

Red Door

FAMILY SHELTER

2007 - 2008 Board of Directors

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2007-2008 Annual Report

Message from the President & Executive Director

This year we are pleased to report that in addition to assisting over 200 families end their episode with homelessness at our family shelter, we also completed renovations to our shelter for abused women and their children.

With the renovations to our abused women's shelter, we have greatly increased our capacity to provide a place of healing and support for the women and children who come to us fleeing violence. The building has been improved in a number of ways. We have expanded our childcare facilities so that all of our children's programming is in a separate building with more space for the children to learn and play. The facility is now completely secure.

We have added a seven foot fence, special film on the windows to prevent them from being broken into, and security cameras to ensure all activity can be monitored remotely. We now have a first class commercial kitchen that will allow us to greatly improve the quality of meals that we provide to our clients.

In addition, the residents have a new kitchen, new laundry facilities, and a new dining hall.

As well as modernizing the building we were also able to renovate the backyard. We now have a beautiful yard where the children can play and their moms can relax. And thanks to the generosity of 55 Division of the Toronto Police Services, we also have a new play set for the children.

All of these renovations were made possible by a large capital grant from the funder, Ministry of Community and Social Services.

This coming year will focus on ensuring we are providing the best possible service to all of the families who come through our doors.

We wish to thank all of our staff, volunteers and donors for making possible for us to continue to provide excellent services to our clients.

Andrew Hussain

Andrew Hussain
President

Bernnitta Hawkins

Bernnitta Hawkins
Executive Director

An Important Message to our Supporters

The Red Door Family Shelter places a high value on our relationship with you, our donors. Without your support we would not be able to achieve our mission to provide safe and supportive emergency housing to individuals and families in need. We thank you for your commitment to the hundreds of families who come through our doors every year.

We believe that transparency and accountability are essential to our success. With this in mind, we have recently joined Imagine Canada's Ethical Code Program.

The Ethical Fundraising and Financial Accountability Code lays out a set of standards for charitable organizations to manage and

report their financial affairs responsibly. By adhering to these standards, we are complying with generally accepted practices for soliciting and managing donor dollars. This is important because you, our supporters, are entitled to transparency and the greatest impact possible for your investment in us.

For more information about the Ethical Code you may visit the Imagine Canada website by going to www.imaginecanada.ca.



Lives Changed

Newcomers to Canada often have no family, no friends and little or no money. Many are fleeing extreme violence, political persecution and famine. They leave jobs where they were teachers, engineers and doctors and are met with a reality where their qualifications are devalued or often entirely discounted, struggling to make ends meet.

One of them is Mary, a single refugee mother of two from Cameroon. In addition to her already extremely challenging situation, Mary had to deal with many difficulties such as feelings of distress, fear and hopelessness. She had experienced a lot of social isolation and arrived at the Red Door with hopes of finding a sense of home and community in a strange land.

While Mary was at the Red Door she received the assistance she needed to get her immigration status settled so that she could begin searching for housing. Mary worked hard to get her children settled in the education system and to improve her English language skills.

When Mary's refugee claim was approved she began working with her Housing and Outreach worker to find safe, stable and affordable housing for her and her children. Before moving out of the shelter Mary and her Outreach Worker met several times to discuss the resources that Mary and her children would need once they were out in the community. It became clear that Mary was very determined to find a good job as soon as possible

because she wanted to get off of social assistance and show her children that they were living independently.

Together they worked on a plan to make Mary successful in her goal. Mary's Outreach Worker connected her with employment services that helped Mary determine that she had some great language skills. Mary applied for a course in Telephone Communications and Basic Bookkeeping but did not get the approval for the funding. After more research we approached MCIS - an interpretation agency that we use. Mary was accepted into their training program immediately.

Her Outreach Worker advocated on Mary's behalf with MCIS to waive the program fees. MCIS agreed to waive the fees and Mary was finally able to start training.

Mary is now a successful interpreter for MCIS and is off social assistance, supporting herself and her two children. Mary is very grateful for the opportunity and was overwhelmed with the support of the Red Door to make her dream come true. Mary says that "the feeling of being independent is indescribable. I have my dignity back and I'm finally in control of my life and most importantly am able to set a good example for my children".

Mary is a great example of the hundreds of lives touched every year by the hard work of the Red Door's staff, volunteers and community partners.

Employee Feature



In this photo from left to right: Bernnitta Hawkins, Executive Director and Doug Lee, Housing Worker

It is our great pleasure to feature an article recognizing the hard work and commitment of an outstanding Employee working at The Red Door Family Shelter.

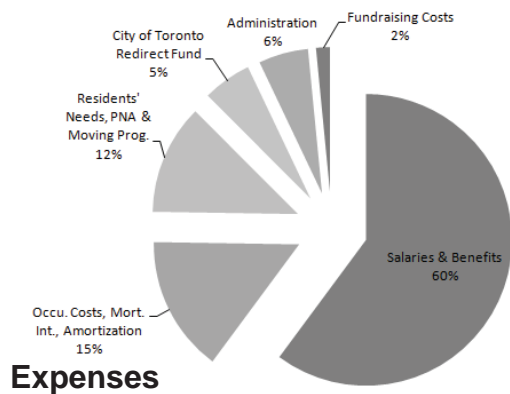
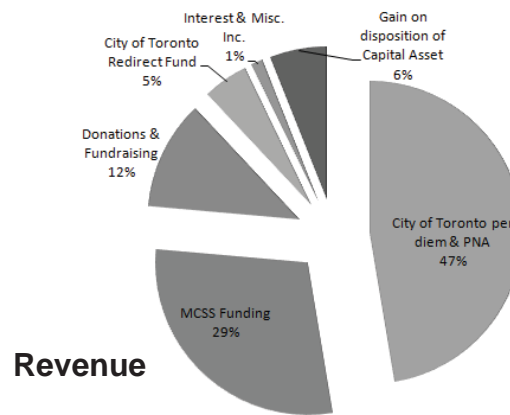
Through a peer nomination process, Doug Lee, Housing Worker at Queen, was selected as our featured Employee. Doug's colleagues describe him as dedicated, caring, hard-working, a supportive team member and unfailingly committed to his work with the Clients.

Doug started his career at the Red Door in 1989 as a Shelter Worker and moved on to the Housing Worker position in 2001. Doug says the best thing about working at the Red Door is " Being surrounded by the people you work with and the Clients. The Client work is very rewarding. It's great to know you are making a positive impact on people's lives because every Client who comes to the Red Door is in crisis. You are helping them to stabilize their lives and facilitating their empowerment "

Doug loves the diversity of the Clients served at the Red Door. "The different cultures are fascinating, you learn so much. As a worker, you are playing a role in contributing to the diversity of Toronto and Canada. Canada was built on immigration and we are dependent on an infusion of many cultures and viewpoints for the country's future health. We help so many refugee families access the services they need and to navigate the immigration process."

Thank you Doug for the hard work and dedication that you bring to your work at the Red Door Family Shelter every day.

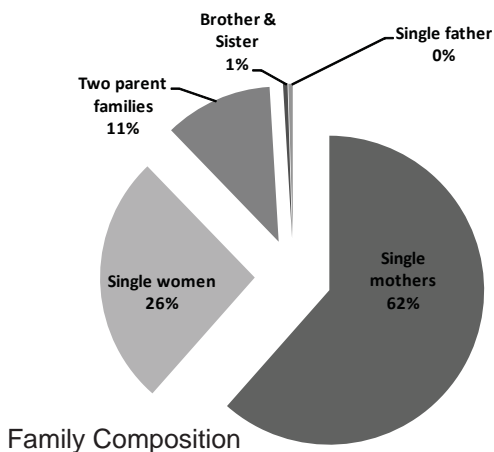
Revenue & Expense for the Year Ended March 31, 2008	
Revenue	
City of Toronto per diem & PNA	\$2,187,310
MCSS Funding	\$1,339,636
Donations & Fundraising	\$533,557
City of Toronto Redirect Fund	\$223,168
Interest & Misc. Inc.	\$57,794
Gain on disposition of Capital Asset	\$275,575
Total Revenues	\$4,617,040
Expenses	
Salaries & Benefits	\$2,612,756
Occu. Costs, Mort. Int., Amortization	\$656,560
Residents' Needs, PNA & Moving Prog.	\$532,876
City of Toronto Redirect Fund	\$235,030
Administration	\$239,831
Fundraising Costs	\$67,344
Total Expenses	\$4,344,397
Excess (Deficiency) of revenues over expenses	\$272,643



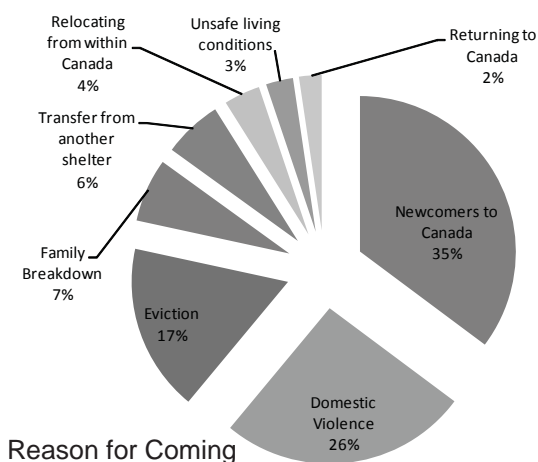
Who we Serve

There are three major reasons why families come to the Red Door and each of the groups served by the shelter has distinct problems and needs. During 2007/2008

- A third were women and their children who are escaping domestic violence
- Another third had been evicted, left unsafe accommodation, or have been separated from their family
- The final third were newcomers to Canada



It should also be noted that over 62% of families were led by single mothers. Even more concerning is that over 90% of all individuals served by Red Door were women and children, demonstrating that the trends in family homelessness are not changing.



This year Red Door Family Shelter provided 24 hour safe and supportive emergency housing to over 200 homeless families. A wide variety of programs help clients rebuild their lives and help their children heal. The programs are client centered and delivered by professional staff work with the families and respond to their needs in a compassionate, caring manner while maintaining the dignity of the clients.

The programs at Red Door are designed to provide families experiencing episodes of homelessness with the time they need to get focused, set attainable goals, find housing and employment, but most importantly, strengthen and rebuild their families.

A Makeover with an Impact

“Watching them become more confident by the day”. Frank Pascuzz started volunteering at the Red Door Family Shelter with this motivation and now, for the past year and a half, he has been volunteering his time restoring confidence and building self-esteem among the women staying at the shelter. Frank, owner of Capucci Salon & Spa, in the Bloor West Village, has been coming to the Red Door once a month, cutting and styling hair for our women.

Frank has always been interested and active in helping others. He spends a great deal of time volunteering in hospitals and shelters. The staff and residents at Red Door describe Frank as a caring and dedicated person who is very sensitive to the issues of homelessness faced by women and children.

Frank says the most rewarding part of volunteering at the Red Door is “seeing the smiles on the faces of the women”. One of his most memorable moments with Red Door was with a group of women, who were not confident enough to attend an event.

He noticed that they wanted to go out, but were not feeling up to it. After working with them and sharing some laughs, Frank said “the women felt rejuvenated and confident and decided to go to the event after all. Frank says “it feels amazing to know that my contributions have helped transform so many lives”.

Thank you Frank for your dedication and for allowing the women of Red Door to feel as amazing as they are!



In this photo Frank Pascuzz

Thank You!

We would like to thank those who worked so diligently over the past year; donating time, energy and resources and helping to make a difference in the lives of the families who pass through the Red Door.

We greatly appreciate the donations made by individuals, businesses and other groups over the past year. Every donation you make helps to end family homelessness, one family at a time.

We would also like to thank the board as well as our volunteers for their continuous and generous support.

Funders

- **City of Toronto**
Shelter, Support & Housing
Administration Division
- **Government of Ontario**
Ministry of Community & Social
Services

You can Change a Life Each and Every Day

Your support is what makes it possible for us to provide critical programs and services for our families that go beyond food and shelter.

By making a financial donation to Red Door, you will help people living in crisis reclaim their independence and establish a stable life beyond the shelter.

Red Door has begun a monthly giving program to allow you to have a greater impact on the lives the families who come to the Red Door.

Your monthly support will provide Red Door with stable and predictable funding year round. This in turn provides more steady programs and services to hundreds of families in need every year.

To make your gift online please visit our website at www.reddoorshelter.ca. Donations can also me made over the phone by calling 416-915-5671 or sent by mail to: 21 Carlaw Avenue, Toronto, ON, M4M 2R6