



respect

compassion

cooperation

interdependence



**unity project**

for relief of homelessness in london

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[unityproject.ca](http://unityproject.ca)

# A NEW KIND OF SHELTER BUILT ON

**mutual respect**

**interdependence**

**cooperation**

**compassion**

In the summer of 2001, a group of youth activists and homeless individuals in London, formed a tent city in a downtown park to raise public awareness of a desperate situation. The community experience that developed led to the initiation of the Unity Project - a shelter service with a peer-supported community model. With the support of hundreds from every walk of life and a generous grant from the City of London the Unity Project was able to purchase and open its facility in the heart of Old East Village. Since then, Unity Project has been a consistent contributor in providing vital social services for London and area and helped thousands of men and women to approach stability and restore well being.

**"TOGETHER WE TAKE CARE OF OURSELVES, EACH OTHER AND OUR COMMUNITY."**

Unity Project provides emergency shelter and transitional housing for men and women aged 18 and over in a safe, secular and home-like environment. Good community values are promoted and personal accountability is encouraged in an environment where residents cook, clean and perform daily maintenance to develop and practice important life skills.

Front-line support staff are accessible 24/7 and work one-to-one with each resident to monitor and advance a personal action plan for stability and independence.



## PROGRAMS AND SERVICES

**COMMUNITY DROP-IN** Whether you need a cup of coffee, to use the phone, take a shower, or get staff support... Everyone Welcome. Hrs: 8–11:30 am / 1–4:30 pm / 6–8 pm

**CRASH BED** Nightly stays with beds accessed on a first-come-first-served basis. Meals available. Intake opens 9 pm during the warmer seasons and 8:30 pm during the colder months.

**PHASE-II TRANSITIONING - UNITY HOUSE** 8-10 men and women are accommodated for transition periods up to a year. Phase-II residents rent a private room with shared kitchen, bath, laundry and living space and may access community and staff support as-needed.

**EMERGENCY SHELTER** 23 beds for short-term stays up to 42 days (longer if required). Residents may remain on property during the day and required to contribute to a healthy community to maintain eligibility.

**PHASE-I TRANSITION HOUSING** 5 beds for men and 2 beds for women are available for 2–3 month stays for residents transitioning from emergency shelter. Phase-I residents rent a semi-private room and maintain casework and routines in transition toward stability. community addiction response strategy

## WHO'S UP

**BOARD OF DIRECTORS:** Chuck Grawburg (Chair); Rick Odegaard (Past-Chair); Gil Warren (Treasurer); Lisa Doka; James Spangenburg (Secretary); Amanda Gryzb; Patti Dalton; Bernie Hammond; David Empey; Pat Malloy; Dimitri Lascaris

**FRONTLINE STAFF:** Jenny Butchart, Yvette Conley, Jim Corbett, Len Hughes, Jessika Lang, Rob Prettie, Trevor McNaughton, Meghan O'Brien, Linda Pimperton, Paulette Richer, Rebecca Waugh and Mary Young.

**PROGRAM STAFF:** Rachel Ayres (CAREs Street Outreach), Michael McGregor (CAREs Street Outreach), Rebecca Waugh (Volunteer Coordinator), Matti Paquiz (Community Support Worker)

**MANAGEMENT:** Chuck Lazenby (General Manager), Silvia Langer (Development Manager).

## MESSAGE FROM THE CHAIR



The 2009 year was marked by the grave headlines of economic downturn and the panic that ensued. While economic trends and related social and environmental circumstances presented concern for Unity Project emergency shelter residents and drop-in clientele, that really wasn't much of a change for us. Unfortunately, the UP operates its emergency shelter and transitional housing service at a minimum full, and typically over-capacity, 100% of the time - good times and bad.

The UP's month over month usage continued to fluctuate more with weather and other mysteries. Yet, the economics of the day have had an effect our shelter, residents and other clientele in other ways.

We did find ourselves servicing more first-time homeless, not a huge number more, but enough to make the age-old need for better storage of residents' personal belongings the more urgent. There has always been this gap in the continuum of services available for homeless people. The need for personal belonging storage is simply heightened by this emerging trend, as first-time homeless have more stuff which is still deeply meaningful to them. It is a terrible shame when a resident's meagre belongings are damaged by poor storage or if they are forced to do away with their belongings altogether due to a lack of thereof. We spent last winter in a massive renovation to core systems of our facility and now have a dry basement to transform to good storage. At this writing, we have made great progress on this with the assistance of London Community Foundation, the Richard and Beryl Ivey Fund, The Ladybug Foundation and PricewaterhouseCoopers.

It is likely that the economic downturn and the concentrated poverty of our Old East Village neighbourhood was responsible for a sharp increase in the demand for support such as food and toiletries, use of a phone, advice/advocacy, laundry or a shower.

In the 2009 year, the threat of bed bugs was keenly felt in London, with frightening news from Toronto's shelters and incidences of bed bugs reported in London, where we share a transient population. Measures including appropriate furnishings, cleaning regimes and a variety of policy and procedures were instated to reduce risk and regular support is required to calm and support an understandably panicked population of residents. Diligence is better than good fortune to avert crisis and costs less than treatment and the Unity Project is proud of its record in managing its infestation risk for the health and comfort of its residents and the population as a whole.

The 2009 year was also marked by another public health concern, particularly the H1N1, swine flu pandemic. We are providing care for a homeless and under-housed population who are at greater risk of infections due to crowded living conditions, high prevalence of underlying health conditions, and difficulty in maintaining good hygiene, accessing nutritious food, getting adequate sleep and accessing health care services. Again the Unity Project is proud and confident in its practices in doing all that is possible to ensure resident health to the best of its ability. We take this very seriously and are grateful for the added support we have received, particularly from the London Community Foundation and the City of London to step up and maintain a pandemic plan.

Every year is a tough one and every year that I have been a part of the Unity Project has been one of great pride for me personally. I see my colleagues among the board, staff, volunteers, residents, donors and members of the general public in their workplaces, churches, clubs and committees, stepping up to give it UP for relief of homelessness in London. *Together* make this work. I thank you for your time and efforts, resource support and the compassion that motivates you.

A handwritten signature in cursive script, appearing to read 'Chuck Grawburg'.

Chuck Grawburg  
Associate Partner, PricewaterhouseCoopers

# ANNUAL REPORT 2009 / 10

## GENERAL MANAGERS REPORT



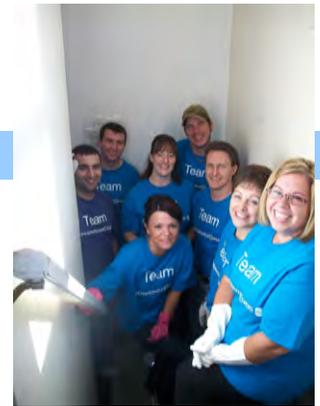
### EMERGENCY SHELTER AND TRANSITIONAL HOUSING

Despite the concern and even panic which followed the news of economic downturn, impacts on shelter occupancy were not so immediately felt. In fact in 2009, we saw 2 months where shelter occupancy was over 130% and we had four months where we were below 120%, where, by the end of October 2010, we have seen that occupancy climb over 130% six months of the year and not once have we fallen below 120% and providing services. We are now providing services to more individuals than ever before. In 2009 we saw 146 individual women and 477 individual men; 38 of whom went through our transitional housing program. Collectively, we advanced all areas of our primary goals. We strengthened our program through a review and revision of our policy manual and enhancement of health and safety standards and improved the rigour of our Life Skills Program. We enhanced our facility with equipment and supplies to address infestation and pandemic prevention and control. In the community, we participated in the City of London's development of the Community Plan on Homelessness and the Emergency Shelter Standards.



### VOLUNTEER PROGRAM

Our volunteer program has flourished under the direction of Rebecca Waugh. Frontline volunteers contribute hundreds of hours to support staff and residents and provide critical services in daily operations. Our volunteer program works with schools and colleges in London, providing placement experience for future Social Service Workers. Additionally, we work with volunteers through St. Leonard's providing community service and with groups of volunteers lending a hand for a special project. Volunteers are vital to every part of our program. In the coming year, the Volunteer Program will continue its development including a monthly full day orientation for new volunteers to ensure consistency, comfort and safety of all volunteers.



### LONDON CARES

In this, the second year of Unity Project's participation in the London CAREs partnership, two fulltime Street Outreach Workers, Rachel Ayres and Michael McGregor, hit the streets. The multi-agency collaboration aims to address the issues of homelessness, addictions and mental health in the downtown core. During the last year, our Street Outreach workers averaged between 500 and 700 interactions a month delivering support to 250-350 individuals. They provide services of crisis intervention, referrals to community partners, advocacy, meeting immediate needs, and providing harm reduction supplies. Mike and Rachel helped improve the quality of life for many street involved and underhoused individuals, strengthened ties with many other social service agencies in London and helped to raise Unity Project profile in the community through interactions with community members and business owners in the East Village and downtown core. We look forward to the continued development of the CAREs program in the coming year.



### FROM HOSTELS TO HOMES TO COMMUNITY SUPPORT WORKER

London was one of six Ontario municipalities participating in the provincial Hostels to Homes program (H2H), beginning January 2007, providing vulnerable Londoners with support, advocacy, and referral to resources to integrate back into the community, including through the attainment and maintenance of safe and stable housing. Over 300 individuals benefitted within the City of London. Community Support Worker Matti Paquiz worked with 60 participants to develop individual support plans that recognize strengths and cover all aspects of life skills. Despite evidence of the great effectiveness of the H2H program, in London, the good program ended in June 2010. Despite the success of the program in London, the provincial government has provided no serious commitment to continue the program. Yet, many in London continue to hope. Our experience with Hostels to Homes was one of success. Without it severe gaps in our services remain. Recently, we began our own Community Support Program, retaining Matti Paquiz in the role to fill the gap and help individuals obtain and maintain housing.



# ANNUAL REPORT 2009 / 10

## DEVELOPMENT REPORT



ALL DONATIONS RECORDED TO DATABASE April 1 2009 - March 31 2010

### INDIVIDUAL DONORS 165 DONORS / \$17,992 TOTAL DONATIONS

In 2009, over 165 compassionate individuals provided approximately \$18,000 in support through our annual campaign, with donations ranging from \$10 through to \$2,000. Not included in these figures, is the immeasurable support provided by countless individuals who (often anonymously) drop off clothing, toiletries and food items (and more and more and more...). These individuals responded to meet the needs of their community whether moved by the Santa Sacks or Shelter Me appeals that were introduced this year, whether moved by a charitable drive in their workplace, a story in the newspaper or our own UPbeat newsletter, or when mobilized by the direct encouragements of a friend of the Unity Project. We are very thankful for the generous contribution of the many individuals who donate to the Unity Project and to the many individuals who work on our behalf to assemble the resources needed for our part in the relief of homelessness in London. We do not publish individual donor names in our effort to protect individual privacy.

### CORPORATE DONORS 57 DONORS / \$14,573.13 TOTAL DONATIONS

Corporate donors (we include Businesses, Church and Spiritual Organizations, Committees and Social Clubs, Service Clubs and Professional Associations in this group) provided close to \$15,000 in financial donations and copious amounts more in in-kind support through their services, group collections and gifts out of inventory. Corporate donors have gone to incredible lengths to ascertain need and work cooperatively with us to meet them.

1343882 Ontario Inc. 3M Canada 3M Employees' Charitable Contribution Org Alert Electronics Aluminum Associates Aluminum Associates/Homeway Company Army Navy Air Force #393 (Ladies Auxillary) Army Navy Air Force #393 (Ladies Auxillary)	Imperio Banquet Hall & Catering International Bakery John Paul Secondary School Keeping Kids Warm Kellogg Canada Inc. Kiwanis Club Of Forest City - London Little Farms London & District Labour Council	PricewaterhouseCoopers Canada Foundation Rainbow Cinema Roundtable Society Kings College Running Room Russell Foods Shoppers Drug Mart Sisters Of St. Joseph Speakers Action Group
Bellone's Music Belmont Lioness Club Century 21 First Canadian Realty Catholic Central High School City Of London - Charity Chest Fund Clark, Dr. W.F. Ducharme Systems Inc. EasyDNS Technologies Inc. Fire Roasted Coffee Company Franklin Templeton Investments Corp. Grand Valley Fortifiers Highland Country Club Highland Curling Club Home Comfort Products	London & St. Thomas Realtors London Crown Attorney's Office London Curling Club London Kellogg E.C.C.O. LUSO Community Services Main Street Management McCabe! Promotional Middlesex 4H Association National Leasing Group Novack's OE Canada Inc. On The Move Organics OPSEU Local 102 Perfect Plate Catering Company	St. Joseph's Hospitality St. Peter's Cathedral Basilica St. Vincent De Paul Taylor Made Bakery The Church Of St. Jude The Gathering Place and Revival Centre TSC Stores Ltd. Tuckey Home Hardware Unitarian Fellowship Of London University Students Council Western Fair Association Western Ontario Fish and Game Protection Assn Wilson, Renee Xi Gamma Rho

### UNION DONORS 7 UNION DONORS / \$3,300 TOTAL DONATIONS

Labour Unions took a hit in the year to which this report speaks, but continued to give and generously to the Unity Project. Organized labour has always been a enormous supporter of our charity and the values we share. In many ways, unions continue to be of great value to the Unity Project and 7 union locals provided over \$3500 in support this year. More was forthcoming through sponsorships and participation in A Christmas Carol and Haines Memorial Unity Project Golf Classic.

Union Name and Local	Contribution
Canadian Auto Workers London Regional Office	75 Backpacks
Canadian Auto Workers Local 27	2400
Canadian Auto Workers Local 1520 Retirees	300
Canadian Auto Workers Local 1520	300
Canadian Union Of Public Employees Local 107	300
Canadian Union of Postal Workers	Space and Help
OPSEU London & District Area Council	100
OPSEU Local 109	100
OPSEU Local 110	100
COPE Local 468	200

# DEVELOPMENT REPORT *CONTINUED*

## GRANTS AND MAJOR GIFTS

**\$50,000 TOTAL MAJOR GIFTS**

In the second (and final) year of a sustainability grant from the Ontario Trillium Foundation, the Unity Project was able to expand its resource base with outreach to Private Foundations to support programming embedded within our services. We are very grateful for the support of those foundations who have come to know us and demonstrate their appreciation, encouragement, compassion and hope with the generous support they provide:

Ontario Trillium Foundation	Sustainability	\$19,000
Johansen-Larsen Foundation	Life Skills Program	\$10,000
London Lawyers Feed The Hungry	Life Skills Program	\$4,000
The Ladybug Foundation	Life Skills Program	\$5,000
London Community Foundation	Urgent Needs	\$10,000
City Of London - Mayor's Anti-Poverty Action Group	Urgent Needs	\$2,000

## THIRD PARTY

**5 THIRD PARTY EVENTS /**

**\$3,100 TOTAL DONATIONS**

How special is it when a group that come together to Curl, Bowl, Knit, or Sell Real Estate mobilize in their established activities to consider the needs of someone other than themselves.. It's very special! Thank you so much to those (and these are just a few that made it into the database) who did it for our cause! Noted here are only those that produced financial donations. There were many other small events which collected and delivered boatloads of practical items. Hats off to the many, many who are involved in these activities. Often without any contact with or involvement from us, these men and women work for the men and women of the Unity Project, for the relief of homelessness.

Fairy Godmother Project - Girls Night Out	\$608
Highland Curling Bon Spiel	\$185
London Curling Club - Curl for a Cause	\$1,129
London St. Thomas Association of Realtors Holiday Gala	\$11,029
University Students Council (Media and Information Studies Coffee House)	\$150

## A CHRISTMAS CAROL

**11 SPONSORS /**

**TOTAL EVENT \$ 25567.87**

More than 650 Londoners faced the icy chill of December 11, 2009 to attend Unity Project and Orchestra London's dramatic reading of Charles Dickens' A Christmas Carol at Centennial Hall. It was the second annual CBC Radio One presentation of Dickens' original script, delivered in a lively dramatic reading by seven excellent readers with musical accompaniment by Orchestra London under conductor Dan Warren. Prominent London lawyers and other community luminaries stepped up by donating Star Sponsorships to secure their spot at the podium, including James Caskey and Mike Eizenga (Siskinds), Maia Bent (Lerners), Jeannette Klaver (for Boardwalk Rental Communities), Lynne Cram (for Carlyle Peterson and Ellis Don), Claude Pensa (Harrison Pensa), and Gary Ennett (CBC Radio One). Boardwalk Rental Communities contributed \$10,000 as Rooftop Sponsor and Duo Building, Ellis Don and Libro Financial Group, joined as Comfort and Joy Sponsors. Together we made it possible to throw the doors wide open and welcome everyone to enjoy the show by freewill donation at the door. More than \$25,000 raised from the door (over \$5,500) and from the many generous sponsors (some \$20,000), was shared equally in support of Orchestra London and the Unity Project's work to relieve homelessness in London:

<b>Sponsor</b>	<b>Level</b>
Boardwalk Rental Communities	Rooftop Sponsor
Libro Financial Group	Comfort & Joy Sponsor
EllisDon Corporation	Comfort & Joy Sponsor
Duo Building Ltd.	Comfort & Joy Sponsor
Canadian Auto Workers Local 1520	Compassion Sponsor
Canadian Union Of Public Employees Local 101	Compassion Sponsor
Douglas Berk and Associates-CIBC Wood Gundy	Kind Sponsor
Corporate Imaging Centre	Kind Sponsor
Carlyle Peterson	Star Sponsor
Harrison Pensa	Star Sponsor
Lerners LLP	Star Sponsor
Siskinds LLP	Star Sponsor

## 5TH ANNUAL

**HAINES MEMORIAL UNITY PROJECT GOLF CLASSIC /**

**\$14,275**

In 2009 our Golf Classic brought out a record 64 Golfers and 91 Sponsors contributing Major, Lunch, Cart and Hole sponsorship, as well as contributing Gifts, Prizes and Silent Auction items to make the annual tournament the most successful to date. A bit of rain couldn't dampen the flames at FireRock Golf Club on July 3, 2009. Over \$14,000 was raised, plus the Haines Family Gift. Special Thanks to Frank Duval for original artwork, to Len Foran Golf Pro and the 2009 Golf Classic Committee including Rick Odegaard (Chair), Jeanne Campanale, Tom Shepperd, Rick Spencer and Dave Knoppert. Many Thanks to all!

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**FINANCIAL REPORT**



CONDENSED BALANCE SHEET - March 31, 2010			CONDENSED STATEMENT OF REVENUE AND EXPENDITURES March 31, 2010		
	2010	2009		2010	2009
<b>ASSETS</b>			<b>REVENUES</b>		
Cash	\$41,635.00	\$52,972.00	Per Diems	\$448,641.00	\$461,433.00
Accounts receivable	\$96,107.00	\$199,760.00	Rents	\$50,943.00	\$45,011.00
Prepaid expenses	\$5,685.00	\$5,685.00	Donations/Events	\$116,360.00	\$78,031.00
	\$143,427.00	\$258,209.00	Restricted	\$156,595.00	\$149,611.00
Capital Assets	\$563,603.00	\$583,209.00	Amortization *	\$10,274.00	\$5,241.00
	\$707,030.00	\$841,626.00		\$782,813.00	\$739,327.00
<b>LIABILITIES &amp; ACCUMULATED NET ASSESTS</b>			<b>EXPENDITURES</b>		
Current Liabilities	\$37,364.00	\$155,926.00	Program	\$549,299.00	\$531,025.00
Long-term Debt	\$105,891.00	\$108,978.00	Administrative	\$53,583.00	\$49,714.00
Deferred Contributions	\$246,558.00	\$256,832.00	Fundraising	\$2,605.00	\$171.00
Accumulated Net Assets	\$316,947.00	\$319,890.00	Restricted	\$155,299.00	\$132,281.00
	\$246,558.00	\$246,558.00	Amortization	\$24,970.00	\$20,805.00
				\$785,756.00	\$733,996.00
			Net	-\$2,943.00	\$5,331.00

These financial statements are condensed from the audited Financial Statements  
 A full Audited Statement is available upon request from the Unity Project.

\* Amortization of deferred contributions related to capital assets