

# Introduction

## Letter from the E.D. & President 2015

It may be a cliché to say that time flies, but that doesn't mean it isn't true. A year can go by incredibly quickly; especially a year that has been incredibly busy. Through the Youth In Transition Worker, Aftercare, Outreach, Long Term Residences, Youth Emergency Shelter, New Way Classroom and the STEPS program, we worked with over 1200 individual youth during the past fiscal year. That definitely kept all of us at Wyndham House busy!

Does it surprise you to learn there are over 1200 youth in Guelph Wellington using at least one of the services offered by Wyndham House? In April 2015 the County of Wellington conducted a Point In Time Count across Guelph & Wellington County and the findings are clear; there are people in our community each night struggling to find adequate shelter. On that one single night in April, 359 individuals were experiencing some level of homelessness; be it absolutely homeless & unsheltered or staying at a shelter, staying in substandard or short term places such as couch surfing ... and 92 of them were youth between the ages of 16 to 24. Youth make up 27% of the homeless -or at imminent risk of becoming homeless- population in our area. Clearly there is still more work to do for Wyndham House & the community.

Research clearly indicates that homeless youth require services & interventions that are unique to them and their developmental needs. A program 'built' for adults might not work as well when applied to youth. Housing First is a good example of this. The Housing First approach is based on the concept that a homeless individual or household's first, and primary need, is to obtain stable housing, and that other issues affecting the household can and should be addressed after housing is obtained. Placing homeless adults from the streets or shelter system immediately into permanent housing -with supports to help them succeed- is a valid approach that doesn't quite work for youth who have not yet developed the skills and maturity to take on that level of independence. We need options that match the unique developmental needs of individual youth, and that includes long term transitional programs that focus on the acquisition of life skills that are essential to successful independent living.

There is a lot of good work being done. Guelph Wellington has a 10 year housing & homelessness plan as well as a 5 year strategy to reduce homelessness in our community. Many local community agencies - including Wyndham House - participated in developing these plans & strategies. Wyndham House -with its unique history in this community, its demonstrated ability to collaborate with other agencies, and its progressive vision - is well placed to continue the work needed to reduce youth homelessness. Whether it's crisis housing and critical intervention, prevention work, long term supports and educational options, or recreational programming, Wyndham House provides 'many doors' for youth to access our services. And -with over 1200 individuals accessing at least one of those doorways within a twelve month period - clearly we have a lot to offer. While we might be best-known for providing emergency and long term shelter, Wyndham House has evolved into a multi-faceted service-provider that recognizes the complexity of youth. One size does not fit all. The youth we work with are complex. Mental health issues, substance abuse, cognitive disorders, family conflicts, and poverty intensify the already volatile teen years making their lives very complicated and distressing.

It isn't easy work. We talk about the work - about services and supports and about programs - but 'the work' is about people...dedicated Wyndham House staff who do not get nearly enough credit or thanks for the work they do day-in and day-out....365 days of the year. 'The work' is about our funders, and about the community agencies whose commitment and support play an essential role in Wyndham House. The work Wyndham House does is not done in a vacuum; we rely on other service providers and trust they rely on us in the same way for it is by working together that we can be most effective.

Lastly, as always, we need to acknowledge the ongoing support of our donors....ordinary citizens who believe they have a role to play in ending homelessness and in creating a better Guelph Wellington. Ordinary citizens who want to see youth with many hurdles to overcome get a chance to fulfill their potential. We are sincerely grateful for all those who donate to Wyndham House because when we say 'the work is about people' that includes all our supporters. We thank you for your past patronage and trust that you will continue to support us in the coming year as we anticipate another busy, challenging and rewarding year ahead.

# Staff, Board & Volunteers

**Executive Director:** Debbie Bentley Lauzon  
**Program Director:** Leisha Burley (on maternity leave)

## Wyndham House Staff Team

Joe Berry, Chris Bourke, Mike Boyd, Caitlyn Brown, Hannah Brutin, Kristen Cairney, Zach Charbonneau, Mike Cormier, Julia Danesi, Kayla Deroux, Katrina Ellsworth, Kelsey Feinstein, Jeannine Foley, Lia Forma, Ian Foster, Cory Gilles, Jennifer Greenwood, Cheryl Halsey, Stephanie Harrington, Stephanie Haw, Jamie Henry-Catteau, Carly Ingram, Graham Johnston, Valerie Lafave, Rebecca Linder, Blake Linthwaite, Nicole Machin, Chelsea Maximino, Kelsi McFadzean, Tiffany McMillan, Adam Metcalf, Meghan Muldoon, Erin, Mulvale, Kathy Muratis, James Nightingale, Michelle O'Reilly, Samantha Pepper, Susan Richardson, Farron Robinson, Jeff Senechal, Vanessa Sproule, Mike Varkovetski.

## Our 2014 – 2015 Board of Directors

**President** - Terri Millar  
**Treasurer** — Steve Wynec  
**Secretary** — Bryan Dean

**Directors:**  
Goldie Barth  
Pauline Breitan  
Drew Hughes  
Gia Lucchetta  
Robert Pavlis  
Chris Perkins  
Morris Twist  
David Woolcott

## Volunteers

Cathy MacMillan  
Nadia Morson  
Soroptimist International of Guelph  
Hush Salon  
La Luma Salon & Academy  
Phil Nadalin  
Veronica Nadalin  
Sonya Ogilvie  
Emma Winnington-Ingrim  
Sarah-Anne Marion  
Jackie Thompson  
Kristen Schlorff  
Megan Goodhand  
Jenelle Wagner



# Thank You

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  
Ministry of Children and Youth Services  
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  
Innovative Homelessness Initiatives  
Family and Children's Services of Guelph Wellington



## \$1,000 to \$9,999

Bard Memorial Contributions  
Beyond Borders, Centennial Collegiate  
Burnham Insurance & Financial Services  
Children's Foundation of Guelph  
Corrigan, Kathleen  
Crane, Rodger  
Dalia Elegant Lingerie  
Five Days for the Homeless - U of G  
Guelph Community Foundation  
Hanlon Convention Centre  
Higham, John & Edith Shirley  
The Home Depot (Orange Door Campaign)  
Kelsey's  
Kielar, Henry  
Magic 106  
Moxie's Bar and Grill  
The Oaktree Project  
Robertson, Arlene & David  
Rotary of Guelph South  
Rotary of Guelph Wellington  
Rowat, Nancy  
The Cooperators  
The Letter M Marketing  
Troubridge, Kathryn  
UPS Store, Silvercreek Pkwy  
Wellington Labs



## \$999 - \$500

City of Minto  
Eggcetra  
Eros Hair Salon  
Guelph Community Health Centre  
Guelph Police Services  
Harper, Andy  
Hay, Toby & Boulding, Elizabeth  
Hughes, Drew  
Jarvis, Alan & Terri  
Mise, Ian  
Otis, Gard  
Ox Restaurant  
Parks, Susan  
Royal City Lions  
Snyder, Dianne  
Troke, Toni  
Wellington Dufferin Guelph Health  
Williams, Ron & Joyce  
Wood, Janet



# Program Checklist



Expand age range at Youth Emergency Shelter to 24 in order to better align with best practices around adolescent development and more responsively meet the needs of homeless youth.



Ensure that 52 young people had access to a skills-based housing program and support them in achieving a combined 99 high school credits.



Support 46 youth as they exit the care of Children's Aid, transition into independent living, and work towards their education and/or employment goals.



Offer a Drop-In space where youth can access free HIV/STI testing, a Mental Health Outreach Worker, and information on tenant rights from a representative from the Legal Clinic of Guelph and Wellington County.



Expand the STEPS Program into Wellington County and provide 300 youth in Palmerston, Mount Forest, Arthur, and Minto Township with the opportunity to participate in barrier-free recreation activities.



Offer an artistic platform for 200 youth to share their stories and advocate for change in our community.



Provide a therapeutic approach to education and re-engage 21 youth in high school programming.

# Housing +

At Wyndham House, we understand that housing means far more than a roof overhead or a place to eat a meal. For us, it means a space where youth are empowered to develop skills, make impactful decisions, contribute to their community, forge their identity and ultimately reach their full potential. In order to foster this philosophy, Wyndham House offers a variety of Housing + programs to ensure all youth – regardless of where they are at in life – are given the opportunity to make healthy decisions and bring greater stability to their lives.

Youth  
Emergency Shelter

Long-Term  
Residential



Housing  
First

Outreach &  
CAD Program

# Audit Summary

## Audit Summary covering the period of April 1 2014 to March 31 2015

REVENUE	
United Way Dufferin Guelph Wellington	200,666
W.C.S.S. Funding	365,063
Family & Children's Services	67,068
City of Guelph	356,200
Fundraising Events & Donations	72,821
Grants	337,656
Other	2,672
Total Revenue	\$1,402,146
EXPENSES	
Staff Wages, Benefits, Development	1,096,256
Shelter ~ Mortgages & Rent	65,693
Shelter Maintenance, Insurance, Utilities	53,940
Programming	56,825
Groceries	55,042
Administration	44,389
Total Expenses	\$1,372,145
Revenue over Expenses	\$30,001

# Transition Services

*This year...*

46

Youth were supported by the YIT Program

36

Youth achieved or were in the process of achieving their educational goals

35

Youth secured and maintained stable housing

Overall

Youth reported an increase in their formal and informal supports that will carry on beyond their 25th birthday

Change is inevitable. But that doesn't necessarily mean that it is easy — especially for young people who are leaving the care of someone they've trusted and relied upon through all the ups and downs that life has to offer. The Youth in Transition (YIT) Program was put in place to help ease such change, to provide greater support for youth as they transition from the Child Welfare Sector to adulthood and independence. Serving Guelph, Wellington and Dufferin, our YIT Worker offers day-to-day emotional support, guidance and motivation to young people exiting care so that they can explore their goals, achieve success and enjoy a high quality of life.

## Education

Although we regularly run the risk of redundancy, we also find it difficult to not continually highlight the importance of a high school education. But while it's often easy to tout the value of an education, for many of our young people it can be quite difficult to even engage in the process. Understanding that many of our youth face such exceptional life circumstances has led us to continue our commitment to the New Way Section 23 Program.

Now in its second year, New Way offers an educational environment aimed at supporting youth who are highly disengaged from the school system due to significant struggles with emotional regulation, mental health concerns, and complex life experiences

Young people re-engaged in school programming through New Way

21

Average attendance the semester before entering New Way

18%

Average attendance the semester after entering New Way

61%

# Housing +

## Youth Emergency Shelter

The Youth Emergency Shelter (YES) is a 16 bed facility for youth experiencing a housing crisis and in need of immediate access to basic needs. YES also provides amenity services to youth in the community, including a meal program, laundry service, and a drop-in medical clinic where youth can meet with a Nurse Practitioner (no health card required).

Recognizing that young adults aged 18 to 24 represent the largest proportion of shelter users in our community, this year saw an age expansion at the Youth Emergency shelter — from 21 to 24 — in order to better align with best practices around adolescent development and more responsively meet the needs of homeless youth.

## Long-Term Residential Programs

A high school diploma not only opens up long-term employment opportunities, but it also plays a crucial role in preventing future incidences of homelessness. Our two Long Term Residential Programs have 16 beds aimed at providing a stable, supportive, longer term housing option for youth so that they can focus their attention on working towards their educational goals. Beyond a bed, residents of the programs are provided with dedicated Case Management, recreational opportunities and life-skills programming to ensure that they don't simply survive, but thrive.

## Housing Supports Program

The Housing Supports Program is designed to assist youth to transition into independent living. Our Housing Supports staff provides youth with ongoing supports around individualized housing searches, landlord/tenant advocacy, accessing financial assistance, and connecting to community-based supports and services.

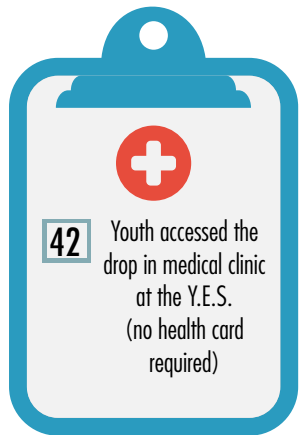
## Outreach & Community Agency Delivery Program (CAD)

With support from the County of Wellington, the Community Agency Delivery (CAD) Program was created this year to help address chronic and episodic homelessness in our community. The program supports youth with complex needs and financial limitations through 2 rent subsidized units. The program integrates intensive and wraparound supports through partnerships with community agencies so that youth can not only maintain housing, but also improve their overall well-being. This holistic approach to service ultimately ensures safety, stability and longevity for youth in our community.

# Housing +

## Beyond a Bed...

# Outreach & Prevention



**42** Youth accessed the drop in medical clinic at the Y.E.S. (no health card required)

**185**

Youth living independently accessed amenity services at Y.E.S.



**72**

Visits to the food bank

**29** Youth secured independent living

**453**

Average monthly visits to the Resource Centre



**4** High School Graduates

**1** College Graduate

**99** Credits earned

**25** Youth enrolled in school

**236**

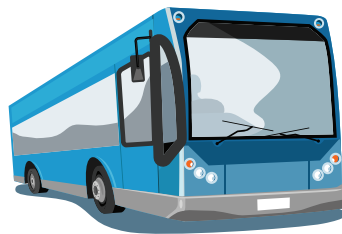
Emergency food hampers distributed



Youth stayed in our Youth Emergency Shelter

**52**

Youth stayed in our long-term Residential Program



**1451** Bus tickets provided

The Resource Centre is a difficult place to sum up in only a few words because it does so much for so many people. For youth, it offers a safe and welcoming space where they can have a hot meal, make a phone call, or find food stability through our Hamper program. It is a place where they can find comfort in a crisis or an ally to help negotiate the world of social services. For other youth serving agencies, the Resource Centre is as a hub where outreach-based services like mental health and addiction counselling, HIV/STI testing, and legal advice can be made available to as many youth as possible. In other words, the Resource Centre is not just a program, but rather a space where youth and community come together.

This year Support Through Engagement in Programming and Sport (STEPS) added yet another new branch to its family tree through STEP Well. Following the 4 key values of the STEPS philosophy – quality programming, capacity building, including, and equitable access – STEP Well delivered weekly barrier-free sport and recreation activities to over 300 young people in the County of Wellington North (Palmerston, Mount Forest and Arthur) and the Township of Minto. As part of STEPS' ongoing investment in developing the community leaders through sport, STEP Well also enabled 5 youth to participate in the National Coaching Certification Program and 16 youth were trained in Emergency First Aid, AED and CPR.

Again this year, the youth led New Mentality magazine provided an artistic platform for youth to share their stories and engage in issues meaningful to both them and the community. Through this medium, youth were not only able to discover their voice and express themselves artistically, but also, were able to advocate for and influence change in the mental health system and the community at large.

**200**

Youth have participated in the design, content and production of the magazine

**7**

Local schools are now distributing New Mentality

**8**

Topics were featured this year, including stigma, discrimination and attitudes, mental health, self-medicating and addictions, health and wellness, and LGBTQ