





Letter from the Executive Director & President of the Board of Directors

Looking back on our 40th anniversary year it is clear that we have lots to celebrate here at Wyndham House. Once again this year we have had the privilege to walk beside hundreds of young people take positive steps forward in their lives. We have celebrated high school graduations, supported clients as they transition into post secondary education and assisted many youth in moving beyond housing instability and into new, longer term housing. At the same time, we at Wyndham House are proud that we can continue to develop our services in a responsive manner that meets the changing needs and complex issues of the young people that we serve.

In this last year we have returned to our roots as it were. Our original commitment to the fact that a high school education will lead to better long-term outcomes for our youth has always been a focus and this year, we are very happy to report that working along with community partners we are able to now provide that alternative opportunity through the New Way classroom.



In Bee Tweeners — Wyndham House took part in Rotary Club of Guelph South's annual Grate Groan Up Spelling Bee.



Couch Potatoes — staff took part in this year's couch potato race supporting In Motion.

Our 2013 – 2014 Board of Directors

President - Chris Perkins
Vice President – Terri Millar
Treasurer – Steve Wynn
Secretary – Bryan Dean



Five days for Homelessness is an annual fundraiser at the University of Guelph that brings homelessness awareness to our community.

Directors:
 Goldie Barth
 Kevin Kelly
 Gia Lucchetta
 Robert Pavlis
 Morris Twist
 Danny Williamson
 David Woolcott

Wyndham House would like to thank the following people for volunteering their time and skills:

Omar Abdool
 The Home Depot Team
 Cathy MacMillan
 Erin Mancini
 Meaghan Mazurek
 Vivian Webb

Intro

Volunteers



Executive Director: Debbie Bentley-Lauzon

Program Director: Leisha Burley

Wyndham House Staff Team

Joe Berry, Hannah Brutin, Jessica Brandon-Jepp, Chris Bourke, Zachary Charboneau, Kristen Cairney, Natalie Carere, Joy DiCarlo, Kelsey Feinstein, Ally Florence, Jeanine Foley, Ian Foster, Savannah Fox, Cory Gilles, Rachel Gillmore, Jennifer Greenwood, Cheryl Halsey, Stephanie Haw, Daniel Ksenych, Ashley Lowenthal, Nichole Machin, Jessica Maltby, Kira Liss, Megan Mathieson-Lun, Tiffany McMillan, Adam Metcalf, Adelle Miller, Megan Muldoon, Kathy Muratis, Kelly Newcombe, James Nightingale, Ngan Nguyen, Michelle O'Reilly, Michelle Pilgrim, Susan Richardson, Farron Robinson, Erica Rudd, Krista Scroccaro, Christine Seaver, Jessica St. Peter, Ryan Turner, Alex Upfield.

Staff Team



As well this year we have added a new Youth In Transition Program to assist young people in the successful transition from living in care into adulthood. These are just 2 highlights from the year that illustrate how we can improve and enhance the services we provide to youth.

There is a good deal of work happening nationally in the area of youth homelessness and in our community like many others there is now a completed ten year Housing and Homelessness Plan. Wyndham House was happy to participate in the development of this community plan and we will continue to plan services and advocate for a youth-centred approach in all future planning.

We are proud to announce that Wyndham House has also begun to connect nationally with other youth homelessness agencies through our participation on The National Learning Community on Youth Homelessness. This pan-Canadian network of leading youth serving organizations from across the country works collaboratively on key issues, sharing promising practices and developing strategies & tools to strengthen our sector. It is exciting work and we continue to discover new ways to work better through the practices of others who do similar work.

As we conclude our anniversary year we take pride in the fact that the foundation that the first board of directors laid down in 1973 is still solid; a foundation of housing services, educational opportunities and supportive environments are still firmly in place. We are proud of our long history of service in this community and at the same time recognize that there are challenges ahead that will require us to continue to be innovative and responsive in our programming.

We extend our gratitude the management team, the staff and our volunteers for their commitment and hard work over this past year.

Thank you for your support.

Chris Perkins & Debbie Bentley-Lauzon



STEP OUT launch at City Hall.

Intro



There is evidence that when youth leave the care of a Children's Aid Society, they do not do as well as other young adults. Research has demonstrated that outcomes for these youth are worse than the general Canadian population. In response, the government announced investments in new resources and supports to help young people currently in and leaving the care of Children's Aid Societies transition to adulthood. The new Youth in Transition (YIT) program is an outcome of this investment.

Wyndham House saw this program as a natural extension, of the support and services already being offered to the young people we work with who are involved with Children's Aid Societies. The YIT program started in January 2014, with the goal to support youth in their successful transition out of the child welfare system and into independence and adulthood. The YIT worker helps youth to develop and pursue their goals, and will support them to identify, access and navigate the adult service system, relevant to their needs.

The YIT program offers a flexible service model that includes person-to-person, voice-to voice, email, text messaging, and other interactions in both traditional and neighbourhood locations and settings. Hours of service go beyond business hours to include both evenings and weekends ensuring services are available at key moments of intervention. The Wyndham House Youth-in-Transition program is serving young people in Guelph, Wellington and Dufferin.



Paint the Town Red participants



We would like to extend our thanks for the many individuals, corporations, foundations, associations, schools, community, and faith groups that provided financial and in-kind support to Wyndham House this past year.

\$50,000 and Over

City of Guelph
Ministry of Tourism, Culture and Sport
Wellington County Social Services
United Way of Dufferin Guelph Wellington

\$10,000 and \$49,999

C.I.B.C.
Canadian Mental Health Association
Consolidated Homelessness Prevention Initiative
Guelph Family and Children's Services
Home Depot
Homeless Partnering Strategy
Ministry of Community Safety and Correctional Services
Ministry of Youth and Children's Services
Norfolk Street United Church
Toskan Casale Foundation



\$1,000 to \$9,999

Arbonne Foundation
Brenchely-Krug, Janet
Burnham Insurance & Financial Services
Corrigan, Kathleen
Crane, Rodger
Dahlia
David Woolcott Law Office
Guelph Community Foundation
Guelph and District Home Builders
Guelph Community Health Centre
Letter M Marketing
Mise, Ian - Leading Edge Payroll Services
Morris, Matthew & Davan Group
Navacrek Community Service
Robertson, A & D
Rotary Club of Guelph South
Rotary Club of Guelph Wellington
Rowat, Nancy
Troubridge, Kathryn
Wellington Laboratories



United Way
Guelph Wellington
Dufferin

\$999 - \$500

Hackett, S & B
Hunt, Shirley
King, Bob
Pollard, Scott
Ox Restaurant
Twist, Annette
Wood Gundy, C.I.B.C.
Royal Canadian Legion
William, R & J
Perpetual Motion
Guelph Country Club
Guelph Women in Network
Hay, Toby
Higham, J & E
Jarvis, A & T
Hughes, Drew
Royal City Investment
Children's Foundation



Transition Services

Thank You



Audit Summary covering the period of April 1, 2013 to March 31, 2014

Revenue

| | |
|---------------------------------------|--------------------|
| United Way Dufferin Guelph Wellington | 200,666 |
| Per Diems | 407,114 |
| City of Guelph | 307,719 |
| Fundraising Events & Donations | 68,962 |
| Grants | 265,066 |
| Other | 810 |
| Total Revenue | \$1,250,337 |

Expenses

| | |
|---|---------|
| Staff Wages, Benefits, Development | 964,396 |
| Shelter ~ Mortgages & Rent | 81,387 |
| Shelter Maintenance, Insurance, Utilities | 86,917 |
| Programming | 40,270 |
| Groceries | 53,094 |
| Administration | 58,866 |

Total Expenses **\$1,284,930**

(Deficit) Revenue over Expenses **(34,593)**

At Wyndham House we strive to provide safe, quality housing for young people who are homeless, facing multiple barriers, and need support to reach their full potential.

Our shelter and residential programs place emphasis on access, equity, and inclusion. This approach provides young people not only with basic needs, such as housing, nutrition, and support, but also, gives them a voice and control over the decision making process that impacts their life and helps them move forward in a constructive and conscious way. Through this inclusive approach, youth are empowered to develop tangible skills, make impactful decisions, and contribute to their community in a positive manner.

While in our program youth have direct access to case management, skills development, recreational programming, community capacity building activities, and other experiential opportunities that enhance their ability to make healthy decisions and bring a greater level of stability to their life.

In order to continue to foster this growth and success for youth transitioning into independent living, Wyndham House offers a variety of HOUSING + programs, including Aftercare Support and Enhanced Case Management, for youth requiring support and/or intensive intervention in order to obtain independent living. We also recognize that youth face challenges beyond simply finding housing, and as such, our HOUSING + programs offer ongoing support to youth in the community to ensure that they are able to maintain their living arrangement. These programs are not only available to the young people living in our residential programs, but to any young person in the community in need of guidance and support.

Audit Summary

Housing +



Wyndham House's STEPS program continued to thrive this year, adding two new arms to the program: STEP UP & STEP OUT. Both expanded on the original STEPS model, promoting inclusive sport and recreational opportunities for youth 13 – 24. These 2 new initiatives have allowed us to expand services and create new partnerships throughout the community.

STEP UP, supported by the Ministry of Community Safety and Correctional Services, aimed to break down the stigmas, perceptions, and myths that drive hate crimes, and use sport and recreation to build and strengthen our community. The STEP UP project united groups of youth to promote pro-social behaviours, capacity building, and inclusivity. The goal of the project was to minimize risk and protective factors at both the individual and community level.

STEP OUT is a year round sport and recreational program for all youth in our community. No cost programs are offered 5 days per week in neighbourhoods that have been identified as recreationally underserved. The program places emphasis on the development of fundamental movement skills that will enable lifelong participation and enjoyment of physical activity. STEP OUT is based on 4 key values: quality programming, capacity building, inclusion, and equitable access. With this value-focused approach, STEP OUT has seen 993 young people participate in

over 198 different recreational opportunities over the past year, resulting in increased levels of physical activity and leadership, as well as long-lasting benefits to participants' physical, mental, emotional, and social wellbeing.

The New Mentality is a youth led magazine which promotes meaningful engagement by empowering youth to speak out about issues that they are most passionate about, to foster their voice without feeling tokenized, and to influence change within the mental health system and the community as a whole. This year the New Mentality published 4 editions: health & wellness, sexuality, bullying, and relationships. Over 110 young people provided submissions to the magazine, giving a voice to issues that matter most to them and creating change within our community.



Women of Distinction — a Wyndham House trio of exceptional women were honored at this year's Women of Distinction awards.



Wyndham House has always valued education as a key element for success. Over the years we have worked closely with local schools to ensure our youth have access to a variety of educational options in order to meet their varying needs and provide them with a positive education experience. Despite these ongoing efforts, the needs of youth are always changing and gaps in service inevitably emerge. When the opportunity to address one of these gaps arose, to support a new and unique alternative classroom, Wyndham House saw it as an excellent opportunity to help develop something important and innovative for the community while remaining committed to one of our core values.

The New Way Program (Youth named program) is a Section 23 program with the Upper Grand District School Board, in partnership with Wyndham House, The Canadian Mental Health Association of Waterloo-Wellington (CMHA), and The Ministry of Children and Youth Services.

New Way provides a therapeutic approach to education which recognizes exceptional life circumstances and experiences, and responds with empathy, flexibility, and patience in order to help youth develop coping skills in an educational environment of mutual respect. The New Way Program provides support to youth,

ages 14-17 (grades 9-11), who are highly disengaged from the school system due to significant struggles with emotional regulation, pervasive mental health concerns, and complex life experiences. New Way is a transitional program, and the primary objective of the program is to help stabilize students and facilitate the transition into a mainstream school, alternative education, or employment.



Home Depot Build Day

Outreach & Prevention Education