

CREATING
COMMUNITY.
RE-BUILDING
HOPE.

2020/2021
**ANNUAL IMPACT
REPORT**



LEADERSHIP MESSAGE



Rev. Wes Denyer and Ainsley Chapman

OUR MISSION

We help build community with poor, homeless, and socially isolated people in Toronto through support, services, and advocacy.

OUR VISION

A mission operating on the principle of loving one's neighbour as one's self, we welcome all who come.

Every year at EHM, we always aim to do better in serving our community. This credo has never been more important than during the pandemic, which has strained us all in such challenging ways.

So, EHM continues to provide resources that are in short supply: hearty meals, stable housing, and personal care items like toiletries. But social distancing has quickly created a new crisis—loneliness and hopelessness. A loss of faith in a better tomorrow, due to prolonged isolation.

It can make every trek down the sidewalk feel like wading through quicksand, with a shifting instability that knocks you off balance and drags you down.

That's why we haven't slowed down whatsoever. In fact, EHM programming has increased yet again over the past year, maintaining a reliable refuge from the elements for anyone in need. We are also a rare in-person space in the pandemic—actively offering community-building activities, training programs, as well as places to bathe, launder, and access clean clothes.

And we have exciting news! After fruitful discussions with leaders and tenants at Portland Place—a nearby housing provider and close friend of EHM—we have decided to merge. Tenants at both buildings will benefit greatly from a larger support team and increased programming, particularly for seniors and families.

Looking forward, EHM will remain a strong foundation for constancy and community. We're the safety rails to hold onto when the sidewalk just won't stop shaking. Or a friendly, secure place to step off the sidewalk for a little while. Whatever you need to weather the storm.

As always, we offer our sincere thanks to EHM's incredible community of donors and volunteers, who never stop asking how they can do more—and our dedicated staff members, who show up and serve wholeheartedly, every day.

Rev. Wes Denyer
President, Board of Directors

Ainsley Chapman, MA, CAE, CFRE
Executive Director

EHM IN ACTION CARING FOR COMMUNITY



Keeping Doors

Open to provide essential services and resources

- **180,918** meals, snacks, and beverages handed out
- **3,485** articles of clothing distributed
- **561** showers

Continued access to laundry facilities, washrooms, and sit-down respite.



Saving Lives

by getting jabs in arms

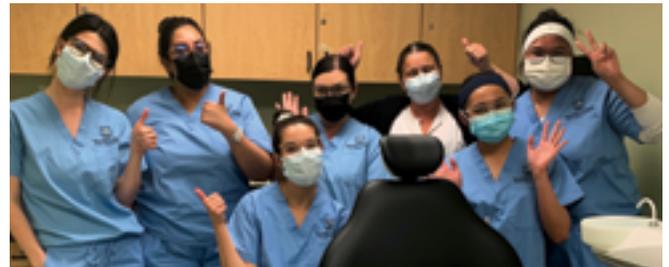
- **493** COVID-19 vaccines and boosters administered

In partnership with Toronto Public Health, Toronto Fire Services, and Toronto Paramedic Services, we provided vaccination clinics every Monday.

Stable Housing

for stable lives

Providing safe, affordable housing to **108** families and singles at EHM. Our Tenant Support team works to help tenants age in place and support eviction prevention.



Putting Smiles on Faces

with free dental care

- **414** appointments
- **300** patients seen
- **130** new patients



Opportunities to Thrive

 for better tomorrows

- **1,787** clients served through our Financial Trusteeship Program, helping clients become financially stable.
- **48** clients assisted on their journeys to find affordable housing.
- **7** different Residence Programs held, including walking group and virtual bingo.
- **6** new Peer Workers employed to support Drop-In Clients.
- Healing hearts and minds through Spiritual Care. EHM's spiritual care team acts as a listening ear, a calming voice, and someone to sit and journey with clients.

KEY INITIATIVES 2021



COVID: SERVING AND CONNECTING

Throughout the pandemic, we have pushed harder than ever to serve—adding additional programs and services beyond providing for day-to-day necessities. Here are a few of the ways that we rose up to meet new needs in 2021:

Bridging the technology divide:

- Supplying access to digital resources—such as phones, computers, printing, and video conferencing—to connect our clients with family members, social workers and case managers, doctors, and other care providers who work remotely. We also provided support to clients who had to get used to digital banking and online forms.
- Through the Ontario Trillium Foundation, Resilient Communities Fund, EHM was able to purchase much-needed phones, computers, and digital tools so staff could stay connected with clients throughout all stages of the pandemic.

Promoting pandemic wellness:

- Helping community members to register for medical appointments, including vaccines. In fact, EHM has been an active vaccine clinic site, reducing barriers to getting vaccinated against COVID, the flu, and other illnesses.
- Hosting small group activities and individual wellness checks, cultivating human connection to support communal well-being.

Facilitating laundry as community space:

- Inviting clients to connect with peer workers, spiritual care and support staff while doing laundry.

PEER WORKERS: COMPASSIONATE EMPLOYMENT

The Peer Worker Program—a key initiative in our Spiritual Care Program—offers flexible and supportive employment to people who are currently, or recently experiencing homelessness, addiction, or mental health needs. Through this program, clients build a foundation for self-growth through meaningful work, regular income, and the opportunity to be leaders in their community. They are mentored and coached by the Spiritual Care Team, and for many, this is a role that helps them stay focused and motivated during their recovery.

Peer Workers support many of the day-to-day operations of the Drop-In Centre, such as providing access to shower and laundry facilities. They ensure that our programs run smoothly, while also helping clients to access our services sooner—acting as a bridge that connects vulnerable locals to EHM’s community resources.

And they offer themselves up as living role models, by sharing their experiences and successes and encouraging clients to open up about their own needs. This safe space allows clients to be vulnerable in a safe way, and to look to those with a shared experience for validation, shared problem solving, and to see that things can be better.

Being a Peer Worker isn’t simply a job—it’s a calling. Peer Workers are passionate about helping clients to persevere, inspiring hope for a better tomorrow and spreading goodwill throughout our community.

By the end of 2021, we grew the Peer Worker program from one Peer Worker to six Peer Workers!





MERGER: INCREASING STABILITY AND GROWTH

After a year of cooperative planning, we are thrilled to announce that Portland Place and EHM officially merged on January 1st, 2022!

We have become a stronger, united entity with a shared mission to better serve our communities. Together, we can enhance our services and infrastructure more effectively than ever before. Tenants will benefit in numerous ways, including:

- **A bigger, more integrated team.** At Portland Place, there will now be more staff and volunteers on site, as well as new opportunities for tenants to access community supports.
- **Active pooling of resources.** This will save money on equipment and supplies, accelerating solutions for critical repairs in both buildings.

Importantly, there has already been an incredible amount of support among tenants, who actively participated in the voting process and advocated for our merger with enthusiasm. Also, we will certainly be keeping the name “Portland Place,” to honour its unique culture, community, and history.

We are delighted to share this milestone with our community of support! Thank you for everything. With your help, we will continue to provide the same high standards of service and care for tenants, and anyone else in need who passes through our doors.



LOOKING FORWARD:

RE-BUILDING CONNECTIONS, PROVIDING COMMUNITY AND CONSTANCY

Local community supports continue to be stretched thin during the pandemic, with more people leaning on these systems than ever before. In particular, a lack of accessible health care means that our people have significantly fewer options for maintaining their well-being.

Many EHM community members have lost contact with medical services, which have moved and remained online. Extra help in the home—such as personal support workers—has been greatly reduced, without enough care providers to meet community needs. Members have suddenly found themselves missing key resources for their long-term health needs.

Helping members recover from the pandemic is a journey that will undoubtedly take a long time. But we're up to the challenge. For many locals, EHM is the one point of stability and constancy that's available in the world. We will keep supporting them on-site at EHM, as well as actively advocating to reinstate access to health care teams and mental health services.

And we're also focusing on programming that fosters a sense of hope, purpose, and connection for community members. The closure of in-person services at many agencies left our people feeling isolated and alone. So we're establishing more points of contact, more check-ins, and more small group activities to bring some extra warmth into their lives.

Helping people to re-build their mental, emotional, and physical well-being is our main priority, enabling them to emerge stronger from this difficult global health crisis. We will continue to proudly advance EHM's 108-year legacy—providing adaptive, compassionate care for all of our community members.





INCREASING HOUSING SOLUTIONS/SUPPORTS

At EHM, we place priority on contributing to housing solutions in Toronto. Our main mandate is to support tenants to the utmost, preventing eviction and enabling the elderly to age in place.

This passion for housing has led EHM to pursue new opportunities, working with churches and other community groups to increase the quality and quantity of affordable housing. Stay tuned for exciting updates from EHM as we keep moving forward in 2022!



BUILDING A STRONGER ANTI-RACIST AND ANTI-OPPRESSIVE FRAMEWORK

EHM supports a diverse community of individuals and families from across Toronto/Tkaronto, and around the globe, representing a beautiful mosaic of cultures and histories. We are working hard to learn about Canada's history, to understand how it shapes the experiences of Black, Indigenous, and People of Colour in Canada, and what role we play in helping to dismantle systems of oppression.

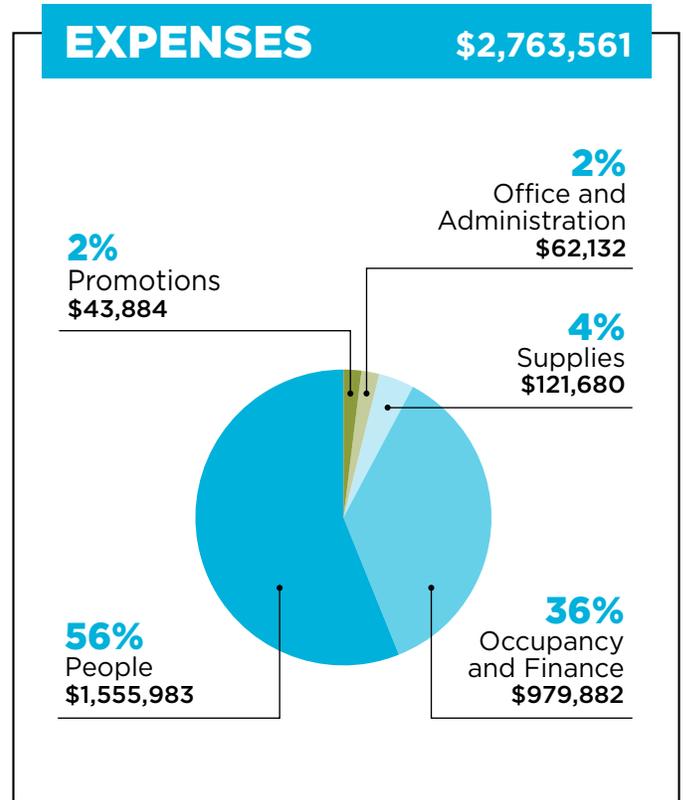
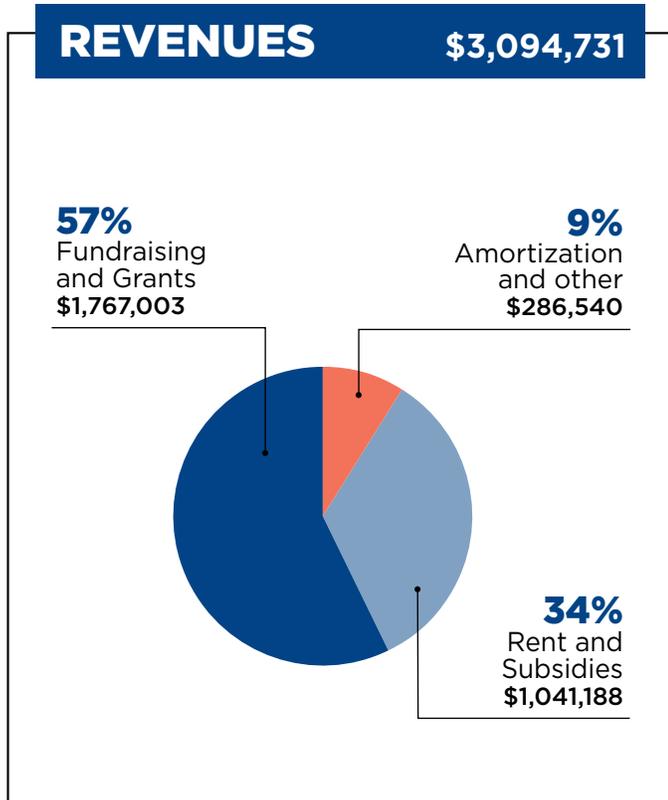
In 2021, we began a project to support Truth, Healing, and Reconciliation with Indigenous Peoples. It began with learning about Canada's history of residential schools, and understanding how generational trauma, racism, and oppression created conditions that have led to homelessness, addictions, and mental health concerns among Indigenous Peoples. More importantly, with the help of an Indigenous Consultant, we are learning how to be advocates and allies, and how to create services and programming that are safe, inclusive, and impactful on Indigenous clients and tenants.

By expanding our partnerships with Indigenous-led agencies, creating spaces and services that honour and celebrate Indigenous culture and spirituality, and by listening to voices of the Indigenous clients that use the Drop-In and who live at EHM, we are contributing to the movement toward truth, healing and reconciliation. We are also working to recognize what racism and systemic oppression looks like for clients of EHM, and how we can advocate on behalf of individuals, and work to make meaningful change.

We're looking forward to building on this work in the coming years, expanding our partnerships, knowledge, and practices to be more inclusive of the many Black, Indigenous and People of Colour who rely on EHM's services.



FINANCES AND STEWARDSHIP



Thanks to the generosity of our community of supporters, we've been able to increase programming and assisted more community members facing increasingly complex challenges.

Going forward, we are preparing for a period of rising operating costs, increased investments in staff, and potential austerity in government funding. As the cost of food, supplies, and even simple equipment and maintenance-related purchases are on an upward trajectory, our baseline occupancy and program supply costs will be increasing.

At the same time, we will need to invest in growing and supporting our staff team further. The sheer increase in volume and complexity of community needs mean more skilled staff are needed. At the same time, our staff have been at the front lines of this pandemic since it began, committing 100% of themselves to support community members. We will continue to provide resources to help our staff maintain their own physical and mental health and well-being.

EHM is honoured and grateful for each of our generous donors. Every donated dollar is carefully stewarded to provide impactful, meaningful services both now and into the future.

You are welcome to download EHM's audited financial statements from our website or contact our office to request a copy.

THANK YOU !

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- Second Harvest
- St. Felix Centre
- Toronto Central Home and Community Care Support Services
- Toronto College of Dental Hygiene & Auxiliaries
- Toronto Drop-In Network
- Toronto Hostels Training Centre
- Toronto Public Health
- VIRCAN (Viral Hepatitis Care Network)

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**A special thanks to the many Presbyterian churches and church groups for your steadfast support.
EHM is grateful to be your hands in the community.**



Evangel Hall Mission

**A community of compassion.
A place of hope.**

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