

Dec. 9, 2025

Dear Friends:

I'm excited to introduce myself to you today, as I start my new role as CEO at House of Friendship.

For the last 16 years, our former CEO, John Neufeld, has been an incredible leader for our organization. John brought with him a spirit of innovation and change that was the driving force behind many new projects, including our Addiction Treatment Centre in Cambridge, our ShelterCare program in Waterloo, and Friendship Village, currently under construction.



During this time, House of Friendship has grown significantly in size and scope, rising to meet the changing needs of our community. And that has been in large part thanks to you, our supporters, who have always responded with care and compassion to address complex issues in our community like homelessness, poverty, addiction, and mental health.

I've had the privilege of working alongside John for the past eight years, most recently as our Housing Services Director, and I'm thrilled to have the chance to build on his legacy of growth and innovation.

As I look ahead, I know that we continue to face seemingly insurmountable challenges. Homelessness continues to rise, more and more people are finding it difficult to meet their most basic needs, and addiction continues to be a challenge for many in Waterloo Region.

But I can embrace the future with hope, because I know that House of Friendship will continue to challenge the status quo. We're not comfortable doing what we've always done, and we're not afraid to try something new.

You can see that approach in everything we do, whether it is our work supporting newcomers to Canada through new funding from Immigration, Refugees and Citizenship Canada, or the way we are changing how we provide support during the holiday season, to ensure more people can get the food they need.

And if I have even more confidence and hope as we work to address the ongoing challenges of hunger, poverty, addiction, and homelessness in Waterloo Region, it's entirely because of you.

You are a valued member of our community. You have consistently been there when needed, and I know we can continue to count on your support. As you read this issue of Friendship News, filled with stories of hope that you have made possible, I want to thank you for being a faithful, caring part of our journey. I look forward to working alongside you in 2026 and beyond.

With gratitude,



Jennifer Scott, CEO, House of Friendship