



**bethlehem**  
housing and support services

Ready to Grow

ANNUAL REPORT 2018-2019

# Our Mission Statement

Bethlehem Housing and Support Services is a multi-service organization serving the diversified needs of Niagara residents by offering support for individual growth through housing and other focused services.

## Our Mission

Bethlehem Housing and Support Services, in partnership with the community, provides affordable housing and services to support the personal growth of individuals and families.

## Our Vision

Stable affordable housing and support services contribute to a vibrant, caring and inclusive Niagara where everyone has a home.

### We believe:

- Safe, supportive and affordable housing is fundamental to the health, well-being and resilience of all people.
- Responsive and person-centred support promotes our residents independence, self-reliance and increased engagement in the community.
- Stable housing, combined with personalized support, is fundamental to our residents gaining greater confidence and realizing their housing goals and life aspirations.
- Affordable housing and support services provide a critical cornerstone for a caring community.

## Our Values



### Compassion

We provide the highest quality services with empathy, hope, understanding and caring.



### Integrity

We act with integrity and honesty, treating all people with respect and fairness.



### Dedication

We are passionate about our mandate and go above and beyond to deliver superior results.



### Inclusiveness

We welcome and accept all people, embrace individual differences and create inclusion.



### Accountability

We strive for excellence by being responsible, accountable and committed to improvement.

“ I started to realize that the first step is to get your own place and set yourself up from there. If you can't find a stable place to live then there is no hope.

- PHIL

# Message from the President of the Board and Executive Director



LORI BEECH  
EXECUTIVE DIRECTOR



JOHN LEE  
BOARD PRESIDENT

“Never doubt that a small group of thoughtful, committed citizens can change the world.

- MARGARET MEAD

## The Past Year In Review

Consider a tree for a moment. As beautiful as trees are to look at, we don't see what goes on underground - as they grow roots. Trees must develop deep roots in order to grow strong and produce their beauty. But we don't see the roots. We just see and enjoy the beauty.

In much the same way, what has been going on this past year at Bethlehem, is like the root growth of a tree that is about to sprout new life and blossom. The strategic vision of a handful of citizens is coming to life and we have changed our little piece of the world! The root foundation has grown and the landscape is forever changed.

As our new building comes to life from out of the ground at 111 Church Street, we have been strengthening our

root infrastructure in preparation to house, serve and support more than double the number of clients we currently serve by the end of 2019.

Our group of visionary citizens included the commitment of our Board of Directors, our private sector partners PennTerra Group and First Ontario, and representatives of our local government. Of course, our staff, generous donors, supporters and volunteers are the heart and lifeblood that keep us going every day to execute our mission and realize the vision.

Our inspiration is always the clients and families we serve who are much like trees themselves, planting new seeds, growing and strengthening their roots to build new lives.

### INVESTING IN OUR PEOPLE

*Invest in people who are invested in you! We believe in hiring and investing in people who are aligned with our organization's values.*

Our staff team and volunteers deliver a return on investment as they work to carry out our mission every day. We see it through the journey of our clients when they achieve housing stability and improved quality of life and the impact that it has on our community.

Investments in our people include the provision of continuous professional development opportunities to build knowledge and retain skills and collaborative alignment with community strategies to coordinate services and implement evidence based best practices.

## HOUSING AND PROPERTY MANAGEMENT

In preparation for growth our Property Management department has been restructured to separate into two sub areas of function; Building Maintenance to focus on asset management and Housing Services to focus on tenancies. The changes included a shift in human resources, new system tools and more efficient work flows and procedures.

We have established a Housing Services office where all tenants will be provided with specific housing supports to ensure a more successful tenancy. Given that the number of our tenants will double this year, we have assessed and created ways to retain our level of engagement and relationships with our residents, while simultaneously improving communications using technology solutions. Each of our buildings will have a service kiosk in the community space where tenants can access resources and information related to their tenancy and even submit online maintenance requests. This work was supported by a generous grant from the Ontario Trillium Foundation.

Capital expenditures on our current building assets were high this year due primarily to the replacement of flooring and bathroom fixtures, roof, fences, reverting to LED lights, new fire code equipment, all of which will save on our ongoing cost of operations and reduce unit turnover times.

## PROGRAMMING FOR SUPPORT SERVICES

Our programs and services are well established and this past year we have mapped them based on a Theory of Change process model. Please see page 6 where we have depicted a journey through change process for our clients to reach housing stability and quality of life outcomes that have an overall impact on the community.

This model helps us to identify key performance indicators and evaluate the progress improvement and goal achievement of our clients.

Thank you to our community partners, government partners, donors and supporters who have come along for the ride with offers of help to meet the challenge.

## EARLYON FAMILY AND CHILDREN'S CENTRE

In partnership with Niagara Region Children's Services, the program went through a new branding exercise. One good result is that the centre is promoted to and enjoyed by the neighbourhood community. Children and their families are welcomed into the centre to participate in early childhood development and parenting programs offered in partnership with a variety of partner resource services.

With ongoing support from the United Way St. Catharines, we continue to offer our ever popular after school activities and summer camp and field trip programs to school age children. All of our children and families are thoroughly enjoying the new natural family playground and community garden space.

## COMMUNITY PARTNERSHIPS

*Alone we can do so little, together we can do so much.*

- HELEN KELLER

Working in partnership with the community is an important element of our mission. Our achievements and progress over the past year are a demonstration of successful partnerships in housing development, as well as serving our clients in partnership with other service providers.

The housing development partnership project includes many investors, PennTerra Group and First Ontario as private sector developers; City of St. Catharines, Niagara Region and Niagara Regional Housing with municipal tools that further the affordability for tenants. We are eternally grateful for your commitment to affordable housing solutions. All have worked diligently and collaboratively to help prepare us for growth and welcome 127 new families this coming year.

#### COMMUNITY ENGAGEMENT

Our fundraising staff team and volunteers engaged our generous donor community to support our annual campaign to raise \$184,621 including our biggest Empty Bowls event yet with over 500 guests. We have once again outgrown the space and plan to take the event to a larger venue next year. On behalf of the clients and tenants we serve, we express our heartfelt gratitude to all of our donors that assist us in providing housing and supports to improve their lives.

#### DEMAND FOR HOUSING AND OUR SERVICES CONTINUE TO GROW

Our ask for your help is greater than ever. Please continue to learn more about the housing crisis that exists in our region and get even more involved in the movement to change the direction of a social economic situation that affects us all.

You too can be a part of the solution by becoming a Housing Hero! A Housing Hero believes that everyone deserves a home. Our Housing Heroes contribute their time, talent or treasure to be part of the affordable housing solution in Niagara. This coming year we will be seeking out Housing Hero ambassadors to help build the movement to even great heights.

On a personal note, I would like to share the story of two Housing Heroes who have dedicated so many years and hours of their life fighting the good fight for housing solutions as Bethlehem Housing and Support Services Board members.

Steve Stone has been a volunteer, Board member and Executive Officer of the Board for 11 years and will be stepping down at our AGM this year. He is well respected as a leader by his fellow Directors and his expertise in building facilities operations has seen us through three housing development projects. We know he will remain a volunteer with us in some capacity. On behalf of the Board and the clients, we thank you Steve for your years of dedication and leadership at Bethlehem.

John Lee has been on the Board for 7 years and President of the Board for the past 4 years. John is stepping down this year and will remain on the Board as Past President. I would like to personally thank him for his commitment to the organization, the housing cause and for his extra time as a mentor to me in my role as Executive Director.

Sincerely and Respectfully,



**Lori Beech**  
Executive Director



**John Lee**  
Board President

“A home is a kingdom of its own in the midst of the world, a stronghold amid life’s storms and stresses, a refuge, even a sanctuary.

- DIETRICH BONHOEFFER



# People Facing Social and Economic Hardship in Niagara have Stable Housing and Improved Quality of Life

## Personal Resiliency and Well-being

PEOPLE HAVE HEALTHY WAYS  
OF COPING WITH LIFE'S  
ADVERSITIES AND CHALLENGES.



## Community Connections and Social Integration

PEOPLE HAVE SOCIAL SUPPORT  
NETWORKS AND OPPORTUNITY TO  
PARTICIPATE IN THE COMMUNITY.



## Financial Empowerment

PEOPLE HAVE THE KNOWLEDGE,  
SKILLS AND CONFIDENCE TO MANAGE  
THEIR FINANCIAL RESOURCES.



## Strong and Stable Families

PARENTS/CAREGIVERS HAVE POSITIVE  
PARENTING SKILLS AND SUPPORT  
HEALTHY CHILD DEVELOPMENT.



## Stable Housing

BUILDS A FOUNDATION FOR INDIVIDUALS AND FAMILIES TO GROW



# Helping Women, Men & Families in the Niagara Region

## Our Programs & Services Include

### TRANSITIONAL HOUSING (BETHLEHEM PLACE)

A one year housing program that assists and supports residents to work on client-centred goals, leading to a successful transition to housing in the community.

Goal plans and services may include:

- Outreach supports while on the housing waitlist
- Information, referrals and connection to community services
- Life skills and capacity building programs
- One-on-one meetings with Community Support Workers
- Support groups and workshops
- Child development and parenting supports
- Safety planning, support and advocacy
- Access to rent subsidy programs and continued supports post-move out

Many continue with supports on an outreach basis while transitioning to housing in the community, which helps to ensure housing retention, a stable safe environment, and connection to resources and services.

- 40% of the transitional residents are survivors/victims of domestic violence
- On average there are approximately 10 families on our waitlist at any given time
- 43% of the families in transitional housing moved to market rent units
- 43% moved on to live independently in community-based subsidized housing



*45 families including 62 children lived at Bethlehem Place in 2018–2019*

### PERMANENT SUPPORTIVE HOUSING

Long term affordable and/or subsidized housing with on-site support and advocacy services. Supports may include information, referrals and connection to community services, as well as social and recreational activities.

- 86 households lived in our permanent supportive housing buildings
- 45% are persons with physical or mental disabilities
- 27% are low-income working families living in market rent units

### COMMUNITY OUTREACH SUPPORT

Support services are also offered, in collaboration with other service providers and agency partners, for individuals and families who do not live in our apartments but are homeless or at risk of becoming homeless and/or have experienced gender based violence.

When someone reaches out to Bethlehem for help, they are connected with a Community Support Worker (CSW) who meets them in the community. The CSW assesses the needs of the individual, works with them to develop a service plan and may make referrals that will assist them to achieve their personal goals.

- 277 households were served through the Community Outreach Support Program
- 144 individuals were homeless or at risk of becoming homeless
- 113 women were victims of domestic violence

#### HOUSING FIRST

Assists individuals and families who are chronically and episodically homeless to find independent and permanent housing through our Housing First Program, funded by Niagara Regional Services - Homelessness Services. The underlying principle of the program is that people are better able to move forward with their lives if they are first housed. Once the person is housed, Community Support Workers provide client-driven supports to assist with housing stability, physical and mental health needs, as well as life skills.

- 35 family households were provided community-based affordable housing allowances and outreach services through Housing First

#### PERSONAL CAPACITY BUILDING

Programs offered provide information on topics such as housing supports, goal planning, safety planning, life skills for personal capacity building, employability, empowerment, self-esteem and leadership, mental health awareness, legal matters, anger management, healthy lifestyle, budget and money management, and social and recreational activities.



# 86%

OF THOSE WHO MOVED  
OUT OF SUPPORTIVE HOUSING  
TRANSITIONED TO STABLE  
AND SECURE HOUSING

- 88 group sessions were offered, including Triple P Parenting Program, RentSmart and a variety of life skills, educational workshops, personal empowerment and development programs.
- Over 105 social and recreational activities were offered

#### EARLYON CHILD AND FAMILY CENTRE

The EarlyON Child and Family Centre provides a variety of parenting and early childhood development programs for families who live at Bethlehem Place as well as families living in the community. Our drop-in program provides a healthy and safe educational environment where adults and preschool children interact, play and learn together. Our School Age Kids Club, funded by the United Way St. Catharines and District, provides interactive activities and skills development for children and youth after school and during school holidays. In 2018-2019, we also offered our EarlyON program at St. Christopher School in St. Catharines one morning per week.

The EarlyON Child and Family Centre welcomed:

- 109 children who made 1398 visits
- 98 parents or caregivers who made 1129 visits

“The support staff are amazing! The courses are awesome and life changing. I feel much more independent. My life is finally becoming happy.

- PHIL



## 14th Annual Empty Bowls Fundraiser

Our 14th Annual Empty Bowls, presented by FirstOntario Credit Union, took place on Wednesday, March 6, 2019 at Club Roma in St. Catharines. We had over 500 guests in attendance with 22 different food and beverage vendors. Niagara's finest chefs prepared and served their favourite gourmet soup in one-of-a-kind bowls created by local potters. Guests enjoyed sampling gourmet soups, local Niagara wines and craft beer, specialty teas, fresh bread and delicious sweets.

This year's event was our most successful yet, raising \$50,000 for programs and services at Bethlehem! We are so grateful for the response from the community. It is because of the continuous support from our attendees, sponsors, judges, potters, vendors, and volunteers that our signature fundraising event is a success year after year.

Congratulations to our 2019 Empty Bowls Soup Winners! Karma Kameleon Gastropub took home both the Platinum Ladle Award (voted on by the judging panel) and the People's Choice Award (voted on by the guests) for their Curried Celery Root & Apple Coconut Cashew Ginger & Tamarind Creme Fraiche Soup!



# Thank You to Our Supporters

As donors, volunteers and supporters, your giving invests in our work and enables us to continue to provide programs and services to help build a stronger community. Whether you donate monthly or annually, attend our fundraisers, volunteer your time, provide in-kind services or have given a major gift, we are grateful for your contribution. It is through your giving that you express to the men, women and families we serve that someone cares about their wellbeing.

## Values-Based Estate Planning Program

A legacy gift is a lasting statement of your generosity and care for people in your community and their future. It is one of the most valuable ways you can help Bethlehem Housing and Support Services. We offer a variety of legacy gift options and are committed to supporting your philanthropic aspirations, interests and values.

In the Fall of 2018 we introduced a new educational series on Values-Based Estate Planning to loyal supporters of Bethlehem. To date we have held two educational sessions with 16 people in attendance. In addition to the educational sessions, we are offering a complimentary one-on-one estate planning process that focuses on clarifying personal and family values and objectives. These Values-Based Estate Planning services are offered to loyal donors and long-standing supporters of Bethlehem.

“*The Values-Based Estate Planning process empowered us to consider how proper planning can have a lasting legacy impact for our family and the community.*

- SARA PRINCE, VICE PRESIDENT, BETHELEHEM HOUSING

## Legacy Partners Program

As part of the Niagara Community Foundation's Legacy Partners Program, gifts provided by our loyal donors through bequests and other estate gifts are placed in an endowment fund at the Foundation. Legacy gifts are endowed and preserved in perpetuity with only the investment income used. Income earned on the endowment will provide Bethlehem with a sustainable revenue source so we can continuously provide housing and support services for individuals and families in crisis now and in the future.

In 2019, \$7,073 was distributed from our endowment fund and directed to our current annual needs to support the personal growth of individuals and families that reach out to Bethlehem for help.

## Legacy Gifts

Gifts were received from the following Estates:

- ▶ Estate of Winn McKelvie
- ▶ Estate of Marilyn Walker

# Donations Over \$500

APRIL 1, 2018 – MARCH 31, 2019

**\$184,621**

RAISED FROM ANNUAL  
FUNDRAISING & DONATIONS



## Memorial Gifts

Gifts were received in memory of the following individuals:

- ▶ John Anderson
- ▶ Gordon Bradshaw
- ▶ Dick Halverson
- ▶ Doris Herster
- ▶ Joe Kerr
- ▶ Henk & Samantha Zwart

## Memorial Funds

Gifts were directed to the following funds in memory of the individual:

- ▶ Apple Papa Van Schaik Family Fund
- ▶ Gloria Rooney Fund
- ▶ Henk Zwart Fund

*We also wish to acknowledge the contribution of our donors who wish to remain anonymous and those who gave to the United Way and designated Bethlehem Housing and Support Services as the recipient of your gifts.*

## Individual Gifts Over \$500

- ▶ Sue Anderson
- ▶ Joseph & Emily Barry
- ▶ Elizabeth Bedford-Jones
- ▶ Corwin & Grace-Ann Cambray
- ▶ Maureen Chudyk
- ▶ Steven & Stephanie Collins
- ▶ Domenic Cortese
- ▶ Thomas Critelli
- ▶ Josephine Franzak
- ▶ Peter & Linda Hammond
- ▶ Mike Jones
- ▶ Joe Kish, Jr.
- ▶ David Lailey
- ▶ John Lee
- ▶ Helen McGlone
- ▶ Irmgard Penner
- ▶ Sarah Phillips
- ▶ Robert & Margaret Reid
- ▶ Tom & Gail Richardson
- ▶ Mark & Wendy Rittenhouse
- ▶ Patricia Rooney
- ▶ Elda Ryan
- ▶ Carmen Sauer
- ▶ Anne Tucker
- ▶ Mary Turner
- ▶ Jordan Versluis
- ▶ David Vilim
- ▶ Thomas Whitelaw
- ▶ Elsje Zwart

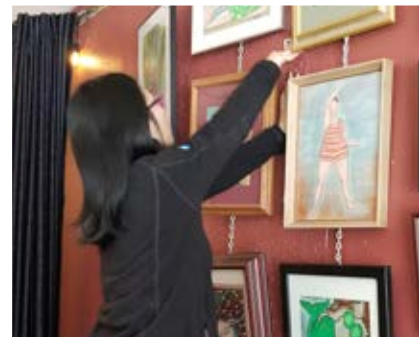
## Organization Gifts Over \$500

- ▶ A-1 Flooring Canada
- ▶ Arterra Wine Canada Inc.
- ▶ Brand Blvd.
- ▶ Canadian Tire Financial Services
- ▶ Canadian Women's Foundation
- ▶ CBC Computer Systems Inc.
- ▶ CMSIntelligence Inc
- ▶ Covenant Christian Reformed Church
- ▶ Donald & Barbara Fraser Fund
- ▶ Enercare Inc
- ▶ Fallsview Casino Resort
- ▶ First Reformed Church of St. Catharines
- ▶ FirstOntario Credit Union
- ▶ Full Gospel Church
- ▶ Grant Thornton LLP
- ▶ Jubilee Fellowship C. R. Church
- ▶ Knox Presbyterian Church
- ▶ Lions Club - Merritton
- ▶ MacDonald Zuberec Ensslen Arch. Inc
- ▶ Niagara Area Jeep Club
- ▶ O'Hara Trucking & Excavating
- ▶ Rotary Club of Niagara Falls Sunrise
- ▶ Safari Niagara
- ▶ ServiceMaster Clean of Niagara
- ▶ Sideline Telephone Services Inc.
- ▶ St. George's Anglican Church
- ▶ St. John's Anglican Church
- ▶ Sullivan Mahoney Barr & Solicitors
- ▶ Synergy Benefits Consulting Inc.
- ▶ Sleep Cheap Charities Reap
- ▶ The Ontario Paper Thorold Foundation
- ▶ Vineland United Church
- ▶ Willy's Greenhouses Ltd.
- ▶ Zwart Hielema Family Foundation



*“Even the smallest act of caring for another person is like a drop of water - it will make ripples throughout the entire pond.”*

**JESSY AND BRYAN MATTEO**



# Thank You to Our Funders

We receive significant government subsidies and grants from Federal, Provincial and Regional Government agencies and Foundations to help support our housing maintenance, programs and operational costs. We are truly thankful for their continuous support.

## Government Funders

- ▶ Ministry of Children Community Social Services
- ▶ Niagara Region Children's Services
- ▶ Niagara Region Community Services
- ▶ Niagara Regional Housing
- ▶ Service Canada Summer Student Employment Program

## Foundation Funders

- ▶ Canadian Women's Foundation
- ▶ Canadian Tire Financial Services
- ▶ Niagara Community Foundation
- ▶ Ontario Trillium Foundation
- ▶ United Way Niagara

“It's hard to understand homelessness until you have exposure to those situations. I have been exposed now and have a greater understanding of the challenges for those experiencing homelessness than most people. I know that arriving at a point to ask for help is an emotionally driven process as much as it is a situational one. Sometimes people come to us because they have finally decided to have real support around them.

- ROB CAMMAERT, COMMUNITY OUTREACH WORKER

## Financial Highlights

Our core revenues (rents and subsidies from the Region, Province and United Way) increased by 6% in 2018-2019 from the prior fiscal year. The increases were due to additional funding received from MCSS for \$20,000, the Region for \$6,000 and other grants from the Ontario Trillium Foundation for \$74,000. The core revenues were offset by decreases in fundraising by 83% or \$859,120 as Bethlehem received a large Estate donation of \$762,000 in the prior year. Total fundraising through donations and Bingo this year was \$184,621. Also, investments were off budget by \$41,755 due to the downturn in the equity markets. Other income was up by 55% or \$18,075 due to a rebate from the provincial government for the Energy & Lighting Programs.

Expenditures increased by \$34,140 or 1.2% over last year. The increase was due to two new positions created for the new building project at 111 Church Street (wages and benefits line item increased by \$81,413 or 8%). The additional expenses were covered by the Ontario Trillium grants that Bethlehem Housing received during the year. A savings of \$72,087 was realized in interest expenses or 24% on the renewal of the mortgage at Genesis Court. The consistency in year over year financial results is paramount as the organization continues to expand its much-needed services.

# Financial Highlights

The overall net operating deficit for fiscal 2018-2019 was a loss of \$452,029. The loss was derived from large capital projects conducted during the fiscal year that will result in lower operating costs for the properties in the future. Some of the capital project highlights include a new roof and lighting at Kenmore Court \$86,858; update of units at Bethlehem Place \$88,100 (bathrooms, flooring and lighting) and at Genesis Court \$93,863 (painting of common areas and units, replace flooring in common areas and units upgrade to LED lighting in common areas). Most of the projects were covered by funds available in the reserve accounts and in Bethlehem Housing investment funds.

Housing projects recorded a surplus of \$85,989 which was largely a result of savings gained from renewed mortgages and reduced expenditures.

Long-term debt related to property mortgages was reduced by \$276,522. Restricted reserve fund activity resulted in an overall decrease in assets by \$411,934, due to capital projects as noted above for Bethlehem Place, Genesis Court and Kenmore Court. All the restricted reserve funds are set aside and tracked in secure investments. These funds are essential to the organization's long-term sustainability, as they provide a concrete level of funds for future capital requirements and emergencies.

“Remember that the happiest people are not those getting more, but those giving more.

- H. JACKSON BROWN JR.

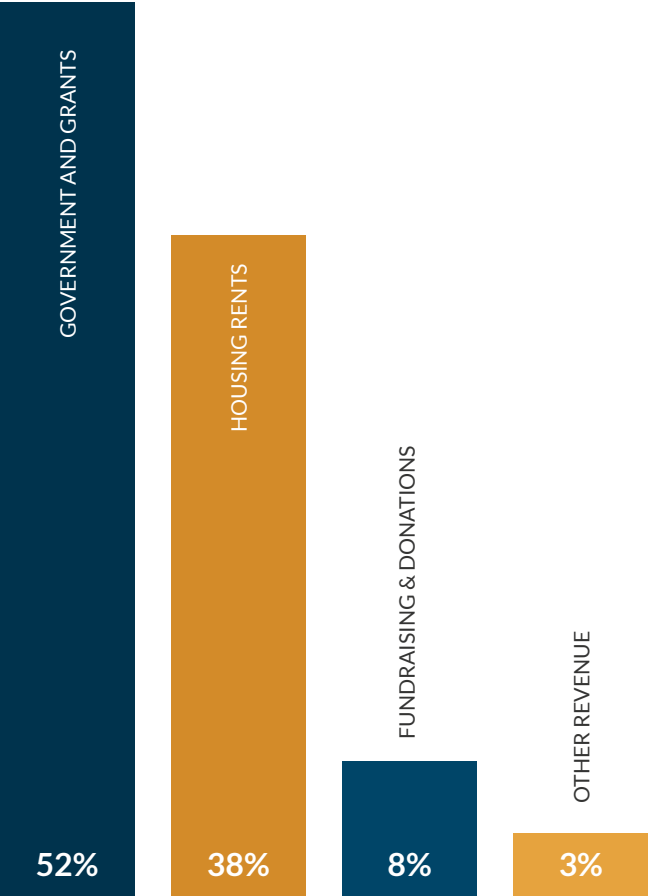
## Statement of Operations for Year

ENDING MARCH 31, 2019

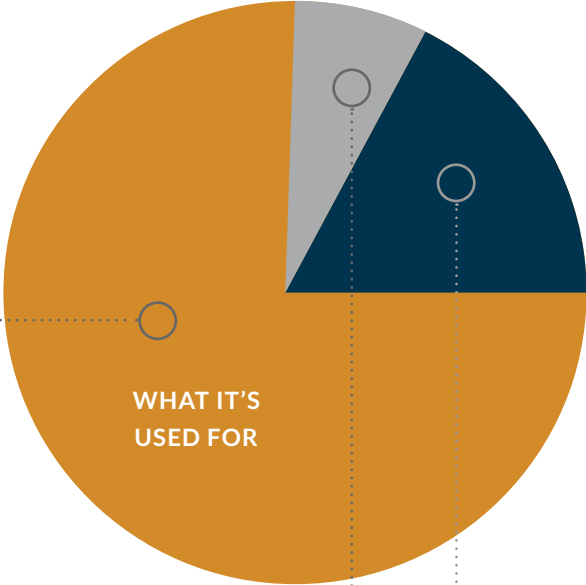
REVENUES	
GOVERNMENT SUBSIDIES AND GRANTS	\$1,240,857
RENTS	\$787,686
FUNDRAISING AND DONATIONS	\$184,621
MISCELLANEOUS	\$66,053
OTHER	\$96,825
<b>TOTAL</b>	<b>\$2,376,042</b>
EXPENSES	
WAGES AND BENEFITS	\$1,083,307
HOUSING RELATED	\$1,218,580
AMORTIZATION OF BUILDING COST	\$357,246
PROGRAMS AND BUILDING COST	\$168,938
TOTAL	\$2,828,071
<b>LOSS OF REVENUES OVER EXPENSES</b>	<b>\$ (452,029)</b>

# Funding Sources

The organization is pleased to report we have maintained a healthy and stable financial position, moving into fiscal 2019 - 2020. As a result, Bethlehem Housing and Support Services will continue to provide our valuable and highly regarded services for years to come.



SOURCES OF REVENUE 2018-2019



5% FUNDRAISING EXPENSES  
 9% CENTRAL ADMIN COSTS  
 86% HOUSING AND SUPPORT PROGRAMS

“ I have moved into an apartment in Bethlehem Place, I’m trying to finish school. My life is going to get much better now. I’m in a program that is going to help me find a home to stay for good, and I’m working part-time. Things are going to happen for me.”

- KAREN

# We Are Grateful for Our Volunteers

Volunteers are an essential part of our organization. Your kindness, dedication and commitment are an inspiration to us all. We are very fortunate and appreciative of your time, talents and efforts in showing that you want to make a difference in our community and for Bethlehem.

This year an incredible 727 hours were provided by our 83 dedicated volunteers who contribute their skills consistently in the office, on Board committees, event committees, for fundraising events, meeting support and caregiving.

Our EarlyON Child and Family Centre had five volunteers who contributed over 84 volunteer hours to provide a healthy and safe educational environment.

There were over 50 volunteers who assisted us during our 14th Annual Empty Bowls fundraiser, contributing over 300 volunteer hours towards the event. This year we partnered with the FirstOntario Credit Union Blue Wave program and 12 employee volunteers contributed their time to help us during the event.

Thank you to the hardworking individuals and groups who generously gave their time and talents to our organization. We couldn't do this without you!

“ If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever.

- KOFI ANNAN

## Board of Directors

2018-2019





# Volunteers Serving

2018-2019

## BOARD OF DIRECTORS

- ▶ John Lee *President*
- ▶ Sara Prince *Vice President*
- ▶ Andrew Costantini *Treasurer*
- ▶ Noah Bruce *Acting Treasurer*
- ▶ Erica Bush *Secretary*
- ▶ Steve Stone *Past President*
- ▶ Derek Ali
- ▶ Larry Anderson
- ▶ Dave Bowman
- ▶ Arti Freeman
- ▶ Bryon Johnston
- ▶ Ian Matthews
- ▶ Yvonne Nasri
- ▶ Erica Walters

## DEVELOPMENT COMMITTEE

- ▶ Larry Anderson
- ▶ Dave Bowman
- ▶ Bryon Johnston
- ▶ Erica Walters

## FINANCE COMMITTEE

- ▶ Noah Bruce
- ▶ Andrew Costantini
- ▶ Chuck Greenham
- ▶ Bill Keogh
- ▶ Brian Mocha

## GOVERNANCE COMMITTEE

- ▶ Noah Bruce
- ▶ Erica Bush
- ▶ John Lee
- ▶ Sara Prince
- ▶ Steve Stone

## HUMAN RESOURCES COMMITTEE

- ▶ John Lee
- ▶ Yvonne Nasri
- ▶ Sara Prince

## NEW DEVELOPMENT COMMITTEE

- ▶ Derek Ali
- ▶ Andrew Costantini
- ▶ John Lee
- ▶ Ian Matthews
- ▶ Steve Stone

## HOUSING HERO COMMITTEE

- ▶ Victoria Donald
- ▶ Scharla Flynn
- ▶ Paul Giesbercht
- ▶ Jordan Versluis

## EMPTY BOWLS EMCEES

- ▶ Brad Baker
- ▶ Ruth Unrah

## EMPTY BOWLS JUDGES

- ▶ Dorian Anderson
- ▶ John Higgins
- ▶ Andrew McLeod
- ▶ Holly Mundula
- ▶ Craig Youdale

## EMPTY BOWLS LEAD POTTERS

- ▶ Chris Sora
- ▶ Roberta Schmidt
- ▶ Sonja Zanuttini

## EMPTY BOWLS VOLUNTEER LEADS

- ▶ Susan Cornett
- ▶ Victoria Donald
- ▶ Tanya Gapczynshi
- ▶ Jimi Russell



## EARLYON CAREGIVERS

- ▶ Caitlin Campbell
- ▶ Mari-Anne Collee
- ▶ Ushany Kamgendiran
- ▶ Lynette Taylor
- ▶ May Truong
- ▶ Juanta

## SOCIAL ACTIVITY VOLUNTEER

- ▶ Andrea Clarke

## BINGO VOLUNTEERS

- ▶ Don Ashby
- ▶ Derek Ali
- ▶ Dave Bowman
- ▶ Erica Bush
- ▶ Laurie Farrell
- ▶ Arti Freeman
- ▶ Bryon Johnston

## STUDENT INTERN

- ▶ Aidan Coleman, *Brock University Business Communications Program*

# Our Team

Our dedicated staff is committed to serving the Niagara community and it is with great appreciation and thanks that we recognize their contributions to Bethlehem.

## UNDER 5 YEARS

- ▶ Ron Aubin *Maintenance*
- ▶ Rhiannon Barry *Community Engagement Coordinator*
- ▶ Rob Cammaert *Community Support Worker*
- ▶ Sarah Dashwood *EarlyON Early Childhood Educator*
- ▶ Janet Fraser *Administrative & Accounting Assistant*
- ▶ Fred Geppert *Maintenance*
- ▶ Kellie Glen *Community Support Worker*
- ▶ Tiffany Grant *EarlyON Coordinator*
- ▶ Yvonne Kulawic *Community Support Worker*
- ▶ Theo Lively *Intake Worker*
- ▶ Tammy McIntyre *Housing Services Administrator*
- ▶ Jena O'Neil *Community Support Worker*
- ▶ Mayra Orellana *Community Support Worker*
- ▶ Chris Richardson *Finance Manager*
- ▶ Corri Rolerad *EarlyON Assistant*
- ▶ Nicole Shaddock *Community Support Worker*
- ▶ Jennifer Sinclair *Philanthropy Manager*

## 5 – 9 YEARS

- ▶ Lori Beech *Executive Director*
- ▶ Carolyn Fish *Program Manager*
- ▶ Dave and Betty Kelley *Superintendents*
- ▶ Kathy Fraser *Housing Services Manager*
- ▶ Diane Gendron *Security Resident*
- ▶ Laura Sauer *Community Support Worker*

## OVER 10 YEARS

- ▶ Paul Kwiatkowski *Maintenance Supervisor*

## OVER 30 YEARS

- ▶ Laura Arbour *Intake & Community Support Worker*

“ Invest in people who are invested in you! We believe in hiring and investing in people who are aligned with our organization's values.

- LORI BEECH, EXECUTIVE DIRECTOR



In April 2019 the staff and residents at Kenmore Court came together to celebrate the retirement of Dave and Betty Kelley, our Superintendent couple at Kenmore Court for over 5 years. They have been career caretakers most of their lives and demonstrated their sense of property pride by taking good care of the building inside and out. We benefitted from Dave's extra skills in maintenance and painting and Betty's keen eye for housekeeping detail as well as gardening. Thank you Dave and Betty for your contributions over the years and congratulations on your well-deserved retirement.

## “North Church Court” at 111 Church Street in St. Catharines

This affordable housing development has become a reality as a result of a unique partnership between for-profit developer Penn Terra Group Ltd., co-operative financier FirstOntario Credit Union and non-profit housing provider Bethlehem Housing and Support Services. This unique 3P partnership and the support of our municipal and regional governments provides a solution to the affordable housing crisis in our community.

This development offers a made-in-Niagara solution to provide affordable rental housing and support services for individuals and families of low to moderate income with a focus on those who are homeless due to issues with poverty, physical disability, mental health, domestic violence and family breakdown. In addition to providing 127 affordable housing rental units there will be on-site support services and community amenities, including a day care facility and naturalized play area at 111 Church Street in downtown St. Catharines. Our administrative office will be relocating to this address.

Completion of the development is scheduled for November 2019. For construction updates, progress pictures and videos visit our website [www.bethlehemhousing.ca](http://www.bethlehemhousing.ca)



“ The uniqueness of this affordable housing development is that it’s a multi-stakeholder project. When you take the private sector, the not-for-profit sector and partner with the government, this development will show that you can create something pretty spectacular that serves the needs of the community.” - MAYOR WALTER SENDZIK



# bethlehem

housing and support services

Bethlehem Housing & Support Services, along with our clients, are grateful for the funding support of these organizations.



Bethlehem Housing and Support Services

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