



2024 YOUR GRATITUDE REPORT

EASTER 2024

Community building is at the core of everything we do.

Here at EHM, community means we care about each other as people. We learn everyone's name. We get to know each other as people. This allows us to see when someone isn't doing well, and we can act on it. This is especially important for our senior tenants who might not have family checking on them to make sure they have enough groceries and are in good health.

For clients who come to the Drop-In, being greeted by name is even more significant. Outside of our walls, clients can spend days with people walking past them or even stepping over them, like they don't exist. You can imagine how it feels to walk into our community and hear, "Good morning, Dave! It's good to see you today!" We learn that Dave likes dogs, and chess, and has a brother that he misses. Dave loves

tuna sandwiches as they remind him of his childhood and happier times. Dave is a person with a community he belongs to when he walks through our doors. It's what makes all the difference.

I hope you know that you are part of the EHM community and feel proud about what we've accomplished together. Throughout this gratitude report, you'll see example after example of how your support works through us to do amazing things for your vulnerable neighbours.

Thank you for making EHM such a special place.

Sincerely,

Ainsley Chapman

Ainsley Chapman,
Executive Director





AGING IN PLACE

MORE SENIORS NEED MORE SUPPORTS

Many of the tenants are seniors who have lived at EHM and Portland Place since the buildings opened. The majority of tenants don't have family or friends to check in on them so it's crucial that we monitor how they are doing. Are they eating? How is their health? Is their apartment clean? Do they seem confused? Do they need external support?

Many senior tenants might not know what programs they qualify for, or who to ask, and without family to advocate for them, we fill that role. We help them get functionality assessments and safety equipment in their apartments so that they can live independently.

Sometimes we are able to get seniors cognitive assessments and even crisis intervention, which can start the process to get them on wait lists for housing that specializes in dementia, before it becomes an emergency.

We talk to seniors who have pets about care plans, to ensure that there is someone taking care for their furry friends if they have to be hospitalized or are recovering from surgery.

Our goal is to keep tenants in their home as long as possible. We are able to leverage our great relationships with community partners and get ours senior on wait lists and qualified for valuable services.

Your incredible support allows us to leverage these partnerships so we are there for our seniors when they need it. Thank you!



ONE OF EHM'S MOST IMPACTFUL PROGRAMS

HOW THE FINANCIAL TRUSTEE PROGRAM IS CHANGING LIVES

When clients volunteer to enroll in the Financial Trustee Program, they authorize EHM to receive and manage their income on their behalf. Clients are active participants in planning and decision-making and can leave the program at any time. The purpose of the program is to protect clients from common money issues and to teach them how to achieve successful financial independence.

When living on a fixed income, tenants sometimes find themselves unable to pay rent consistently which puts them at risk of eviction. Sometimes they run out of money half way through the month then struggle to have enough food. Other clients are in debt to utility companies or other financial organizations with their debt load growing

month after month. Many of our seniors are susceptible to scams or “friends” asking for money.

As part of the Financial Trustee program, EHM’s trustee workers meet with help community members weekly to create a financial plan, build a budget, apply for financial assistance programs, and achieve personal goals. This also provides an opportunity to do wellness checks and connect clients with other support resources if needed.

Through the program, clients gain an improved understanding of budgeting and financial management and experience a better quality of life and self-esteem.



INFORMATION AND REFERRAL SERVICE

IMPLEMENTING A FORMAL PROCESS FOR COMMUNITY SUPPORTS

When vulnerable members of our community come to our Drop-In Centre, they may not even know what they need. They come here because they are cold and hungry. But when they sit with a staff member or volunteer over a cup of coffee, we can learn so much.



There are any number of challenges being faced by our community members and we take time to build trust and help them feel safe to share their concerns

and obstacles with us. A lot of people are embarrassed and it takes a lot of bravery to ask for help. We make sure there is no judgement and that everyone knows they deserve to be clean, to be fed, and have clothing that makes them feel good.

This year, we have been working tirelessly on formalizing our referral process so that we are constantly on top of what is happening in the community. With so many city and community services going through changes, our staff have dedicated themselves to knowing which services are open, which have closed, what's new, how to apply, and who we can call when folks need help.

From grief counselling and dental work to help with a landlord or disability payments, because of supporters like you, our clients are able to receive the help they need when they need it the most.

THANK YOU. YOUR SUPPORT IS PROVIDING MORE OF OUR NEIGHBOURS WITH THE HOPE AND DIGNITY WE ALL DESERVE.

EVANGEL HALL MISSION

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ehm is proud to be a mission of The Presbyterian Church in Canada, under the care of the Presbytery of East Toronto. We have been providing services to those in need since 1913.

Charitable Registration #11890 3129 RR0001

