



Evangel Hall Mission



RESPONDING. ADAPTING. BUILDING.



2019/2020
ANNUAL IMPACT
REPORT

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.



Rev. Wes Denyer (left) and Ainsley Chapman (right)

LEADERSHIP MESSAGE

This past year highlighted the ehm community's resilience, commitment to excellence, and determination to providing critical, compassionate services to our most vulnerable neighbours.

Staff, volunteers and donors alike rallied, constantly seeking more ways to help individuals face the ongoing crisis. And through this relentless effort, programming didn't just adapt and respond to the pandemic, it actually increased.

By the end of the year, ehm increased Financial Trusteeship and Spiritual Care, created a new takeout model, engaged peer workers to increase outreach, and adopted virtual and socially-distanced modes of programming. In the midst of systemic closures and reductions of in-person services, ehm found ways to keep our doors open and provide face-to-face services all year, all while navigating and exceeding public health standards.

Thanks to ehm's steadfast community of support and our enduring legacy of identifying and adapting to changing community needs, providing relevant and impactful services, and stewarding and building up the resources entrusted to us, ehm remains a place of safety, dignity, and welcome for people who otherwise would be facing this pandemic alone.

Looking forward, ehm will continue to stand in the gaps, responding to community needs during the on-going pandemic and addressing the affordable housing crisis. We move forward with confidence and gratitude, equipped by the goodwill, generosity, and courage of our community of support.

Rev. Wes Denyer
President, Board of Directors

Ainsley Chapman, MA, CAE, CFRE
Executive Director



Keeping the doors open to provide essential services

- **104,508** meals
- **4,583** distributions of clothing
- **1,031** showers
- Access to laundry room, washrooms, sit-down respite

Breaking Social Isolation

- Walking, Video Discussion, Creative Arts, Men's, and Women's groups
- Virtual BINGO
- Outreach by staff and volunteers



Supporting Tenants

110 tenants have been able to shelter in place, navigate the pandemic, and maintain a sense of community.



Bridging the Technology Gap

The systemic movement from in-person to virtual services and processes left many clients and tenants struggling.

- Providing tenants with phones and helping tenants access affordable Wi-Fi programs in their units to stay connected and informed
- Assistance to use video conferencing technology, complete online forms, access financial and healthcare resources

ehm IN ACTION CARING FOR COMMUNITY



The clinic was upgraded thanks to a generous grant from the Robert Kerr Foundation

Providing Dental Care

Promoting oral healthcare and providing services.

- **46** new patients
- **186** appointments
- **148** cleanings, fillings, extractions, denture services



KEY INITIATIVE 2020: ADAPTING AND RESPONDING TO THE COVID-19 CRISIS

FOCUS ON SAFETY.

ehm adapted in the very early weeks of the pandemic to create a safe environment for everyone who would walk through our doors. The Drop-In's HVAC system was upgraded, program spaces reorganized, personal protective equipment and alcohol-based hand sanitizer secured, and strict cleaning, health and safety protocols put in place. Service partners, such as Toronto Public Health, have affirmed that ehm's practices are exemplary and far exceed basic standards. As such, while it was at reduced capacity, colleges and universities were able to restart student placements, churches were able to return to cooking meals, and the clinic reopened.

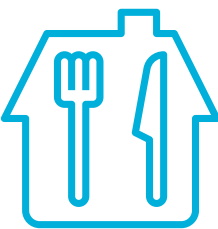


ADVOCATE.



ehm provided a voice for community members at multiple forums with policy makers, community leaders, and service partners. The consequences of shutting the city down deeply impacted those without housing, and ehm was able to bring awareness – and participate in problem solving – to the many crises that emerged, including the loss of access to food, drinking water, washrooms, and personal hygiene. As the pandemic progressed, clients who find digital communication difficult slowly lost touch with their physicians and mental health care teams. Because ehm continued face-to-face supports, we were witness to growing instability and mental health crises. We were able to intervene, advocate, and reconnect participants and tenants with critical supports.

ADAPT AND RESPOND.



Because of the sudden loss of amenities and community resources, ehm had to rapidly find ways to respond to the growing needs of the community. We began a takeout meal program which quickly grew to feed more people than we have served in decades. Meals were delivered to tenants sheltering in place at ehm's own Residence and nearby Portland Place Non-Profit Housing Corporation. The Drop-In doors were re-opened to provide clothing, respite from the elements, and access to washrooms, showers, and laundry facilities.

CREATE COMMUNITY AND CONNECTION.



ehm is more than just a place to find food and shelter, it's a place to be seen, welcomed, and connected. This year, ehm's ability to bring people together and to create human connection was more important than ever. With health and safety practices in place, Drop-In activities were re-imagined, creating more small group activities to foster stronger relationships. Residence walking groups and online BINGO also began for tenants.

KEY INITIATIVE 2020: INCREASING PROGRAMMING



Thomas, Former Voluntary Trustee client

When his wife suddenly passed from a medical condition, Thomas's devastation plunged him back into addictions. Thomas lost his business and his home.

He came to the Drop-In Centre, starving after not eating for days, distraught at being homeless. At meal service, he noticed the sign for the Voluntary Trusteeship Program and asked how to join.

Over the years, Thomas learned how to budget and make prudent financial choices, something he'd struggled with even before becoming homeless. He achieved sobriety and secured housing.

This year, Thomas marked two huge milestones: six years of sobriety and enough confidence and financial stability to graduate from the program.

"What Evangel Hall did for me was teach me that I can do this. They showed me the faith I need in myself, and they had the love to give to me while I was doing this. I'm just so grateful."

FINANCIAL TRUSTEESHIP

helps clients manage funds, pay bills, and maintain safe housing. One of ehm's most popular and highest-impact services, demand for this service grew 40% last year. Expanding the program and adding more trustee workers means shorter wait times for assistance.

SPIRITUAL HEALTH

is a key component of a person's overall wellbeing, combating social isolation, promoting healing and reconciliation, creating a sense of hope, and building resilience and self-worth. ehm's increasingly in-demand program combines pastoral care with social service best practice, working with all people regardless of religious affiliation. Increasing staffing and creating training opportunities for placement students ensured people were supported and comforted throughout the pandemic. Not only did we stay connected by phone to those who were able, but throughout the pandemic, participants knew they could find our spiritual care team outside in the driveway, ready to talk, or sometimes just to listen.



Rev. Dale Henry, Spiritual Care Provider

Dale is a familiar and comforting presence to volunteers, clients and tenants alike. Dale takes the time to connect, be it in-person while donning PPE and maintaining physical distance, or remotely with phones and video conferencing technology. Dale's encouragement, comfort, and ability to create connection in a time of isolation, has helped many clients and tenants endure the pandemic.

LOOKING FORWARD: CARING FOR THE CAREGIVERS

ehm recognizes the increasingly heavy burdens front-line support workers are carrying. Supporting individuals facing extremely difficult circumstances takes its toll, especially when the on-going crisis creates seemingly endless challenges. And staff are being exposed to increasing outbursts and volatility from clients who are becoming more unstable as the pandemic draws on. ehm has brought in mental health and trauma experts to support staff throughout the pandemic.

ehm is committed to supporting its front-line workers and is developing a mental health strategy for the organization to promote mental health and create psychological safety for staff and clients.

Jennifer Sully-Ferraro,
Sr. Director of Programs and Client Support

“I’m so grateful for the resilience and commitment of every staff member and student. There’s a deep care for our community and it shows in the ways everyone goes above and beyond to find new solutions and re-imagine services. Our amazing staff ensure ehm is a place of welcome and safety. Investing in the well-being of our front-line workers, especially during these extraordinarily difficult times, is one of the most effective ways to keep ehm’s programs relevant and impactful.”



LOOKING FORWARD: BUILDING FINANCIAL RESILIENCE

As Canada faces uncertainty in the post-pandemic economic recovery, planning for financial resiliency is more important than ever. After years of re-building ehm’s financial health, including careful financial management and increasingly successful fundraising, ehm was able to fulfill its commitment to re-build its reserves. ehm is ensuring adequate funds are set aside to repair and maintain the building as it ages, expand programs to meet growing community needs, secure the tools needed to deliver services in a post-pandemic world, and remain resilient and weather economic instability without negatively impacting services.

Linda Lebrun, CFA
Vice President, ehm Board

“As a portfolio manager, member of the Finance Committee, and a personal donor, I am uniquely positioned to see just how far gifts to ehm go. And, I can tell you this: donations go very far. ehm’s disciplined fiscal management ensures donations have the maximum impact: supporting programs providing critically-needed help to members of our community.”



LOOKING FORWARD: ADDRESSING THE AFFORDABLE HOUSING CRISIS

ehm's current facility at 552 Adelaide Street West represents the courage of its leadership and deep commitment of its donors, investing millions into creating affordable housing and space to expand our community programs.

Affordable housing continues to be in critically short supply in Toronto, especially for individuals requiring supports due to health challenges, street involvement and trauma. The City's own estimates show people can wait years for subsidized housing. At the same time, studies show the drastic, ill affects being homeless has on physical and mental health.

ehm, building on its experience as a housing provider, has started working with partners and advocates, exploring ways to increase affordable housing stock. At the same time, the organization has been connecting with fellow housing service providers to shares its best practices for supporting at-risk tenants.

Adapting throughout the Decades

Since 1913, ehm has adapted to meet changing community needs, transforming from a soup kitchen during the Great Depression, a settlement and family support centre to assist newcomers who came to Toronto after World War II, and an adult Drop-In for the influx of single adults who moved into the area in the 1960s.

In the 2000s, ehm and its donor community undertook the agency's largest transformation to date: building 552 Adelaide Street West with 84 units of affordable housing, a new community centre, and dental clinic.



FINANCES AND STEWARDSHIP

ehm is grateful to the many supporters who shared so generously this year, providing critical resources to fuel life-changing work. You ensured the doors were open, programs running, and no one faced the pandemic alone.

RENTAL INCOME

Did you know ehm is a Rent-Geared-to-Income housing provider? This means each tenant's rent is set to an amount that is affordable to their circumstance and often significantly lower than market rent. Government subsidies help make up the difference, keeping rent levels low and the Residence financially sustainable.

HOW FUNDS WERE UTILIZED

Keeping the doors open, delivering highly impactful services, and maintaining a safe environment meant expanding investment in two key areas: Building Occupancy and staffing.

Building Occupancy costs reflect ehm's rigorous cleaning practices, structural adaptations to facilitate physical distancing, in addition to upkeep of a high-use facility. Program delivery would have been impossible without trained, committed staff, particularly as on-site volunteering had to be drastically reduced.

STEWARDING OUR RESOURCES, TODAY AND INTO THE FUTURE

ehm is committed to thoughtfully and carefully stewarding our resources, to meet community needs today and into the future.

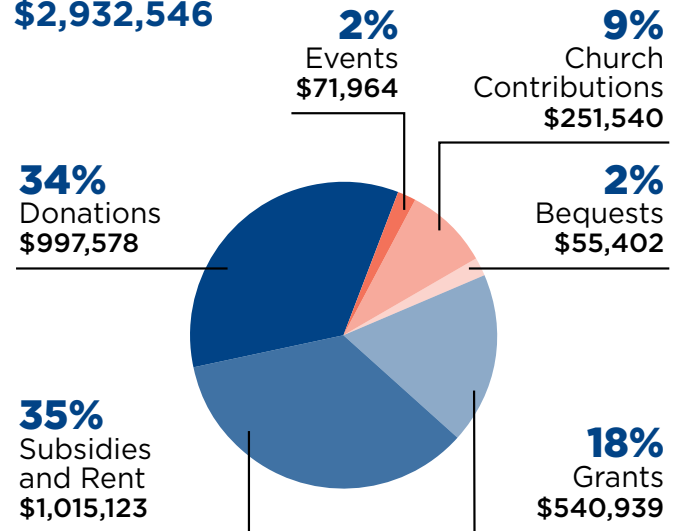
Any excess of revenues will be designated to replenish ehm's reserves as follows:

1. Meet capital repair and replacement needs of ehm's facility
2. Maintain, adapt and expand programming to meet community needs as they change
3. Face future emergencies

You are welcome to download ehm's Audited Financial Statements at www.evangelhall.ca or contact us to request a copy.

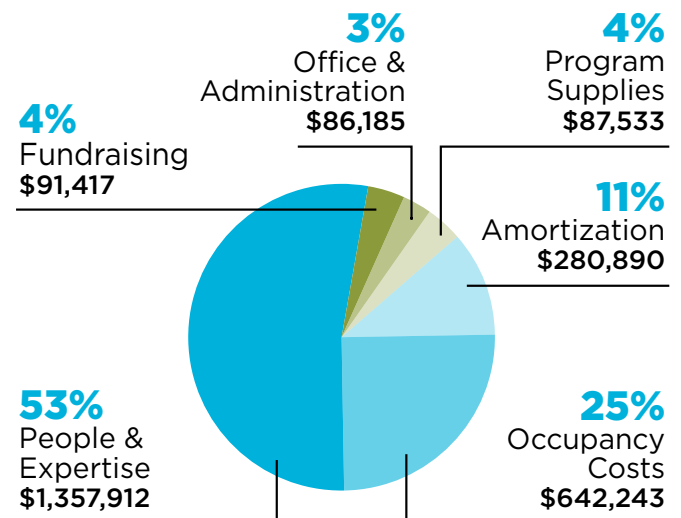
REVENUES

\$2,932,546



EXPENDITURES

\$2,546,180



“Thank you to our donors for being a lifeline during this crisis.”

Philomena Lee,
Drop-In Manager

THANK YOU!

PARTNERS AND SUPPORTERS

BOARD OF DIRECTORS

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- Centennial College, School of Community & Health Studies
- George Brown College, School of Social & Community Services
- Humber Institute of Technology & Advanced Learning, School of Social & Community Services
- University of Guelph-Humber, Family & Community Social Services Program
- Ryerson University, School of Social Work
- Factor-Inwentash, Faculty of Social Work
- Trent University, Department of Social Work
- University of Toronto, Emmanuel College

SERVICE PARTNERS

- Alcoholics Anonymous
- CRA Community Volunteers Income Tax Program
- Daily Bread Food Bank
- Dixon Hall, Out of the Cold Program
- Downtown Legal Services
- Downtown West Community Cluster
- Narcotics Anonymous
- Neighbourhood Link Support Services - PAID Project ID Clinic
- North York Harvest Food bank, Creating Health Plus
- Ontario Non-Profit Housing Association
- SE Health
- Second Harvest
- St. Felix Centre
- Toronto Central LHIN
- Toronto College of Dental Hygiene & Auxiliaries
- Toronto Drop-In Network
- Toronto Hostels Training Centre
- Toronto Public Health
- VIRCAN (Viral Hepatitis Care Network)

SCOTIABANK WATERFRONT MARATHON

Ainsley Chapman
Cayleigh Charbonneau
Tyler Flynn
Nigel Grolla
Marilyn Hall
Cindy Han
Rev. Dale Henry
Philomena Lee

Roxanne Lee
Mike Robicheau
Elizabeth Speers
Jennifer Sully-Ferraro
Virginia Tam
Elyse Watkins

Team Armour Heights:
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Rev. Harris Athanasiadis
Michael Nettleton

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Beth Hemstad, Co-Chair
Linda Herron, Co-Chair
Bruce Bodden
Kay Compagnoni
Don Fox

Stephen Kerner
Mark McElwain
Susan Murray
Brian Rees
James Waddell



CHAMPIONS

Armour Heights Presbyterian Church
Bruce and Kathleen Bodden
Peter and Susan Gordon
John and Barbara Hepburn
Barbara and Michael Keilhauer
Randal and Harriet Phillips
Reinders Family Foundation
Smith Family Foundation
Theodore and Sharron Thomson
WB Family Foundation

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BMO Nesbitt Burns
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Foundation
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Canada Running Series
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Charities Aid Foundation of Canada
CHUM Charitable Foundation
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City of Toronto, Housing Stability Policy
and Strategic Investments
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Social Services
Ontario REALTORS Care Foundation
Oulahen Team
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Presbytery of East Toronto

Presbytery of Pickering
Presbytery of West Toronto
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Ragged Rascal Productions
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Savage Consulting
Secord Family Charitable Foundation
Sheen for She Foundation
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Toronto North Dental Hygienists
Association
Toronto Transit Commission
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Two Ten Canada
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Unica Insurance Company
University of Toronto Faculty of Dentistry
Vineland Research and Innovation Centre
Weston Family Foundation
Whitmer Trudel Charitable Foundation
Youth and Philanthropy Initiative Canada

**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.**

EVANGEL HALL MISSION

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An inner-city mission of the Presbyterian Church in Canada since 1913
Charitable Registration No. 11890 3129 RR0001