



**bethlehem**  
housing and support services

Our Future is Now. Be Part of the Story.

ANNUAL REPORT 2019-2020

# 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.

“Strength does not come from winning. Your struggles develop your strengths. When you go through hardships and decide not to surrender, that is strength.

- MAHATMA GANDHI



# Message from the President of the Board and Executive Director



**LORI BEECH**  
EXECUTIVE DIRECTOR



**SARA PRINCE**  
BOARD PRESIDENT

“The future depends on what we do in the present.

- MAHATMA GANDHI

## The Past Year In Review

This past year has been busy and challenging with the final stages of construction and preparations to move into our new home at 111 Church Street in St. Catharines, which we've named North Church Court (NCC). The light at the end of the tunnel is close and we know all the hard work means we are writing the next chapter in our Bethlehem Housing story.....and so many great people have been a part of it. We would like to dedicate this annual report to all those who have helped to build our future.

Our greatest appreciation in the past year goes to our developer partners, PennTerra Group, FirstOntario Credit Union, all those involved in the construction work, WSP Project Managers, SOLID Construction, all the trades workers and City officials. They have persevered through a variety of constraints and adverse conditions. You are our Housing Heroes!

## STRATEGIC DIRECTION

In 2019, the Board of Directors and the Management Team reviewed and revised the strategic plan to include three main goals over the next three years:

1. Increase our impact in the community
2. Build the community's engagement and investment in affordable housing solutions
3. Maintain a strong, adaptive and resilient organization

## GOAL ONE: ENHANCE PROPERTY MANAGEMENT AND TENANT HOUSING SERVICES

We evaluated, enhanced and expanded our housing and property management capacity by establishing an operational system that is both efficient and scalable. We are ready to welcome 127 new tenant families. In our new office space, we have built a Housing Services office where we can greet and serve over 200 tenants with specific housing supports to ensure successful tenancies.

We have further developed client outcomes and impact measurement tools which were implemented this past year through pre-program participation surveys, helping to identify goal setting and service planning. Next steps this coming year will be to follow up with post-program surveys along with an impact reporting process.

“There is nothing like a dream to create the future.

- VICTOR HUGO

## GOAL TWO: COMMUNITY ENGAGEMENT AND PARTNERSHIPS

Our ongoing and continuous engagement with a variety of stakeholders and partners in the community will ensure that we have a fulsome coordinated response to the needs of our new tenants. A consortium of community agency partners have committed to supporting their clients that will be housed in North Church Court. We in turn will provide a community partner support office that they can use to meet with and support their clients in the building. Over 60 NCC units and tenants will be supported through this partnership model that includes the following partner agencies:

- Canadian Mental Health Association (CMHA)
- Community Care St. Catharines & Thorold, Housing Help Program
- Gateway Residential and Support Services
- Gillian's Place
- Niagara Chapter Native Women Inc.
- Niagara Regional Housing
- Positive Living Niagara
- Start Me Up Niagara
- YWCA Niagara

A Child's World will be operating the licensed onsite day care for up to 34 children that live in the building and in the community.

This past year we launched a communications and engagement strategy that encourages community members to advocate on behalf of Bethlehem by creating their own Housing Hero campaign page through an online DIY fundraising platform. Initially there were six Housing Hero Champions that came forward to create a personal profile page on our website and a video that will encourage others to follow their lead.

We invite everyone to visit the **HousingHero.ca** website to see why they got involved to support Bethlehem Housing and Support Services.

Our heartfelt gratitude goes to our 2019-2020 Housing Hero Champions:

- Emily Barry, Revel Realty
- Juliet Dunn, Jazz Vocalist Performer
- Claire & Evelyn Fish, Our Youngest Fundraisers
- Jimi Russell, Niagara Selfie King
- Jordan Versluis, CMS Intelligence
- Niagara Area Jeep Club

On March 4th, 2020 we held our most successful Empty Bowls event ever at the Americana Conference Centre in Niagara Falls, raising over \$61,000 in net proceeds! Over 550 people attended with local restaurants, wineries, breweries and pottery artists along with an increase in corporate sponsors. The event is our signature fundraiser and we owe a BIG thank you to all who participated!

## GOAL THREE: BETHLEHEM IS A STRONG, ADAPTIVE AND RESILIENT ORGANIZATION

Our programs and services are based on the premise of people helping people; so we invest in staff members who are committed to moving our mission forward every day!

Our staff team is strong, adaptive and resilient and therefore our organization is too! Investments in our people include the provision of continuous professional development opportunities to build knowledge and retain skills, alignment with collaborative community strategies to coordinate services, and the implementation of evidence based best practices.



We work to retain competent staff by ensuring we can be as competitive as possible in our sector through offering fair compensation and benefits. This year we have been focused on succession planning that will include cross training staff teams.

Our staff team and volunteers deliver a return on investment as they work to carry out our mission every day and make a positive impact on our community. We see it through the journey of our clients when they achieve housing stability and improved quality of life. As always, we appreciate the vision and leadership of our volunteer Board of Directors and their commitment to an organization of excellence that serves the communities of the Niagara Region.

**AS WE JOURNEY FURTHER INTO 2020**

At the beginning of the fiscal year 2019, we were literally building our future and we were full of hope. We were meeting the housing crisis head on with our solution.

This report is written based on the 2019-2020 fiscal year and is written after year end at March 31, 2020. Very suddenly at that date and the time of writing this report, we experienced the first stages of the pandemic and were faced with a very different future. 2020 will be known as the year of adversity – and through it we will continue to build and we will welcome our new Bethlehem families. In 2020, we hope that it will also be the year we demonstrate our resilience and strength! We thank our funders, donors and supporters, and we hope that you will continue to be a part of our story.

Sincerely and Respectfully,



**Lori Beech**  
Executive Director



**Sara Prince**  
Board President



*“You should never view your challenges as a disadvantage. Instead, it’s important for you to understand that your experience facing and overcoming adversity is actually one of your biggest advantages.”*

**- MICHELLE OBAMA**



# Helping Women, Men & Families in the Niagara Region

## Our Programs & Services Include

### TRANSITIONAL HOUSING (BETHLEHEM PLACE)

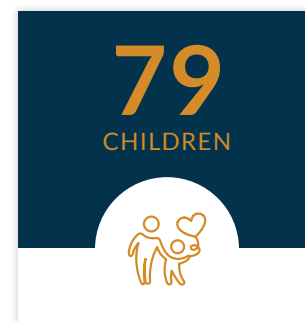
A one year housing program that assists and supports residents to work on client-centred goals, leading to a successful transition to housing in the community.

Goal plans and services may include:

- Outreach support 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 support
- Safety planning, support and advocacy
- Access to rent subsidy programs and continued support post-move out

Many continue with support 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.

- 49% of the transitional residents are survivors/victims of domestic violence
- On average there are approximately 10 families on our waitlist at any given time
- 44% of the families who exited our transitional housing program moved to market rent units



*44 families including 79 children lived at Bethlehem Place in 2019–2020*

- 33% moved on to live independently in community-based subsidized housing, including subsidized units in our permanent housing buildings

### PERMANENT SUPPORTIVE HOUSING

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

- 82 households lived in our permanent supportive housing buildings
- 45% are persons with physical or mental disabilities
- 25% 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.

- 272 households were served through the Community Outreach Support Program
- 195 individuals were homeless or at risk of becoming homeless
- 77 women were victims of domestic violence

### HOUSING FIRST

In the fiscal year of 2019-2020 we provided Housing First to assist individuals and families who are chronically and episodically homeless to find independent and permanent housing through our Housing First Program, funded by the Niagara Region - 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 support to assist with housing stability, physical and mental health needs, as well as life skills.

- 30 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 support, 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.



# 83%

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

- 102 group sessions were offered, including Triple P Parenting Program, RentSmart and a variety of life skills, educational workshops, personal empowerment and development programs.
- Over 100 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 Niagara, provides interactive activities and skills development for children and youth after school and during school holidays. In 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:

- 138 children who made 1,535 visits
- 100 parents or caregivers who made 1,132 visits

*“ If you want the change, you will get the change. Change comes with tears, laughter, anger, frustration, happiness, and it all makes you stronger, loving, and more understanding. You learn to heal.*

-CHANTELLE, BETHLEHEM RESIDENT



# 15th Anniversary of Empty Bowls

Our 15th Annual Empty Bowls, presented by FirstOntario Credit Union, took place on Wednesday, March 4, 2020 at The Americana Conference Centre in Niagara Falls. We had over 550 guests in attendance with 21 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, craft beer, fresh bread, and delicious sweets.

Congratulations to our 2020 Empty Bowls Soup Winners! OLiV Tasting Room & Restaurant 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 Black Truffle and Wild Mushroom soup infused with Roasted Elk Stick and topped with a Cherry Elk Tartar and Balsamic Pearls.





This year's event was our most successful yet, raising \$61,000 in net proceeds to provide supportive transitional and permanent housing for individuals and families across the Niagara Region! The proceeds from Empty Bowls will provide us with the funds needed to continue to support people in our community that are facing social and economic hardships.

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.

We would like to acknowledge our Leading Sponsors for partnering with us and helping to make our 15th Anniversary of Empty Bowls our most successful event to date.



# 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.

## Enercare Fresh Start Program

In 2019, the Enercare Fresh Start Program provided 15 Fresh Start Kits to families transitioning from our year-long temporary housing program to a permanent affordable home in the community. The employees at Enercare's Ontario West branch have gone above and beyond to provide Bethlehem's families with personalized household items to help each family feel confident, safe, and prepared in their new environment.

In 2019, Enercare partnered with Electrobac's mobile device-trade-in service, Buybac, and raised \$12,000 to support more families through the Enercare Fresh Start program. Bethlehem Housing was selected as the recipient for these new funds, and will provide Welcome Home Kits to the 127 families that will be moving into our new supportive housing building at 111 Church Street, St. Catharines. The kit includes a blanket, and a generous gift card to Giant Tiger.

We are thankful for Enercare's Fresh Start Program, helping families transitioning from Bethlehem Place to a home of their own.

## 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 2020, \$10,064 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 Doris Herster
- ▶ Estate of Eleanor Eugene Campbell



# Donations Over \$500

APRIL 1, 2019 – MARCH 31, 2020

## \$180,466

RAISED FROM ANNUAL  
FUNDRAISING & DONATIONS



### Memorial Gifts

Gifts were received in memory of the following individuals:

- ▶ John Anderson
- ▶ Dorothy and Ainsley Barley
- ▶ Linda Blaire-Wylie
- ▶ Barb Brown
- ▶ Pamela Cicci
- ▶ Ted Fretz
- ▶ Dick Halverson
- ▶ Thomas and Fernande Owens
- ▶ Dianne Ruggiero
- ▶ Patrick Sheehan
- ▶ Olive Emma Sianonerling
- ▶ Jack Turvey

### 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

### Individual Gifts Over \$500

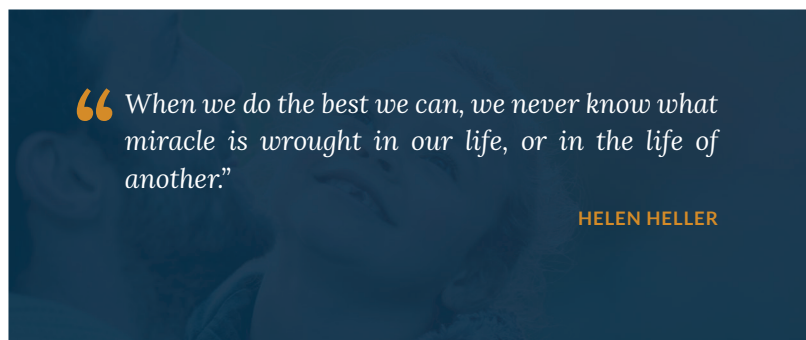
- ▶ Sue Anderson
- ▶ Joseph & Emily Barry
- ▶ Elizabeth Bedford-Jones
- ▶ Ineke Brinkman
- ▶ Corwin & Grace-Ann Cambray
- ▶ Maureen Chudyk
- ▶ Steven & Stephanie Collins
- ▶ Nancy Court
- ▶ Andrew Dedman
- ▶ Stephen & Kate Fish
- ▶ Peter & Linda Hammond
- ▶ Edgar Hielema & Karen Zwart-Hielema
- ▶ Mike Jones
- ▶ Joe Kish, Jr.
- ▶ Harriet Lehnen
- ▶ Helen McGlone
- ▶ Michael Pare
- ▶ Robert & Margaret Reid
- ▶ Nelly Rempel
- ▶ Tom & Gail Richardson
- ▶ Mark & Wendy Rittenhouse
- ▶ Elda Ryan
- ▶ Carmen Sauer
- ▶ Sandra Sinclair
- ▶ Anne Tucker
- ▶ Mary Turner
- ▶ David Vilim
- ▶ Thomas Whitelaw
- ▶ Isabel Wilson
- ▶ Elsje Zwart

### Organization Gifts Over \$500

- ▶ A-1 Flooring Canada St. Catharines
- ▶ Canadian Tire Financial Services
- ▶ Covenant Christian Reformed Church
- ▶ Donald & Barbara Fraser Fund
- ▶ Enercare Inc.
- ▶ FirstOntario Credit Union
- ▶ FirstOntario Credit Union, Scott Street
- ▶ Full Gospel Church
- ▶ Generation S Un. Limited
- ▶ Immanuel Baptist
- ▶ Jubilee Fellowship C. R. Church
- ▶ Knox Presbyterian Church
- ▶ Niagara Area Jeep Club
- ▶ Niagara Endodontics
- ▶ No Frills Beamsville
- ▶ No Frills Fort Erie
- ▶ No Frills Niagara Falls
- ▶ No Frills St. Catharines
- ▶ No Frills Welland
- ▶ Ministry of Transportation
- ▶ Ontario Paper Thorold Foundation
- ▶ O'Hara Trucking & Excavating
- ▶ ServiceMaster Restore of St. Catharines
- ▶ Sideline Telephone Services Inc.
- ▶ St. George's Anglican Church
- ▶ Sullivan Mahoney
- ▶ Synergy Benefits Consulting Inc.
- ▶ The Barry Team
- ▶ Trinity Christian Reformed Church
- ▶ Willy's Greenhouses Ltd.

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







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

## Foundation Funders

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

*“I left an abusive marriage with my three children without a vehicle, access to our identification and bank account, and with no income source. I needed to start our lives again from scratch and I had no foundation to build upon. When my family was spiraling out of control Bethlehem cast a large net that kept us alive. Without the services that Bethlehem provides I would not have the means to support my family. The staff at Bethlehem took a huge weight from my shoulders and gave me the stable environment needed for my family to thrive.”*

- MATT, BETHLEHEM RESIDENT

## Financial Highlights

Our core revenues (rents and subsidies from the Region, Province and United Way) increased by 3% in 2019-2020 from the prior fiscal year. The increases were due to additional funding received from the Region for \$38,055 for additional services and other grants from the Ontario Trillium Foundation (OTF) for \$21,242. The core revenues were offset by increases in fundraising compared to the prior year. Total fundraising through donations and Bingo this year was \$194,844. Also, investment capital gains were made by selling off equity shares in a positive market.

The consistency in year over year financial results is paramount as the organization continues to expand housing and its much needed services. Expenditures increased by \$59,725 or 2.1% over last year. The increase was due to delays in the completion of North Church Court at 111 Church Street. Two new positions were created for the new building project, therefore the wages and benefits expense line item increased by \$75,469 or 7%. Due to additional service requests from the Region, program costs increased by \$37,163 or 11% which were offset by additional funding and the OTF funds.



# Financial Highlights

A considerable effort was made to increase revenue from our annual fundraising event. This paid off in the greatest success we have ever experienced with over \$61,000 net proceeds. As a result, our administration and fundraising expenses were higher this year over last but fundraising and revenues in correlation, were also higher.

The overall net operating deficit for the fiscal year 2019-2020 was a loss of \$422,200. 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, particularly Bethlehem Place, our oldest building asset. Some of the capital project highlights include updating units (bathroom overhauls) at Bethlehem Place and office furniture, equipment and a new playground at North Church Court. The projects were covered by funds available in the reserve accounts and in Bethlehem Housing investment funds.

Long-term debt related to property mortgages was reduced by \$286,100. Restricted reserve fund activity resulted in an overall decrease in assets by \$442,302, due to capital projects as noted above for Bethlehem Place, other buildings and the setup of North Church Court. All the restricted reserve funds are set aside in secure investments and monitored. These funds are essential to the organization's long-term sustainability, as they provide a concrete level of funding for future capital requirements and emergencies.

## Statement of Operations for Year

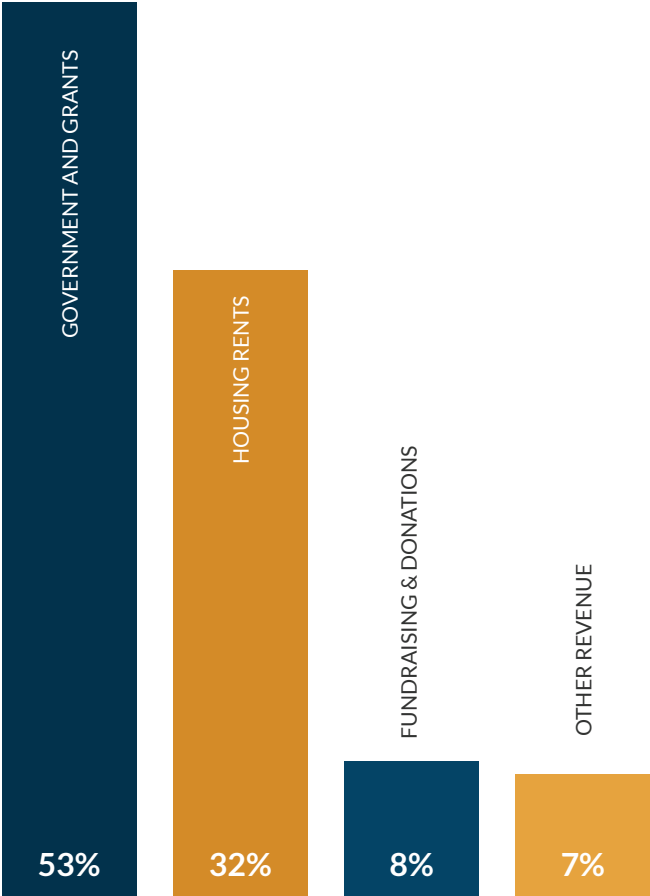
ENDING MARCH 31, 2020

| REVENUES                        |                    |
|---------------------------------|--------------------|
| GOVERNMENT SUBSIDIES AND GRANTS | \$1,296,249        |
| RENTS                           | \$789,929          |
| FUNDRAISING AND DONATIONS       | \$180,466          |
| MISCELLANEOUS                   | \$94,575           |
| OTHER                           | \$104,376          |
| <b>TOTAL</b>                    | <b>\$2,465,595</b> |

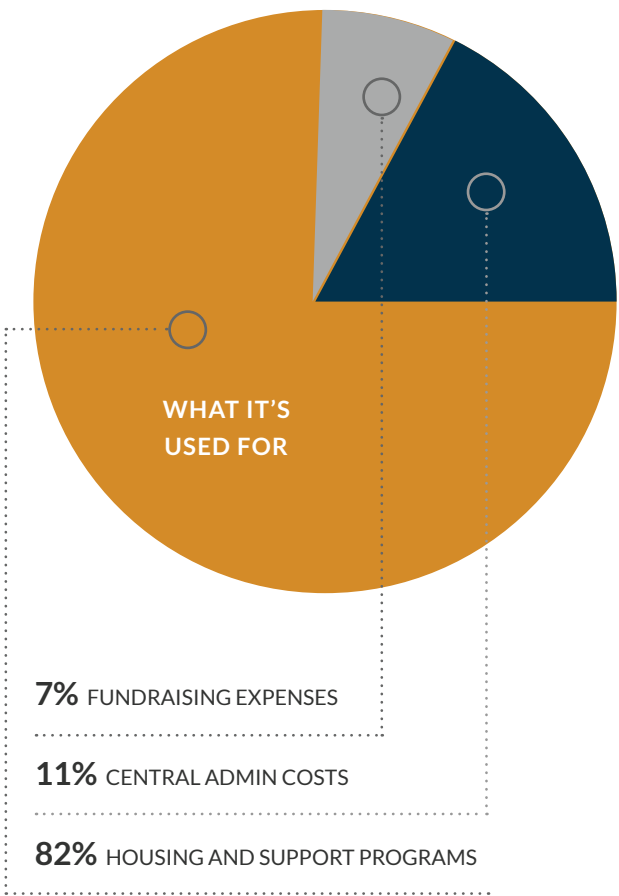
| EXPENSES                              |                    |
|---------------------------------------|--------------------|
| WAGES AND BENEFITS                    | \$1,158,776        |
| HOUSING RELATED                       | \$1,199,646        |
| AMORTIZATION OF BUILDING COST         | \$350,326          |
| PROGRAMS AND BUILDING COST            | \$179,047          |
| <b>TOTAL</b>                          | <b>\$2,887,795</b> |
| <b>LOSS OF REVENUES OVER EXPENSES</b> | <b>(422,200)</b>   |

# Funding Sources

The organization is pleased to report we have maintained a healthy and stable financial position, moving into our fiscal year 2020 - 2021. 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 2019-2020



Bethlehem has a diversified source of revenue and although we receive some financial assistance through Funders, Foundations and Government subsidies, there are additional funds that we must raise on an annual basis to continue to maintain our affordable and transitional housing buildings, support services and targeted programs.



# 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 920 hours were provided by our 70 dedicated volunteers who contribute their skills and talent on Board committees, event committees, and support our fundraising and community engagement activities.

Our EarlyON Child and Family Centre had one volunteer who contributed 44 volunteer hours to provide a healthy and safe educational environment in our Centre.

There were over 40 volunteers who assisted us during our 15th Anniversary of Empty Bowls, contributing over 150 volunteer hours towards the event. We also partnered with the FirstOntario Credit Union Blue Wave program and 7 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!

“Life's most persistent and urgent question is, what are you doing for others?”

- MARTIN LUTHER KING JR.

## Board of Directors

2019-2020



# Volunteers Serving

2019-2020

## BOARD OF DIRECTORS

- ▶ Sara Prince, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Derek Ali, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ John Lee, *Past President*
- ▶ Larry Anderson
- ▶ Laura Bratley
- ▶ Dave Bowman
- ▶ Arti Freeman
- ▶ Bryon Johnston
- ▶ Ian Matthews
- ▶ Yvonne Nasri
- ▶ Erica Walters

## DEVELOPMENT COMMITTEE

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

## FINANCE COMMITTEE

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

## GOVERNANCE COMMITTEE

- ▶ Sara Prince, *President*
- ▶ Erica Bush, *Vice President*
- ▶ Derek Ali, *Secretary*
- ▶ Noah Bruce, *Treasurer*
- ▶ John Lee, *Past President*

## HUMAN RESOURCES COMMITTEE

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

## BUILDING DEVELOPMENT COMMITTEE

- ▶ Derek Ali
- ▶ John Lee
- ▶ Ian Matthews

## HOUSING HERO COMMITTEE

- ▶ Jen Burkholder
- ▶ Scharla Flynn
- ▶ Megan Muir
- ▶ Jordan Versluis
- ▶ Emily Zwart

## EARLYON CAREGIVERS

- ▶ Mari-Anne Colleen

## EMPTY BOWLS JUDGES

- ▶ Dorian Anderson
- ▶ Ralph deGroot
- ▶ Pat Galiardi
- ▶ Chef John Higgins
- ▶ Pastry Chef Catherine O'Donnell
- ▶ Christine Susa
- ▶ Chef Craig Youdale

## EMPTY BOWLS LEAD POTTERS

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

## EMPTY BOWLS VOLUNTEER LEADS

- ▶ Brad Baker
- ▶ Susan Cornett
- ▶ Victoria Donald
- ▶ Tanya Gapczynshi
- ▶ Tiffany Grant
- ▶ Jimi Russell



## EMPTY BOWLS FIRSTONTARIO BLUE WAVE VOLUNTEERS

- ▶ Tina Glen
- ▶ Rose Idzenga
- ▶ Davina MacDonald
- ▶ Cheryl Maclean
- ▶ Jim Mancuso
- ▶ Jessica Plenzick
- ▶ James Smith

## SOCIAL ACTIVITY VOLUNTEER

- ▶ Andrea Clarke

## BINGO VOLUNTEERS

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

## STUDENT INTERN

- ▶ Emily Zwart, *Brock University Media Communications Program*



# Our Team

Our dedicated staff are 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*
- ▶ Karen Cutmore, *Finance & Administrative Operations Manager*
- ▶ 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*
- ▶ Mark Maloney, *Maintenance*
- ▶ Tammy McIntyre, *Housing Services Administrator*
- ▶ Peter Morris, *Maintenance*
- ▶ Jena O'Neil, *Community Support Worker*
- ▶ Chris Richardson, *Finance Manager*
- ▶ Corri Rolerad, *EarlyON Assistant*
- ▶ Nicole Shaddock, *Community Support Worker*
- ▶ Jennifer Sinclair, *Philanthropy Manager*
- ▶ Ricardo Valderrama, *Maintenance*

## 5 – 9 YEARS

- ▶ Lori Beech, *Executive Director*
- ▶ Carolyn Fish, *Program Manager*
- ▶ Kathy Fraser, *Housing Services Manager*
- ▶ Diane Gendron, *Security Resident*
- ▶ Laura Sauer, *Community Support Worker*
- ▶ Mayra Orellana, *Community Support Worker*

## OVER 10 YEARS

- ▶ Paul Kwiatkowski, *Maintenance Supervisor*

## OVER 30 YEARS

- ▶ Laura Arbour, *Intake & Community Support Worker*

“ Our programs and services are based on the premise of people helping people; so we invest in staff members who are committed to moving our mission forward everyday!

- LORI BEECH, EXECUTIVE DIRECTOR



On November 19, 2019 the Early Childhood Community Development Centre (ECCDC) hosted their annual Early Learning and Child Care Awards of Excellence. Our EarlyON Coordinator, Tiffany Grant, was honoured with the Practitioner Award. Tiffany ensures that our program supports the specific needs of the children and families who visit our EarlyON Centre by providing nutritious snacks, hygiene products and as well as encouragement and resources for parents and caregivers to support their child's development and well-being. She is always looking for new and innovative ways to provide an environment and experiences for the children to engage in creative and meaningful play.

# Housing Hero Campaign Launch

On November 22, 2019 we celebrated National Housing Day with the launch of our Housing Hero campaign in support of affordable housing in Niagara. The event featured six Housing Hero champions including: Jordan Versluis, Emily Barry, Jimi Russell, Juliet Dunn, sister duo Claire & Evelyn, and the Niagara Jeep Club.

As brand ambassadors these Housing Heroes are helping to raise awareness about the affordable housing crisis in Niagara and raise funds in support of those who are living in poverty and are struggling to find safe and affordable housing. Anyone who believes that everyone deserves an affordable home can become a Housing Hero by sharing their time, talent or treasure. Visit [www.housinghero.ca](http://www.housinghero.ca) to learn more.

During the Launch event we revealed our new Housing Hero website with personal profile pages and videos for each of our Housing Hero champions. The website was created by our Housing Hero Jordan Versluis and funded through a sponsorship with CMSIntelligence. The videos were funded through a grant received by The Niagara Community Foundation and produced by the amazing team at Giant Shoe Creative.



“Working in real estate, I see first-hand the increasing cost of housing and rent, and the many people who struggle to find a decent place to live.”

- EMILY BARRY, REVEL REALTY







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



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