

Second Stories Start With Us

Second Story

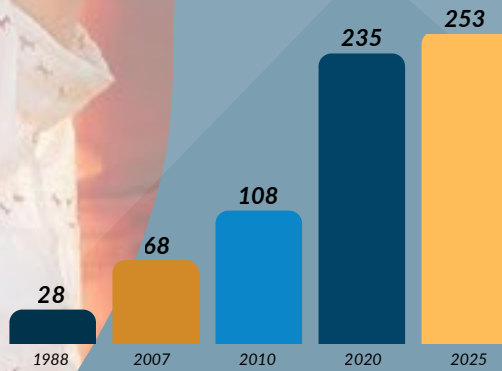
COMMUNITY HOMES & SERVICES

Formerly Bethlehem Housing and Support Services

IMPACT STATS FY2025

CONTINUED GROWTH

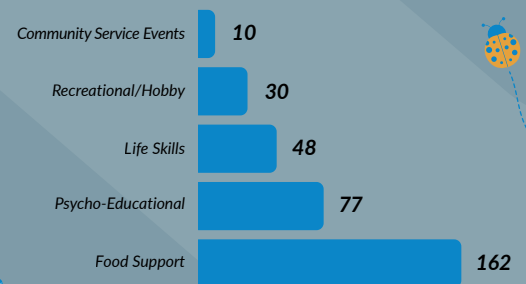
Total # of units housed since inception



SUPPORT SERVICES

Activities provided in 2025

Organized for our tenants and community outreach



COMMUNITY OUTREACH

Individuals Served

348

Families Served

139

TRANSITIONAL

2,500+

Families Housed and Supported since 1988

100%

Remain Housed After Leaving

PERMANENT AFFORDABLE

Households Supported

280

Eviction Prevention

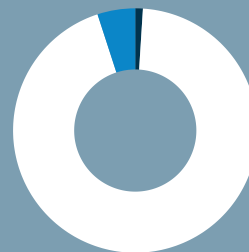
98%

PROGRAMMING & SUPPORT SERVICES



UNFUNDED
75%
GOVERNMENT FUNDED
25%

HOW YOUR GIFT IS USED



FUNDRAISING EXPENSES
1%
ADMINISTRATION
5%
HOUSING & SUPPORT SERVICES
94%

Second Stories Start With Us

INTRODUCING SECOND STORY COMMUNITY HOMES & SERVICES

Everyone Has a Second Story

For Angel, Aurora, and Ryan, it started with support, trust and a safe place to land.

"We were very lucky to have found Bethlehem," shared Angel, Aurora, and Ryan. "We were living in hotels and were very close to giving up. We had very little faith in people or finding a place to live."

When they first reached out, they were met not with judgment, but with warmth and understanding. Their worker, Stacy, helped them feel safe enough to speak openly about the difficult circumstances they had experienced and the challenges they were carrying. Soon after joining the program, they received the news that transitional housing had become available.

"Stacy told us how it worked and that they had many programs to help with starting over and finding a stable home."

Through parenting programs, rent-ready courses, grief support, and other services, the family slowly began rebuilding not only stability, but confidence and trust in themselves and others.



“ In the time we had with Bethlehem’s program we started to regain that lost faith in people. Not just that, but in ourselves as well. ”

Even when challenges arose along the way, they never felt alone. Staff connected them to additional community supports, helped them navigate setbacks, and continued encouraging them forward.

"As we continued with the program, we looked for a permanent home, and after all the help, patience, understanding, and motivation our worker and the whole group here showed, we found a permanent home."

Today, they are settled into a home where their daughter can grow and thrive safely.

"Everyone there changed our lives," they shared. "They gave us back the belief in ourselves and others."

Stories like theirs are the reason this work matters. They are also the reason the name Second Story felt so meaningful.

A second story is not about erasing what came before. It is about what becomes possible after a turning point. Sometimes that turning point is a home. Sometimes it is support during a difficult season. Sometimes it is simply having someone believe in you long enough for you to begin believing in yourself again.

Everyone has a second story. For some, it begins with a key.

And for 38 years - under both the Bethlehem name and now as Second Story Community Homes & Services - it has been our privilege to help make those new chapters possible. Thank you for continuing to be part of this story with us.



Same Mission, Stronger Partnerships

THE MISSION HAS NOT CHANGED. THE APPROACH TO FULFILLING IT IS NOW BROADER

FOR 38 YEARS, OUR WORK HAS BEEN ROOTED IN ONE BELIEF:

Stable housing changes what is possible

Under the name Bethlehem Housing and Support Services, we have walked alongside individuals and families across Niagara as they moved through some of life's most difficult chapters. We have seen what happens when someone receives not only a roof over their head, but the stability and support needed to move forward. A key. A lease. A safe place to rest. The beginning of routine, belonging, and hope returning.



TODAY, THAT WORK CONTINUES UNDER A NEW NAME:
SECOND STORY COMMUNITY HOMES & SERVICES.

The name comes from something deeply human. Life unfolds in chapters. There are moments when something shifts - a conversation, a decision, an opportunity, or a safe place to land. What comes after can feel like the beginning of a second story.

That is the work we have always been part of.

Our mission has not changed. Our values have not changed. What has changed is our ability to more clearly reflect who we are, who we serve, and the broader role we are called to play in responding to Niagara's growing housing crisis.

Over the past several years, the need for housing support across Niagara has grown significantly. Rising rents, limited housing availability, and increasing financial pressure have made stability feel further out of reach for many individuals and families. In response, our Board undertook a transformational planning process focused on how we could grow alongside the community's changing needs.

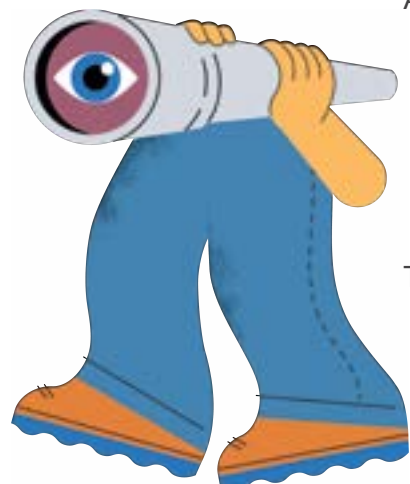
What became clear through that work was that addressing Niagara's housing challenges would require stronger partnerships, broader collaboration, and a public identity that clearly reflected the work we do every day. While the faith community played a foundational role in our history - one we deeply honour - our organization today serves people from all backgrounds. The new name allows the work itself to speak more clearly and helps position us as part of a larger, coordinated response to housing and homelessness across Niagara.

At the same time, some things remain deeply important to preserve. Bethlehem Place, our legacy building in St. Catharines, will continue carrying that name permanently as a tribute to the community built there and the people who helped make it possible. The roots of this organization run deep, and they are not forgotten.

The mission also remains the same: safe housing, practical support, dignity, and stability for people across Niagara.

That mission is best understood through the people whose lives have been changed by it.

Looking Forward, the Story Continues...



A Foundation for New Chapters

CREATING SAFER, HEALTHIER HOMES WHERE STABILITY, DIGNITY, AND NEW BEGINNINGS CAN TAKE ROOT.

A Healthier Future at Genesis Court

This year, Second Story Community Homes & Services was honoured to receive support through the Niagara Community Foundation's David S. Howes Fund Grants Program for an important health and safety initiative at Genesis Court. The Genesis Court Health & Safety Air Conditioning Project will provide 58 permanently installed air conditioning units to families and individuals living in the building, many of whom are seniors, young children, or people living with physical and mental health challenges.

For the residents of Genesis Court, access to air conditioning is far more than a comfort during the summer months. As temperatures continue to rise and extreme heat events become more common, maintaining safe indoor temperature has become an increasingly important health issue. Many tenants are living on low incomes and would otherwise face the difficult choice between paying for cooling or covering other basic necessities. **Through this project, residents will receive new air conditioning units at no cost, with electricity costs for cooling also covered.**

“ **Stable housing also means safe & healthy living conditions.** ”

The project also addresses growing safety concerns within the building. Existing awning-style windows were never designed to safely support traditional in-window air conditioning units, creating risks related to improper installation, water damage, and potential injury. With support from this grant, all units will be professionally installed into secure custom-fitted sleeves as part of a larger window replacement initiative already underway at Genesis Court. **These upgrades will improve safety, reduce energy loss, and help lower future maintenance and hydro costs through more efficient cooling and better-insulated windows.**

At its heart, this project is about dignity, stability, and care. It reflects a belief that everyone deserves to feel safe and comfortable in their home, especially during periods of extreme heat. We are deeply grateful to Niagara Community Foundation and the David S. Howes Fund for helping invest in the health, safety, and future of our community.



“ *Hi Jena - I wanted to thank you for everything that you and your colleagues do for everyone at Second Story Housing. I have attached a photo of the new windows and air conditioners, and wow - they look great!*
Kindest regards, GC Tenant ”

For many families in our housing communities, the EarlyON Centre is more than a place for children to play. It is a space where parents find connection, routines begin to take shape, and children are given the opportunity to learn, explore, and simply be kids in a safe and welcoming environment.

Programs like these are an important part of what stable housing makes possible. When families have access not only to a home, but also to supportive spaces within their community, children are able to grow, relationships strengthen, and a sense of belonging begins to take root.

Outdoor play in naturalized settings encourages creativity, curiosity, and hands-on learning while supporting children's physical, social, and emotional development. These everyday moments help build confidence, connection, and stability for families, creating spaces where children can thrive and community can grow around them.

EarlyON
Child and Family Centre





Save the Date!

Wednesday, October 14, 2026

On Wednesday October 14, 2026, in the Event Court at The Niagara Pen Centre – St.Catharines, Second Story Community Homes & Services will host the 4th Annual Country Harvest Soup Fest fundraiser. We have started planning for the event and are gathering Sponsorships, so please contact us if you are interested in supporting this upcoming event.

VISIT [SECONDSTORYHOMES.CA](https://secondstoryhomes.ca) AND SUBSCRIBE TO OUR MONTHLY E-NEWSLETTER FOR STORIES AND UPDATES