

2026 COURAGE REPORT

Building
Together



Red Door
FAMILY SHELTER

LAND ACKNOWLEDGEMENT

We acknowledge that the land on which we gather is the traditional territory of many nations including the Mississaugas of the Credit, the Anishinaabe, the Chippewa, the Haudenosaunee, and the Wendat peoples.

Today, this land is still home to many diverse First Nations, Inuit, and Métis peoples.

We recognize that Toronto is covered by Treaty 13, signed with the Mississaugas of the Credit, and the Williams Treaties, signed with multiple Mississauga and Chippewa bands.

We are grateful to live, work, and learn on these lands, and we acknowledge the enduring presence and resilience of Indigenous communities in this area.

We commit ourselves to ongoing learning about the history and cultures of Indigenous peoples, and we pledge to work towards building respectful relationships and advancing reconciliation.

VISION

Ending family homelessness, one family at a time.

MISSION

We provide safe, temporary refuge and vital services that enable families to rebuild their lives and establish themselves in their communities.

VALUES

Compassion: We believe all people are deserving of respect. Therefore, we celebrate our diversity and uniqueness, and treat each other with kindness, empathy, and dignity.

Equity: We recognize that systemic barriers privilege some people and hold others back. Therefore, we strive to deliver inclusive services, work to address discrimination, and end cycles of violence and poverty.

Collaboration: We know that we are stronger together. Therefore, we build effective relationships, work as teams, and partner for excellence and impact.

Integrity: We are responsible for the resources entrusted to us. Therefore, we measure, achieve, and report our results, strive to learn and improve continuously, and behave at all times in a manner that is ethical, transparent, and professional.



BUILDING TOGETHER: STRENGTHENING PARTNERSHIPS, EXPANDING IMPACT

A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

Over the past year, **Red Door Family Shelter** has continued to grow and evolve through the strength of our partnerships.

As one of Toronto's largest family shelter organizations, we have worked closely with government partners, community agencies, donors, volunteers, and sector leaders to enhance the quality and coordination of support available to families experiencing homelessness and women and children fleeing gender-based violence.

These collaborations have allowed us to:

- Expand housing-focused services and strengthen culturally responsive programming
- Modernize staff training and organizational systems
- Create meaningful pathways to stability and permanent housing

Success Milestone

In a significant milestone for Red Door, **the City of Toronto selected Red Door to operate a new 127-space family shelter in the west end of the city**, scheduled to open in 2028. The new shelter will expand Red Door's capacity to provide safe, supportive accommodation to families experiencing homelessness and strengthen our ability to respond to the growing need for family shelter services across Toronto.

Looking Ahead

As the challenges facing families in Toronto continue to intensify, Red Door is prepared to meet the moment as a resilient, compassionate, and innovative organization. In the year ahead we will build on this momentum, deepening our community partnerships, advancing our redevelopment goals, and ensuring every family has not just immediate shelter, but also the opportunity to thrive.

To our staff, volunteers, donors, and partners: thank you for your ongoing dedication, generosity, and commitment to helping families build safer, more stable, and hopeful futures.



Marissa Andersson
Board Chair



Maritza Sanchez
Executive Director



BOARD OF DIRECTORS

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Hilary Ingle
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Jim Lord
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FINDING RED DOOR & A NEW BEGINNING

A CHANCE TO REBUILD, TO DREAM

Living in an unsafe home surrounded by drug use—with a newborn son in her arms—Lea knew she had to leave.

With no support from her family and limited options, she began the difficult search for shelter. That's when she found Red Door Family Shelter and a new beginning.

Red Door welcomed Lea, her son, and her partner into the family shelter at a critical time. "The people were amazing. The support was amazing."

At just 17, Lea was figuring out how to be a mom, navigate the system, and build a future. At Red Door, Lea found community and comfort.

**"It was nice to feel like
we weren't going through this alone."**

"It was one of the biggest moments in my life that propelled me to where I am today. I don't know where I would have been if we didn't get into that shelter that day."

Today, Lea is a business owner and successful tattoo artist in a studio that she opened with her husband in 2017.

Lea's journey was not easy, but it was fueled by passion and a deep belief in following her dreams.

Lea's shop has become more than a business—it's a space for community and compassion. Every few months, they run fundraisers to support causes that resonate with their artists and clients. When one of her team members, who also had a connection to Red Door, suggested a fundraiser for the shelter, it felt right.

It was about giving back to the place that gave her a second chance.

"People look at me now—a house, a business, a family—and they don't know the history behind it. Red Door gave me that opportunity, and I'm forever grateful."

She hopes her story reminds others that change is possible.

"Everyone deserves a chance. What you do with it is up to you. Red Door has given us a chance to rebuild our lives; I will always be thankful."



Pictured: Lea and family

WHO WE HELP, HOW WE HELP TOGETHER, WE'RE REBUILDING LIVES

	23/24	24/25	25/26
Shelter Residents			
# of families:	132	110	181
# of individuals/adults (18+):	153	143	200
# of children/youth:	273	207	322
Average family size:	3	3	3
Total individuals:	426	350	522
Housing Situation (After Moving Out)			
Out of City/Province/Country:	0	2	1
With friends/relatives/returned home:	12	6	3
Undisclosed address:	6	2	19
Transfer to shelter/hospital:	20	20	16
Subsidized/transitional housing:	17	17	19
Private market housing/single room:	35	25	2
Outreach Programs & Services			
# of families supported:	144	137	107
# of individuals supported:	466	434	337
Employment, Adult Education & Job Training:	*	72	52
Hospital & Medical supports:	58	37	31
Housing Set-Up & Help:	72	64	36
Social/Community Integration:	*	105	89
Basic Needs:	*	949	845
Service Supports (Legal, Income, CAS, etc.):	1100	604	529
New family units who used the food bank:	132	129	107
# of food bank visits:	5027	4919	5445

*Data not tracked or available

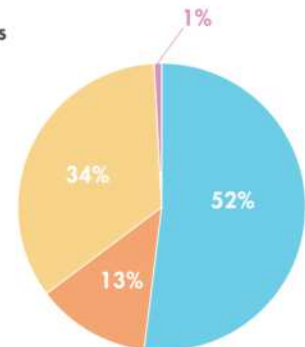
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375 families and 1,117 people
accessed vital programs
and supports last year.

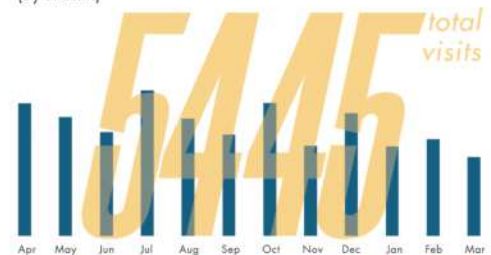
**In Shelter, Outreach and Transitional combined*

Food Bank Users
(By Age)

● Under 15
● Age 15-25
● Age 26-64
● Age 65+



Food Bank Use
(By Month)



83 Number of families fleeing domestic violence

97% Percentage of families that are mother-led

5.5 Average length of stay (in months)

157,680 Number of meals served last year

To our **donors**—you fuel our programs, sustain our services, and help create lasting change.

To our **volunteers**—you give your time, your talents, and your hearts, reminding our residents that community care is powerful and real.

Thank you



Art by
a child
residing at
Red Door

FINANCIAL SUMMARY

YEAR-END MARCH 31, 2026

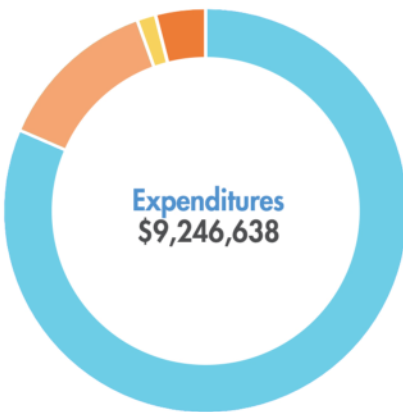
Every day, women, children, and families turn to Red Door Family Shelter during some of the most challenging moments of their lives. The generosity of our donors and volunteers makes it possible for us to provide the support they need today while helping them build a stronger future.

Your financial contributions fund vital programs, services, and resources that create opportunities for safety, stability, and hope. At the same time, the time, compassion, and dedication of our volunteers provide encouragement and human connection that can make all the difference.

Together, your support helps women and children escaping gender-based violence, families facing housing instability, and refugee claimants seeking safety after fleeing violence and persecution find the care, dignity, and opportunity they deserve.



- City of Toronto (44%)
- Ontario Ministry of Children, Community and Social Services (25%)
- Donations (25%)
- Miscellaneous, Pay Equity Adjustment, Interest (6%)



- Programs and Services, including staffing (81.5%)
- Administration and Fundraising (13%)
- Professional and Consulting Fees (1.5%)
- Mortgage and Amortization (4%)



- Programming & Mental Health Supports (40%)
- Housing & Outreach (37%)
- Food Security & Basic Needs (23%)



COBS Bread
Danforth



Royal LePage
Shelter Foundation



Left Field Brewery



Pilot Coffee Roasters

BUILDING A COMMUNITY OF SUPPORT

COMING TOGETHER WITH A SHARED PURPOSE

A cornerstone of the Danforth community and a longtime supporter of Red Door, **COBS Bread Danforth** makes a difference every year through in-store fundraising on Doughnation Day. For five years now, their dedicated, compassionate, and community-minded team has supported Red Door's work helping families and individuals build brighter futures.

Every fall, the **RLP Shelter Foundation** and Royal LePage Estate Realty unite the community through the Night Light Walk, a walk through the Beaches neighbourhood in support of women and children fleeing intimate partner violence.

We are always inspired by collaborations that bring our community together, especially when they happen with two of our amazing partners.

Last year, **Left Field Brewery** supported Red Door, bringing back the popular Bricks & Mortar Coffee Porter, brewed in partnership with Pilot Coffee Roasters. Celebrating Leslieville's rich brickmaking history and the power of local connection, a portion of every can sold supported our work with women, children, and families.

Since its founding, **Pilot Coffee Roasters** has been a steadfast supporter of Red Door.

Year after year, Pilot Coffee shows up for Red Door families. From their annual Holiday Blend campaign and sponsorship of Coldest Night of the Year, to volunteering, collecting items for our food bank, and supplying coffee at countless Red Door events, Pilot Coffee has become part of the blend that makes Red Door what it is today.

They've walked with us through the cold, opened their doors at a moment's notice, and shown up whenever support was needed. Their commitment extends far beyond fundraising—it's about community, connection, and care.

A lot can happen over a cup of coffee. Trust can be built. New beginnings can take shape. Thanks to Pilot Coffee, those moments of possibility continue to happen every day for the families we serve.



Eleanor
Bothwell

BUILDING BRIGHTER FUTURES IN PARTNERSHIP WITH VOLUNTEERS

Eleanor Bothwell has been a valued friend and supporter of Red Door Family Shelter for many years. A passionate advocate during the Save the Red Door Campaign in 2014, Eleanor has continued to champion our work and the families we serve. Over the years, she has generously shared her time and voice at events including Coldest Night of the Year, the LePage Night Light Walk, and many others.

Eleanor's longstanding commitment and advocacy have helped strengthen our connection to the community. We are incredibly grateful to have her in our corner. Thank you, Eleanor, for continuing to stand with Red Door.



Debbie and
Rachael Allen

Since January 2024, **Debbie and Rachael Allen** have been an important part of our volunteer community at Red Door Family Shelter. Week after week, they lend a hand at our food bank, unpacking deliveries from Second Harvest and making sure food and other items are organized and accessible for the people who rely on them. Their reliability, hard work, and kindness help us provide a welcoming and dignified experience for our clients. We are so grateful for the care and generosity Debbie and Rachael bring to Red Door.



Catherine
Moore

Since 2018, **Catherine Moore** has generously given her time to support children and families at Red Door Family Shelter. Through our children's programming, Catherine helps create a safe and welcoming space where kids can learn, play, and simply be kids.

Whether she is sitting down to read with a child or helping them build their literacy skills, Catherine brings patience, encouragement, and care to every interaction. Her continued dedication makes a meaningful difference in the lives of the children staying with us. Thank you, Catherine, for being such an important part of our Red Door community.



Jo Bradley

Jo Bradley has brought tremendous energy and generosity to Red Door Family Shelter since becoming a volunteer in 2024. From helping with our weekly food bank and special events to providing administrative support, Jo is always willing to step in where she is needed.

She has also become a wonderful ambassador for Red Door, representing us at community events, sharing our mission, and helping others better understand the experiences of the families we serve. Jo's willingness to lend both her time and her voice makes a lasting



A SAFE HOME IS THE DESTINATION

VIDEO DEBUT: 'PATHWAY TO HOUSING'

We use maps for a reason.

Whether we're travelling across the country, navigating a new city or simply trying to find an unfamiliar address, knowing the destination isn't enough. *We need to understand how to get there.*

For families arriving at Red Door Family Shelter, the destination is a safe, stable home. But the route there can be complicated.

That's why Red Door created our Pathway to Housing — a coordinated journey of support that begins when a family arrives at our door and continues as they move into housing and rebuild their lives in the community.

Along the way, families can receive support with everything from immediate shelter needs and housing searches to children's programs, education, employment, food security and settling into a new home. And because every family arrives under different circumstances, every pathway can be different.

Our new Pathway to Housing video helps bring that journey to life, showing how Red Door's programs and services connect and how each step helps move a family closer to home.

Understanding the route matters. A clear pathway can make an overwhelming journey feel manageable, provide direction when the way forward is uncertain, and remind families that they don't have to navigate it alone.

THANK YOU TO THE TEAM BEHIND THE 'PATHWAY TO HOUSING' VIDEO

Producer & Creative Director Joshua DeSouza • Producer Lief Ramsaran
Editor & Associate Producer Joey Whitelaw
Director of Photography Nico Alcalde • Director Jaime Knox • Writer David Calvert
Production Designer Hina Hosoya • 1st AD Spencer Glassman
1st AC Lily Chiasson • 2nd AC Ekaterina Shumakova • Gaffer Taher Bhujwalla
Sound Recordist Jon Chy • LX/Grip Michael Francavilla
Driver/Swing Mahan Ashtari • Art Director Tiffany Pang • Art Director Kate Vickery
Hair/Make Up Alannah Delgado • Production Assistant Rebecca Gonsalves
Post Producer Rory Dann • Graphic Designer Aiden Carter
Location Manager Alexandra Mowbray • Craft Service Rodney Rodrigues
BTS Photo Jeremy Sandler • Actor Carmen Sarena Parmar
Actor Jade Mia SwamiNathan • Actor Mia Mikayla SwamiNathan
Guardian Tina Marchese • Voice Over Artist Spencer Glassman

View PATHWAY TO HOUSING at www.reddoorshelter.ca



BUILDING TOGETHER

STRONGER FUTURES THROUGH PARTNERSHIP

When a family arrives at Red Door, they may need a safe place to stay, but rebuilding stability requires much more than shelter.

A parent may need access to healthcare, counselling or safety planning. A child may need tutoring, childcare or opportunities to learn, play and explore. A mother may be looking for a path back to school or employment. And when a family is ready to move into a home of their own, finding housing is only the beginning of successfully rebuilding their lives in the community.

That is why partnership is at the heart of Client Services at Red Door.

Over the years, our team has built a strong network of community organizations whose expertise, resources and commitment complement the support we provide. Together, we connect families to a broad range of services that meet their individual needs—from healthcare, mental wellness, and trauma support to education, employment, childcare, housing, and community connections.

Our partnerships also help families rediscover opportunities and experiences that homelessness and crisis can interrupt. Children can receive tutoring, explore their creativity, participate in sports and discover new interests. Parents can access mental wellness programs, education and employment supports, healthcare and other resources that strengthen their confidence, independence and ability to move forward.

Every partnership brings something unique. Together, they create something greater: a community of support that helps families not only move out of shelter but build a foundation for a more stable and hopeful future.

We are grateful to the many organizations and community partners who help make this work possible and who stand alongside Red Door in building brighter futures for the families we serve.

Our partners include:

Barbara Schlifer, Bloom Forward Foundation, Canary Landing, Child Development Institute, Dent, East Toronto Health, Fred Victor, Good Shepherd, Homeward Bound, Imagine Health Promotion, Kids Up Front, Maple Leaf Sports & Entertainment (MLSE), Park St Education, Practice Health Check, Remote Interpretation Ontario, Scribble Me Silly, Second Harvest, Shelter Movers, South Riverdale Community Health Centre, Toronto Children's Services, Toronto Public Library, Toronto Shelter Network (TSN)



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