



# 2017 Gratitude Report

THANK YOU FOR CHANGING LIVES





## YOU CARE. YOU MADE A DIFFERENCE.

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It is people like you who make the difference for homeless women and families. It is because of you that families in crisis can find the shelter and support that they desperately need at the Red Door Shelter.

Did you really make an impact in 2016?

YES! Your support was instrumental in changing the lives of 385 families affected by homelessness and abuse.

### **You made change possible for local homeless families.**

In this Gratitude Report you can read about how we used your donations, see profiles of former residents and donors and volunteers, and review our financial summary.

It's so important for you to know that you make positive change possible with your support of the Red Door Shelter.

## THANK YOU.

# What we achieved together in 2016



**385**

families  
supported

**199**

families provided  
with safe shelter



**85**

families  
helped to find  
permanent  
housing



**62**

moved to  
private market  
rentals



**23**

found  
subsidized  
housing



**186**

families helped to  
remain housed



131,000  
lbs

**143**

families used  
our Food Bank



Each family  
saved \$1,800

**72**

families helped  
through our  
Moving Program



# THE NEED: FAMILIES IN CRISIS

**On an average night over 5,000 people in Toronto are homeless, including families.**

One in five women experience some form of **domestic abuse** in their intimate relationships. 81 women and moms with their children found safety and support at the Red Door Family Shelter where they were helped to end the abuse for good.

Many families are affected by the lack of affordable housing in Toronto. 70 families who had suffered a **housing crisis** such as eviction, unsafe housing or a delinquent landlord, came to the Red Door and were helped to find a new home.

The world **refugee** crisis has brought many asylum seekers to Canada fleeing violence and turmoil in their home countries. 48 refugee families found sanctuary at the Red Door and the help to make Canada a safe new home.

## 2016: families who came to the Red Door



41% were escaping domestic abuse

35% suffered a housing crisis or eviction

24% were refugees seeking asylum

# YOUR IMPACT

Your support helps families in crisis to find sanctuary at the Red Door.

Your donations fund important programs that go beyond emergency food and shelter so that homeless families can heal and rebuild their lives together.

**Your support provides hope.**



# HELPING FROM HOMELESS TO HOUSED

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# YOUR IMPACT: EMERGENCY SHELTER

The Red Door operates two emergency shelters - one for families and one exclusively for women and children escaping domestic violence.

## FAMILY SHELTER

Our family shelter provides **100 shelter beds**. Most residents are **single moms with children**, and **2 parent families** as well as **single dads** can find shelter here. **130 families** stayed here in 2016.

**In November 2016 we relocated our family shelter** to an interim location at 1430 Gerrard St. E while a new purpose-built shelter is constructed at 875 Queen St. E.

## VAW (Violence Against Women) SHELTER

Our "Pines" shelter provides sanctuary and support for women and children fleeing domestic violence. There are **50 shelter beds** for **women and moms with children**. The shelter is at a secure, undisclosed location to keep families safe from any contact with their abuser. We sheltered **69 families** at the Pines in 2016.



## 2016 IN REVIEW



72% of families were single moms with young children.



# of days our shelters were full.



868,335 meals provided for shelter residents.

# YASMINE'S STORY

## A journey to safety and success

Yasmine and her children (Ali, 8, and Mina, 12) came to Canada in 2014 but things did not go as she hoped. Her husband, who had sponsored them, became abusive, and Yasmine endured it all for fear of losing her status. When his aggression escalated and he threatened her children, Yasmine took her kids and ran. They were referred to the Red Door.

At the Red Door Yasmine was protected and helped to heal. She was connected to a trauma counsellor and received help with her immigration case and child custody battle.

She was awarded full custody of her kids and they began to build their new life with hope. Speaking only French, Yasmine was connected to English language training to improve her job prospects. As she grew stronger, the Red Door helped her find an affordable apartment close to her kids' school.

Now, Yasmine is on the road to a bright future. She works as a part-time teaching assistant in a French immersion school, her children are excelling in their studies, and she is overjoyed that she can call Canada home now that she has received her landed immigrant status. Yasmine is forever grateful that she and her kids are safe and moving forward.



"I am so happy to be safe and settled with my kids. I feel like I am finally spreading my wings and flying high slowly. Un grand merci pour toute l'équipe fantastique et humaine de Red Door (A big thank you to the entire fantastic and kind team at Red Door)."

**- Yasmine, former Red Door resident**



# YOUR IMPACT: CHILDREN & TEENS

Children and teens are the most vulnerable casualties of homelessness. Many arrive at the shelter struggling with trauma and loss, and a confused sense that they are to blame for their family's situation.

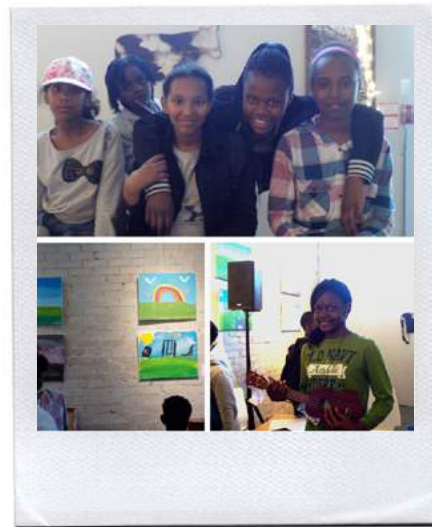
Support for homeless children and teens is vital. Your donations fund caring programs that promote healthy development, provide emotional support and offer fun recreational experiences.



**Healthy development of preschoolers:** helping children to develop early learning and social skills in a safe, nurturing environment.

**Helping school kids learn:** providing homework assistance and tutoring so they can keep up at school, recreational activities, crafts, and exciting day trips around the city.

**Life skills for teenagers:** providing workshops for teens and their parents on topics such as violence prevention, youth and the law, and health.



## 2016 IN REVIEW



You helped 290 children (57% of shelter residents)



Over 5,300 hours of children's programming and outings provided







## VOLUNTEERS MATTER

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**“To help people was all that I was looking for and Red Door gave me a home to do so.”**

A professional hair stylist, Andrea Thomson has been cutting hair for women and children at the shelter since February 2015.

The highlight is the December Beauty Day when a group of hair stylists come together. They turn the music up and everyone has a great day.

Simply by providing haircuts Andrea gives moms at the shelter more confidence, helping them to heal and move forward in their lives.

We're so grateful to have wonderful volunteers like Andrea who use their free time to give back to the community and help their neighbours.

# YOUR IMPACT: BEYOND SHELTER

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*Percent of funds the average family moving out spends on rent alone*

Most families who move back into the community are still at risk of homelessness because they have to spend more than 68% of their income on rent alone. This leaves very little money for other basic household expenses such as food and utilities.

## Where you make a difference

With donor support, the Red Door can continue to assist families to remain housed once they leave the shelter through our Moving Program and Food Bank.

Our **Moving Program** provides donated furniture and housewares to help families settle in their home, as well as a moving truck and driver. The savings they receive is a huge boost that can make all the difference for the family's financial stability.

The weekly **Food Bank** is a lifeline for families who have moved out of the shelter. It gives a worried mother peace of mind knowing that at the end of the month she won't have to choose between paying the rent and feeding her children. That kind of help is invaluable.

With your support of transitional services, families can continue to maintain housing, improve links to community supports, and achieve long-term stability and independence. This keeps families strong, and communities stronger.

## 2016 IN REVIEW

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943 visits to our weekly Food Bank by families who have left the shelter.



243 furniture pick-ups and deliveries provided through our Moving Program.







## LOCAL PARTNERS MAKING CHANGE

We love partnering with local businesses to create positive change in our community. Pilot Coffee Roasters has been a generous supporter in recent years. They hold an annual holiday fundraiser, supply coffee beans for our shelters, and volunteer at our weekly food bank. **“Since our founding we’ve been supporting the Red Door. Being part of our community and supporting those in need is important to all of us at Pilot Coffee Roasters.”** - Jessie Wilkin (Co-founder)



# OUR NEW SHELTER: *Building a Community of Hope Campaign*



**Save the Red Door Campaign launched.** Community outreach, online petition and appeals to local councillors.



Harhay Developments purchased 875 Queen St. East and **positive discussions began** between the City, Harhay and Red Door.

2014

2015

In early 2014, the future of the **family shelter at 875 Queen Street East was in jeopardy** when the former owner left the building in receivership to be sold to a developer.



**Community begins to rally.** Crowds gathered at our town halls and 50,000 petition signatures reached.





**Capital Campaign underway.** Goal of raising \$3 million for equipment, furnishings and program services at the new shelter.



**Construction begins.** The new shelter will be owned by the City of Toronto and operated by the Red Door.



**New Shelter in Sight!**

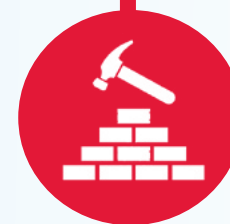
**2016**

**Toronto City Council votes.** The future of Red Door is secured with an agreement to incorporate a new purpose-built shelter into the re-development plans for 875 Queen St. East.



**2017**

**Moved our family shelter** to interim location at 1430 Gerrard St. E, so that service can continue during construction of the new shelter.



**2018**

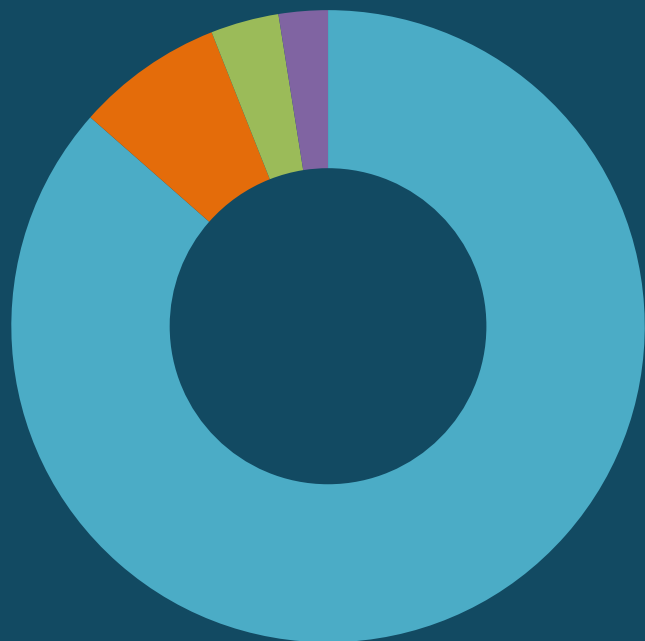
Construction is due to be completed by late 2018. The new family shelter will be a safe, accessible, modern sanctuary with purpose-built programming space, and greater privacy for families.

You can support our campaign at:

[reddoorshelter.ca/building-hope](http://reddoorshelter.ca/building-hope)

# OUR ORGANIZATIONAL FINANCIAL OVERVIEW

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Total Annual Expenditures

**\$5,425,714**

**87%** Shelter Operations, Staffing  
& Residents' Needs

**7%** Administration  
and Fundraising

**4%** Professional and  
Consulting Fees

**2%** Mortgage and Amortization



# SHELTER OPERATION EXPENDITURES



## Salaries and Benefits

Program staff, case workers, shelter workers, management and operations.



## Occupancy

Cost to operate our two shelters, including food, supplies, and maintenance.



## Residents' Needs

Daily personal needs allowance for families, TTC fares, personal items, other program costs.

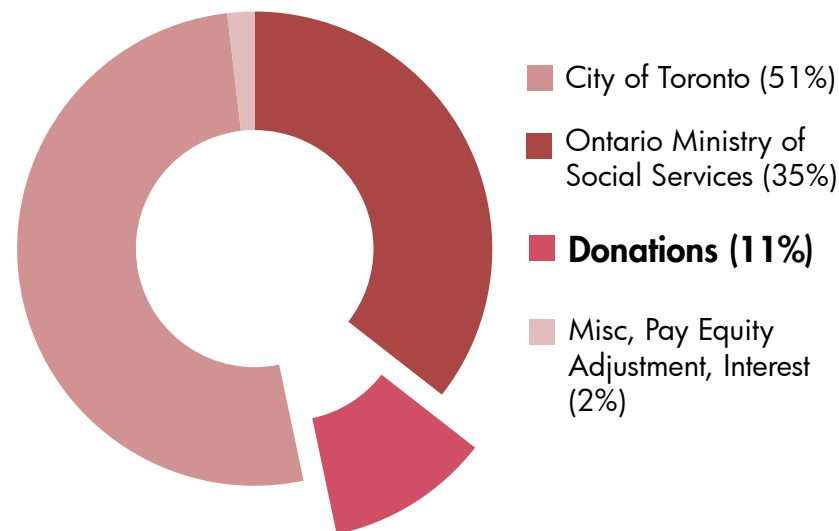


## Housing and Outreach

Helping families to find and maintain permanent housing, including moving support.

## ORGANIZATIONAL REVENUE

Total Annual Revenue **\$5,575,934**



## YOU ARE THE KEY: YOUR GIFTS MATTER

It is only because of your donations that we can provide services like our Children's Programs and Transitional Support services that are vital to helping homeless families heal together and achieve their goals of independence and a bright future.



21 Carlaw Ave. Toronto, ON M4M 2R6  
416-915-5671 | [www.reddoorshelter.ca](http://www.reddoorshelter.ca)  
Charitable Registration: 11930-3287-RR0001

Thank you!



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