friendship from one of my clients, and later learned that my mom knew about House of Friendship as well,” said Matt. “It was kind of a word-of-mouth thing.”

He decided to learn more, and liked what he found out.

“House of Friendship is super diverse, and touches on so many different aspects of the community,” said Matt. “I decided I wanted to be part of it.”

Matt volunteers in a variety of ways – supporting the Neighbourhood Food Programs at local community centres, House of Friendship’s annual events like Friendship Dinner and Friendship Golf, and the Christmas Food Program in December.

For Matt, seeing the depth of the challenges facing our community has been humbling.



Matt Mason, pictured here with House of Friendship staff member Molly Mackenzie, loves volunteering at House of Friendship.

“When I go out to the food programs and start seeing how many people are coming in on a weekly basis, it kind of brings home the need,” said Matt.

Matt applies that lens to his volunteer work, making sure he makes the experience for those picking up food as smooth and as efficient as possible.

“We don’t want anyone waiting an extra 15, 20 or 30 minutes while we are getting everything ready,” said Matt. “We want to respect everyone’s time.”

Matt encourages others to consider taking the time to volunteer.

“Life is busy for everybody,” said Matt. “But if you have a few spare hours per week or even per month that you can spare, it’s worth it.”

“You’ll meet some fantastic people and get to make a difference.”

To learn more about volunteering at House of Friendship, visit www.houseoffriendship.org/volunteer.

STRONGER TOGETHER

To belong is a powerful thing



Food

Providing food for individuals and families in Kitchener-Waterloo

- **Over 93,000** food hampers were provided to nearly **13,400 households** in 2023 .
- **Over 38%** received food hampers for the first time this year.



Neighbourhoods

Providing support to families living on low income.

- **11,300 children** helped this year throughout Waterloo Region.
- Programs provided in **7 community centres**. Family Outreach Workers active in **39 neighbourhoods**.



1 IN 10

HOUSEHOLDS IN WATERLOO REGION RECEIVE FOOD ASSISTANCE



37%

OF FOOD HAMPER RECIPIENTS REGION-WIDE ARE CHILDREN



8%

OF RESIDENTS IN WATERLOO REGION STRUGGLE TO OVERCOME THE BARRIERS OF POVERTY





7,500

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



42%

OF SHELTERCARE PARTICIPANTS
REGULARLY ACCESS COUNSELLING



78%

HAVE ACCESSED HEALTHCARE



1,400

EMERGENCY CALLS IN WATERLOO
REGION WERE RELATED TO
OVERDOSES IN 2023



21%

OF CANADIANS WILL STRUGGLE
WITH ADDICTION DURING
THEIR LIFETIME



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 **1,600 adults**
each year

FOOD

Providing Food and Nourishment

You Are There For Mabel

“When I get up in the morning, I think, ‘can I make someone happy today, make them smile?’”

At 86 years old, Mabel has an incredibly positive outlook on life. It’s even more impressive knowing she doesn’t have long to live.

Mabel lives with heart failure and cancer, and is in pain every day – despite the medication she is taking. She doesn’t have enough money to pay for the dosage she needs.

In fact, her medical costs have made it impossible for her to meet her basic needs.

“I didn’t have money for groceries, because I was spending so much on medicine,” said Mabel. “I was too proud to ask for help.”

A dear friend, Linda, finally convinced Mabel to get help – and brought her to House of Friendship’s Neighbourhoods Food Program, where she received the food she desperately needed. Now, a volunteer brings her food from the program, as Mabel cannot leave her home.

“I wouldn’t be surviving without this,” said Mabel.

Mabel has made friends with her volunteer, Mike, and works hard to brighten the days of those who visit her. She wants to make the most of every moment.

“I think this is why I’m still here. I can make people happy when they visit.”

Mabel is no stranger to hardship. At 35 years old, her husband of 18 years passed away suddenly because of a heart condition. That left Mabel alone to raise her three sons.



Mabel is grateful for the support she receives through Neighbourhoods Food Programs.

“I always worked. I took in 10 boarders to help pay the bills,” said Mabel. “And for my sons, I had to be their mother, their father, and their best friend.”

And because she had worked so hard her entire life, it was difficult for Mabel to ask for help.

Now, she wants others to know that there is no shame in accepting support during a difficult time.

“Don’t be too proud, like I was. Let people help,” said Mabel.

For those who donate to support people like her, Mabel has only this to say.

“You don’t know how much good you are doing. You might be saving a life, and not even know it.”

Thank you for being there for Mabel. Your care and compassion makes all the difference!

You Helped Provide a Holiday Meal!

This past December, you rose to the challenge and helped provide more than 5,000 households in Kitchener and Waterloo with everything they needed to prepare a special holiday meal.

Each household you supported through House of Friendship's Christmas Food program received a turkey, halal chicken or ham, along with a grocery gift card – allowing them to buy the food that is meaningful for their families.



This program relies on the incredible support of the **Kitchener-Conestoga Rotary Club's annual Turkey Drive**. Each year, they invite caring community members like you to donate, with a goal of

raising nearly \$500,000, to support the costs of this program.

A special thank you to the hundreds of volunteers who ensure that the turkeys are delivered with care and compassion to individuals and families in Kitchener and Waterloo, as well as to our



Derek and Tammy were among the hundreds of volunteers who worked together to provide a holiday meal for local families.

community partners

– **The Food Bank of Waterloo Region,**

Catalyst Commons, and the

St. Vincent de Paul Society – for providing support this holiday season to ensure everyone can have a special meal with their loved ones!

Meeting the Growing Need in Our Community

In 2023, 31,600 people received food hampers through House of Friendship's Food programs.



That's enough to fill the Dom Cardillo Arena at the Kitchener Memorial Auditorium with Rangers fans 4.4 times!

NEIGHBOURHOODS

Building Strong Families and Communities

You are Providing A New Life for Mayerly

“With my first step on Canadian soil, I felt relief. I felt safe.”

Mayerly came to Canada in June 2022 with her husband Samir and teenaged son, Juan, fleeing political unrest in their home country of Colombia.

“There were death threats against my family,” said Mayerly. “We had to leave.”

They left with just one bag of belongings, and had to start over.

With support through House of Friendship’s Neighbourhoods programs, Mayerly’s family got help – whether it was helping find furniture for their empty home, or help navigating a new world while struggling with a foreign language.

“We didn’t know anything,” said Mayerly. “And with the language barrier, I didn’t know how to ask for help.”

When Mayerly still lived in Colombia, she specialized in mechanical engineering, and worked in a factory. Today, she works as a cleaner, alongside her husband.

Mayerly and her family have to rely on the Neighbourhoods Food Program at Kingsdale Community Centre to get by.

“It makes such a difference to us,” said Mayerly. “It’s one less problem to think about.”

Mayerly appreciates the help so much that she volunteers every week, giving back where she can.

Mayerly also participates in a cooking program



Mayerly is happy to be living in Canada, after escaping political unrest in Colombia.

offered through the community centre, which gives her the chance to learn new ways of cooking some of the food she receives, as well as practice her English.

“I’ve learned a lot about cooking, and I’ve made some friends,” said Mayerly.

Being able to build a sense of community is making it easier for Mayerly’s family to feel more at home.

“My son is very happy here in Canada,” said Mayerly. “He can go out with his friends. We are at ease, and don’t have to worry”

Your support of Neighbourhoods programs at House of Friendship is providing the kind of wraparound support that families like Mayerly’s need – thank you!



Get an inside view of our Neighbours Cooking program here!

Translation support provided for interview.

Scholarship is Opening Doors

"This scholarship is changing my life."

Hoda, a first-year student in Biomedical Sciences at the University of Waterloo, is the inaugural recipient of the **House of Friendship Leadership Scholarship**, made possible by the **Lyle S. Hallman Foundation**.

The scholarship is awarded to students both on the basis of marks and their leadership involvement in House of Friendship programs – with all expenses paid.

"A weight has been taken off," said Hoda, as the first generation of her family who has not only graduated from high school, but is also attending university. "Now I can focus on my studies without worrying about the cost."

Hoda grew up just outside the Chandler Mowat Community Centre, and regularly participated in House of Friendship programs.

"For me, House of Friendship is a part of the community – it's always been there. It was a place that my friends and I would go to and hang out."

Hoda had initially planned on taking a year off from school to save for her tuition, taking the program one semester at a time, with full-time work between semesters. Now, she can attend full time, getting her degree that much faster.



Hoda can attend school without worrying about the cost, thanks to the House of Friendship Leadership Scholarship.

"When I first heard about the scholarship, I thought it was too good to be true," said Hoda. "I really didn't believe that this could be possible. It's such a blessing to me and my family."

Thank you to the Lyle S. Hallman Foundation for changing the odds for bright, young learners like Hoda!



LYLE S. HALLMAN
FOUNDATION



If I Had One Wish – See Neighbourhoods Programs in Action!

Providing a Community of Support for Families

Community Centre programs can provide a hub of support for families and help them overcome the barriers that poverty brings.



Community Groups



Family Support



Food Programs



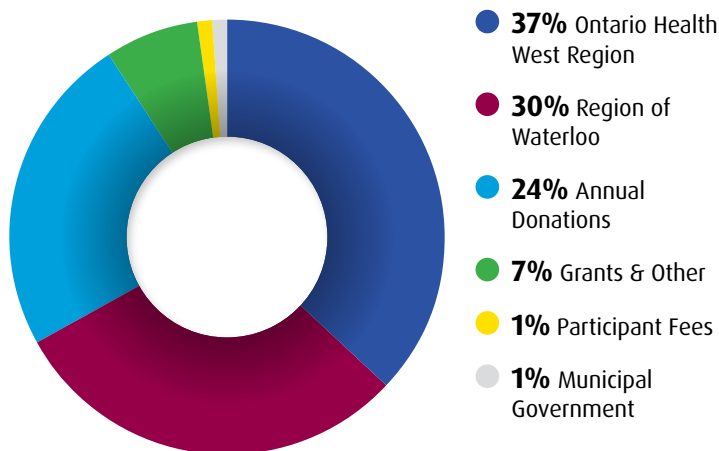
Homework Help

By providing the right support at the right time, individuals and families can not only survive, but thrive, in spite of the challenges they face.

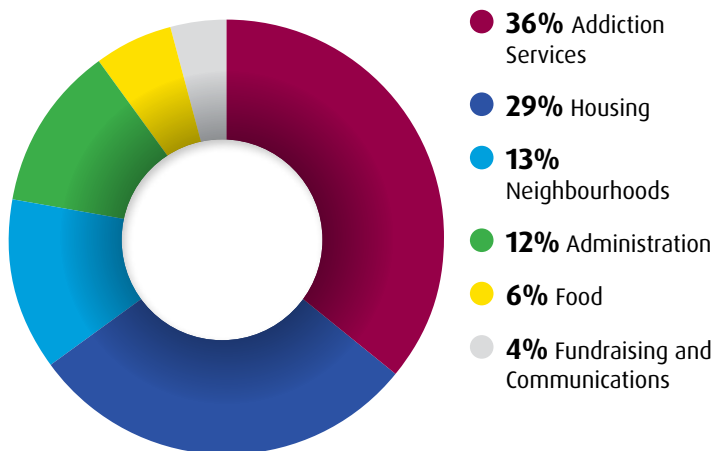
FINANCES

Financial Stewardship Summary 2023/24

WHERE SUPPORT COMES FROM –
TOTAL OPERATING REVENUE \$21,315,095



WHAT YOUR SUPPORT DOES –
TOTAL OPERATING EXPENSES \$21,254,154



Thanks to your support, we have achieved an operating surplus for the 11th 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 2024/25 Annual Operating Budget are available online at www.houseoffriendship.org.



As of March 2024, House of Friendship is proud to have received third-party accreditation from [Accreditation Canada](#) as part of [our commitment to providing quality care and service to the community](#).

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 2023-24:



LYLE S. HALLMAN
FOUNDATION

\$265,750

Stabilization Grant to support needs in the midst of COVID recovery.



United Way
Waterloo Region
Communities

\$125,000

Helping to fight homelessness through our **ShelterCare** program.



\$50,000

Helping to end homelessness by supporting **ShelterCare**.

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

3A-236 Victoria St. N.

Kitchener, ON N2H 5C8

OUR ADDRESS HAS CHANGED!

E-transfer or Securities:

Call Keke at

519-742-8327 x 131



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 Natalie at

519-742-8327 x 122 or visit

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

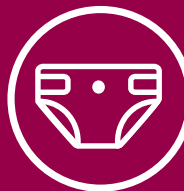


Increase Your Impact with Monthly Giving!

Consider becoming a **MONTHLY DONOR**, or scan this QR code and start right now! 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.*



LEAVE A LEGACY OF HOPE

A Gift in Your Will for Future Generations

Leaving a Legacy for the Future

Margie Warren knows how lucky she is.

"I grew up with everything I needed," said Margie. "I had food and shelter, the love of my family, educational opportunities, and I knew I belonged."

Growing up, Margie was sheltered from a lot of the struggles that so many people face.

"I knew there were poor people, but I never saw them," stated Margie. "However, it was instilled in me from an early age to help those in need."

As a child, through church, Margie participated in food drives. At 14, she was a volunteer camp counsellor at a camp for underprivileged children.

"I knew I was fortunate, when others weren't."

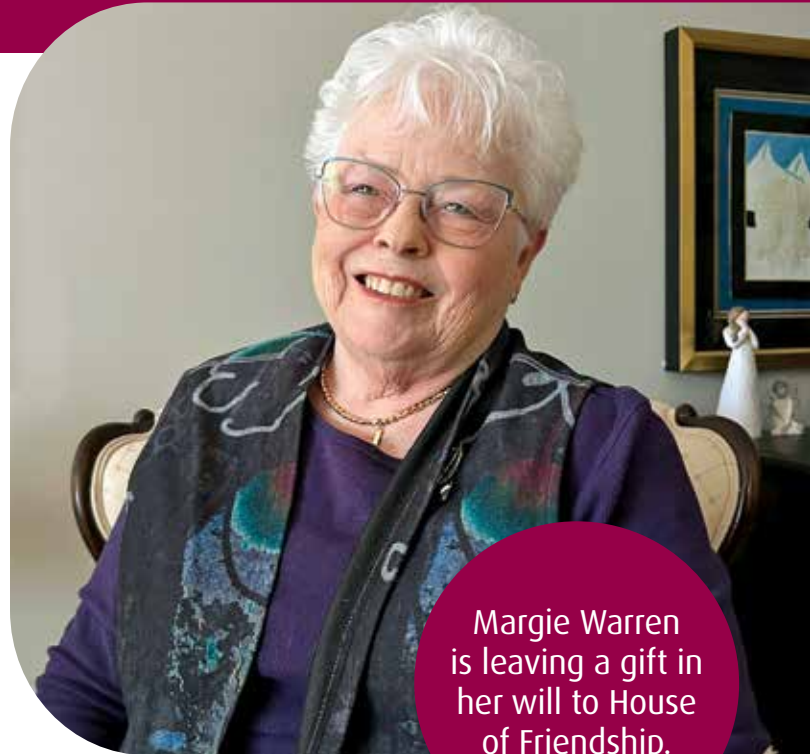
But it wasn't until Margie moved to Kitchener in the 1970s that she became more aware of how much some people struggled. She saw people who were homeless and in need.

And when she learned of an opportunity to help through one of her friends, Margie stepped up.

"House of Friendship offered the things I valued – helping others, providing food for families, and helping the homeless. Offering dignity and respect was also important to me. I saw that House of Friendship offered all these."

It wasn't long before Margie became involved in the February Potato Blitz fundraising efforts, and became a donor herself.

Margie has also made the decision to leave a gift in her will to House of Friendship.



Margie Warren is leaving a gift in her will to House of Friendship.

"I want to give because I've been so blessed in my life," expressed Margie. "I'm hoping that others will receive the care, love and support they deserve, through this gift."

"I grew up with the expectation that wills are a way to leave a legacy, to give to organizations like House of Friendship and to share one's values."

"I'm just so thankful," expressed Margie. "Leaving a gift in your will is a way to have some peace of mind, to help others long after you are gone."



We're here to help! To learn more about making a gift in your will, contact Development Director Natalie Schill at natalies@houseoffriendship.org or visit www.houseoffriendship.org/wills.

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

Separate residential treatment programs for men and women with serious substance issues.

Day Treatment

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

- **Moving Forward**

Specialized support for individuals identifying as female who are pregnant or parenting children from 0-6.

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**

Counselling for adults with addiction challenges living in dedicated units in Waterloo Region.

- **Community Withdrawal Support Service (CWSS)**

Support to help eligible individuals to have planned withdrawal from substances. Apply at 519-742-8327 x 562.

- **Rapid Access Addiction Medicine Clinic (RAAM)**

A walk in short-term medical clinic for substance use. For hours and locations, visit www.houseoffriendship.org/raam or call 519-742-8327 x 562.

- **Justice Mental Health Support**

Specialized support for individuals returning to supportive housing from incarceration.

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

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.

HOUSING

SUPPORTING INDIVIDUALS TO FIND A PLACE TO CALL HOME

ShelterCare

www.sheltercare.ca

Emergency shelter for men experiencing homelessness, with wraparound supports 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 compassion and courage in the past year, you have shown us what it means to care, to believe in hope, 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!

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Email: admin@houseoffriendship.org

www.houseoffriendship.org

Charitable # 10749 3892 RR0001

About the Cover: Community centres, like the lively Courtland Shelley Community Centre, are at the heart of the vision of House of Friendship – a healthy community where everyone can belong and thrive.

