

Resilience is our mission.

Resilience is everywhere in our organization. We see it in the little ones determinably trying new steps, toddling unsteadily around, tripping and falling, only to get up and do it all over again. We see it in an older adult, trying to get into housing, hoping it works this time around.

Resilience is witnessed in childcare staff every morning when they arrive, rain, snow or shine, readying classrooms for the day ahead, planning for the times when things won't go as desired. Resilience is seen in the Seniors Support Team, showing up at a doorway, building trust and working with them to make a new plan for better days ahead. Resilience is seen in the Administration team, keeping the whole system on track and ready to support clients.

Resilience lives within our board, the people who help shape St. Matthew's House to respond to the needs of today while preparing strategically for tomorrow. We have seen this whether in a climate of constant change and even in a pandemic. Resilience has both shaped and grounded us this year as we:

- re-evaluated programs and took concrete steps to prioritize vulnerable seniors;
- opened new childcare spaces;
- re-engaged the public in new ways;
- shone a light on seniors' isolation, poverty, and homelessness;
- advocated for systemic change; and
- rapidly ramped up to respond to COVID-19.

The resilience experienced, and the hope held in every corner of our organization, is only possible because of the generosity of our donors and funders. Together, we grew and became even more resilient with your support. We thank you and look to the future with hope because of you.

Renée
Executive Director

David
Chair of the Board



Highlights of the 2019–2020 year

The theme for this Impact Report is **RESILIENCE**. The ability to regroup, rethink and rebound are critical tenets to the values and mission of St. Matthew's House. The past year, more than any other in recent history, has shown us the importance of being nimble and responding well to unprecedented events. To be **RESILIENT** means that clients, from the very young to the very old, are being served in a way that honours them and builds community.

DONORS

56 NEW
1,087 TOTAL

2

OVER
\$10,000

4

\$5,000
to \$9,999

62

\$1,000
to \$4,999

CHILDCARE



2,750

Hours of childcare
this year



81

Licensed
childcare spaces



52,500

Meals and snacks
provided

SENIOR SUPPORT



5,000

Visits
per year



12,000

Average meals
per year



1,000

Bags of groceries
per year



79,050

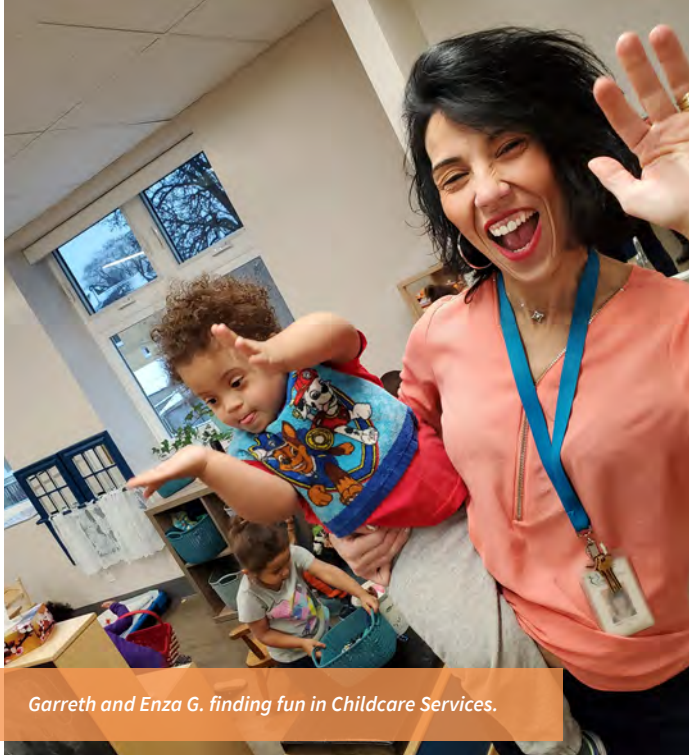
Pounds of food donated



100

Evictions prevented

The resilience of children: Childcare Services



Garreth and Enza G. finding fun in Childcare Services.

Just like the children we serve, the past year has shown us many changes in our childcare program. The diligent efforts of many — SMH Board of Directors, multiple contractors, community partners and our own childcare team — resulted in two new classrooms and office/meeting space for our program, much to the delight of children, families and staff members. We are very grateful to the City of Hamilton for the funding that made this expansion possible.

In December, after 45 years of service to St. Matthew's House, Angela Douda retired from her position as Manager of the childcare program. Over the course of her career as an Early Childhood Educator and providing care and mentorship to hundreds of children, families and staff, Angela's legacy of care echoes throughout our community.

The COVID-19 pandemic prevented us from providing childcare between March 13 and July 17 in 2020. Despite this, our childcare team continued to offer support to children and families through social media and on-line meetings, and we participated in training and ongoing education.

No matter the challenges or the successes, the children and families in our care are the heart of everything we do with St. Matthew's House Childcare Services.

“At SMCC, we believe children deserve access to materials, equipment and experiences that stimulate their natural sense of curiosity and wonder, supported by a team of caring professionals.”

Janis Webster, Manager, Childcare Services



The childcare team bids farewell to Angela Douda (centre, holding card) as she retires after 45 years of service.

The resilience of supporting childcare partners

In mid-October 2019, we began providing administrative and human resources support to the board members and childcare team at Church of St. Peter's Day Care and the Adelaide Hoodless School Age Program. A collaborative study highlighting the strengths and challenges of service delivery led to a continuation of support in early 2020, which has continued since that time. This partnership in management support and consultation service provides each organization an opportunity to review current practices to determine new ways we can better meet the needs of the children and families at each site.



SMH staff Emily A. delivering groceries to Jackie P.

The resilience of addressing seniors' isolation

Working at St. Matthew's House, a presence on Barton Street East for more than 50 years, gives staff a whole other view of seniors facing unique risk factors due to economic vulnerability and isolation.

COVID-19 has shone a stunning light on the inequities faced by seniors in Hamilton. This knowledge was already understood at St. Matthew's House: how the combination of poverty, discrimination and isolation are potentially lethal and an increasing problem for seniors. The mortality rates were such that SMH increased the flexibility for program eligibility to include older adults, roughly people over 55. In 2019, SMH social workers were part of multiple life-saving community responses for older adults. Racism, gender-based violence, mental health and addiction take a toll on too many older adults living alone.

Once the COVID-19 pandemic was declared, it became clear to outreach workers at St. Matthew's House that things would have to be done differently. Thus, began the Seniors First Response Team; offering mobile food and supply delivery and frequent client check-ins to offer other emergency supports. Then came a partnership with CityHousing Hamilton, to launch a new program to support their vulnerable tenants. This partnership

permits monitored access by SMH to a larger number of folks living in the units, ensuring that privacy, confidentiality and safety are paramount. Older adults may be reluctant to reach out, even when isolated, so food delivery is a simple and respectful mechanism for further exploration of support for seniors living in isolation. The quest is to check on clients who continue to face a multitude of health-aging issues within a locked-down environment, often facing additional fear in the pandemic. St. Matthew's staff members also visit people living in encampments and encourage people to go to shelter or check if COVID-19 symptoms are emerging.

The partnership with CityHousing Hamilton is an impactful way to give vulnerable seniors living in social housing access to fresh, frozen and canned food, along with cleaning and personal hygiene supplies to help them feel safe in a world of uncertainty. There is much to learn from this system of collaboration and exploring ways to meet gaps in the lives of seniors living in isolation.

Seniors' isolation is deadly and SMH staff worry about their clients. The team had been working to support a man in the seniors' support program to help ease his social anxiety, which had led to his inability to maintain a clean environment or buy enough nutritious food to support himself. He was learning how to do groceries, feel safe from unfamiliar noises and was being coached in various ways, until the pandemic lock-down led Richard to be isolated at home. He no longer consistently answered calls and the worry about his well-being and ability to cope was very high.

Our clients are the reasons for the ongoing commitment to addressing the deadly challenge of isolation. The aging adults in our community deserve adequate income supports to allow them to live with dignity. When income is insufficient, affordable housing and a good food security focus is essential, including delivery for many facing mobility challenges.

We now focus our vision on a recovery plan prioritizing the needs of vulnerable seniors.

Resilience lives in the Christmas Adopt A Family/Seniors Program

For more than 30 years, one of most magical times of year happens for the most exceptional members of our community. Through our Adopt A Family/Seniors Christmas program, 660 households were given a very special gift. Over 1,298 children received new toys and clothes, and over 884 adults and seniors were helped with gifts and grocery gift cards. It was a very successful year. The Centre on Barton and Triovest has been a pivotal partner at providing a location that is central to our families and seniors with bus routes, ample storage space and parking. Companies large and small, families, friends, individuals and schools all responded so graciously in providing a magical Christmas.

Our emergency day on Christmas Eve saw over 15 families. They were all provided with toys, clothes and grocery gift cards as well. Our volunteers (or 'Elves' as they like to be called) are the reason that this program runs so smoothly and effortlessly every year. Dedicating themselves to the long hours and weekend drop-offs, the Elves ensure that all our families and seniors have a magical Christmas memory.



Waiting for Santa.

The resilience of doing hard things

Changing your program to reflect emerging needs is not always a happy moment. In fact, it can make you downright unpopular. What if risking some unpopularity in the short term opened up possibilities to serve more needs of many of your clients? This was the pivot point for St. Matthew's House and its Food Bank in late 2019.

St. Matthew's House transitioned from hosting a traditional food bank and deepened our focus on older adults resources and food security response. This shift in focus was critical to respond to the growing needs of the SMH service area – the proportion of older adults who have incomes below the poverty line significantly exceeds the averages in the City of Hamilton. With the seniors' population is rising, St. Matthew's House implemented a pro-active strategy to meet the growing needs of its neighbourhood's vulnerable older adults.

Along with this change in programming, 30 new childcare spots were added to the Barton Street site. Meeting client needs, both current and projected, made for some tough decisions that ultimately allow for the right kind of supports to meet the very complex food, housing, income security and care needs of older adults and children/families.



“We will be better able to care for our neighbours and be the place where hope lives.” David Savage, Chair of the Board



Deb B. enjoying dehydrated fruit from Niagara Christian Gleaners.

The resilience of flexibility

St. Matthew's House works with people who are vulnerable and struggling. In recent months, a worker from SMH learned about a client who was facing eviction from a living situation that was already precarious — insecure housing, rent increase, no running water or electricity, and only propane and electric heaters for warmth. The client was lovingly caring for several dogs, who were really their mental health supports.

St. Matthew's House provided taxis to and from our Senior Centre to ensure the client was fed, could visit the donation room for clothing, and receive food bags. A client living in such dire circumstances and experiencing isolation on the outskirts of Hamilton inevitably experiences severe mental health issues.

Through regular visits to the Senior Centre, a SMH worker supported the client's mental health, attended their mental health and doctor's appointments, and provided suicide interventions. Unfortunately, the client suffered a massive heart attack during the pandemic and was forced to have open heart surgery.

The client faced many post-operative challenges — loss of canine companions, infection, and mental health. During this time, St. Matthew's House continued to provide mental health and tax support. The client is now moving to a bed-bug free retirement home for respite care, and the worker and client continue to discuss their mental health weekly and the client can now see a light at the end of the tunnel.

The client says their life was saved by the St. Matthew's House worker who helped them when no one else would. While the worker's main focus was on housing with this client, the priority became mental health and human supports prior to solving the housing dilemma. Housing continues to be a crisis in our community, but mental health must be stabilized and addressed if a client is to be successfully housed.

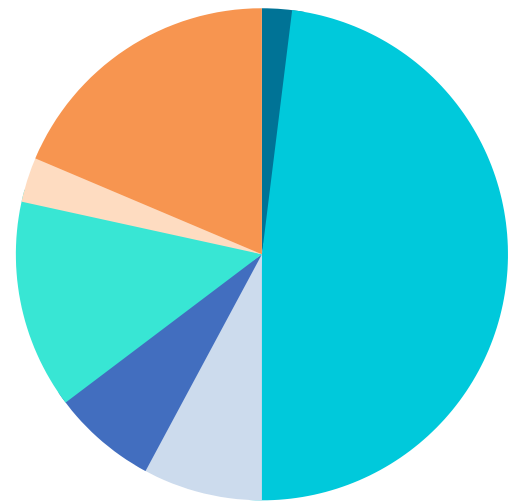
Financial Results

Statement of Operations



For the year ended March 31, 2020

	2020	2019
REVENUES		
Food Banks	36,486	134,225
Day Care	1,094,096	934,369
Seniors	168,970	148,125
Home 2 Stay	154,682	151,009
Transitional Housing	0	111,588
Gain on Disposal of Housing	305,532	0
Mental Health Outreach	56,619	55,000
Fundraising	415,597	355,546
Total Revenues	\$2,232,982	\$1,889,862



- Food Banks
- Transitional Housing
- Day Care
- Gain on Disposal of Housing
- Seniors
- Mental Health Outreach
- Home 2 Stay
- Fundraising

EXPENSES		
Food Banks	222,139	257,368
Day Care	1,096,803	815,139
Seniors	261,912	319,909
Home 2 Stay	133,829	107,562
Transitional Housing	3,345	41,006
Mental Health Outreach	45,331	51,460
Amortization	123,680	56,039
Administration	259,661	222,733
Total Expenses	\$2,146,700	\$1,871,216



- Food Banks
- Transitional Housing
- Day Care
- Amortization
- Seniors
- Mental Health Outreach
- Home 2 Stay
- Administration

Excess of Revenues over Expenses	\$86,282	\$18,646
---	-----------------	-----------------

Board of Directors 2019–2020

David Savage, Chair
Kathryn Anderson
James Andrew, Treasurer
Brent Bentham
Mary Burnett, Vice Chair
Barb Busing

Bishop Susan Bell, ex-officio
Bryan Powell
Bill Mous
Lillian Scime
John Watts
Elizabeth Wensley

Staff List for Fiscal Year 2019-2020

Administration

Renée Wetselaar, Executive Director
Angela Dauda, Manager Childcare Services, *Retired Dec. 2019*
Janis Webster, Manager Childcare Services
William Harrison, Director of Finance
Madeleine Bond, Development Coordinator
Shani Doherty, Executive Assistant
Justin Drury, Logistics Coordinator

Seniors Support Services

Andrew Matthews, Seniors Crisis Intervention Worker
Emily Alton, HOPES (Housing Outreach Prevention Eviction of Seniors) Worker
Tania Brown, HOPES Worker
Brett Aston, Mental Health Street Outreach Worker
Claudia McPhail, Senior Support Centre
Karen Burson, Senior Centre Nutrition Coordinator

Childcare

Connor Van Deventer, RECE
Aalamjeet Kaur, RECE
Akassi Boa, RECE
Azra Khan, RECE
Afroza Kazi, RECE
Clara Muraca, RECE

Enza Guddemi, RECE
Ivana Kicic, RECE
Iwona Piasek, Childcare Cook
Philomena Ramm, RECE
Tammy Williams, RECE
Kisha Joseph, RECE

Kelsey Dexter, RECE
Clelia Forte, RECE
Tiffany Johnson, ECE Student
Grace Mastai, RECE
Lori Petrella, RECE,
Assistant Supervisor

Thank You to Our Volunteers

Santiago Alvarez
Dennis Bain
Sue Crawford
Shawn Duguay
Michael Elliott
Robert Fichtner
Angie Fichtner

Robert Gibson
Janine Hebert
Gillian Hendry
Amber Jack
Arlene Luke
Ellen Morris
Judith Purdell- Lewis

Eric Sousa
Kymme Sun
Susan Thompson
Tiana Thompson Doherty
Kathy Vaughan
Tara Vaughan

To stay up-to-date, follow us on social media:



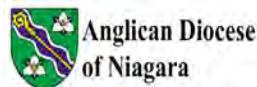
@SMHhamilton



@SMH_Hamilton



Thank you to our funders & partners



Food for Life

Help St. Matthew's House

Consider a donation to help St. Matthew's House foster resilience for our clients and our community.

Online: www.stmatthewshouse.ca/donate

By Mail: 414 Barton St E, Hamilton, ON L8L 2Y3, 905-523-5546 Ext.230

admin@stmatthewshouse.ca | © 2019 Charitable Registration No: 13030 4538 RR 0001