



Red Door
FAMILY SHELTER

2020 Gratitude Report

YOU'RE MAKING FUTURES BRIGHT



You are Helping Families Through Crisis

Journeys filled with hope, healing and the promise of brighter futures are possible because of amazing people like you!

At a time when everything in our community continues to feel uncertain, we at the Red Door find strength and inspiration from each of you. Your belief in our mission and the work we do every day to open doors to new beginnings for families ensures no one is left behind. Together we are building a community of caring partners.

This Gratitude Report celebrates YOU!

Your support helps provide safe, temporary shelter and critical services for women and children fleeing domestic violence, homeless families, and refugees. With you by our side, we continue to change lives. This past year, 362 families came through our doors in crisis, or needed support to remain housed. Thanks to you, through the supportive services you fund, families find sanctuary, community connections, and the programs they need to heal, rebuild, and move into safe, affordable housing in our community.

**You are a vital member of the Red Door Family Shelter –
your generosity makes great change possible.**

Thank you!



FACING A GLOBAL PANDEMIC WITH YOU BY OUR SIDE

As our fiscal year was ending, COVID-19 forced our vibrant neighbourhood and city to shut down. But your love and commitment to support our families never stopped. Non-perishable food items, diapers and baby needs, masks and hand sanitizers arrived at our door. Phone calls, emails and uplifting notecards gave our front-line workers strength and encouragement to continue the critical work necessary to put safety protocols in place and provide resources for healing.

Many of you became monthly donors, increased your commitment every month or made additional financial gifts. We hope you and your loved ones have remained safe and healthy during this time. Our hearts are full of gratitude for the multitude of ways you provided support. Your dedication creates positive change for women fleeing domestic violence and vulnerable families staying at the Red Door during this time of crisis.

As you read on, you will find an update about our beautiful new shelter, you'll journey with Adriana, a former resident of the Red Door, and you'll read about volunteers and donors just like you who are committed to making a difference!

The work we do each day is possible because of you. Thank you for ending family homelessness, one family at a time.



A SAFE NEW REFUGE

Our new family shelter will open soon!

Building a community of hope for those who need it most is possible because of your tremendous commitment. The many unfortunate delays due to COVID-19 are behind us. Signing the lease with the City of Toronto and receiving the keys to our new shelter in late September has meant that construction to implement the final leaseholder improvements has begun. Our vision to create a safe, modern sanctuary that supports the dignity of women, children and families will soon become a reality. A tentative move in date is scheduled for January 2021.

For the first time in our history, each family will have their own bedroom and washroom. The many windows and the use of bright colours in common areas will create a positive and vibrant environment for families to heal and move forward in their lives. A private outdoor play area will give children the opportunity for connection and therapeutic recreation.

Thank you for being an important partner and vital key to a bright future. Over \$2.8M has been generously committed by many dedicated donors to ensure our new home will continue to provide sanctuary for moms like Adriana and her children, and help for countless families for many, many years to come.

Adriana's journey...



Adriana and her two daughters aged 7- and 9- years old, found emergency shelter at the Red Door.



"At first I felt the world was over for me, but I felt the presence of hope for my kids when we came to the Red Door."



Adriana's caseworker helped them settle and worked with her to develop a safety plan.

Safety to support...

Adriana's Journey Begins

In early 2019, Adriana phoned the Red Door's crisis line in need of emergency shelter. She was stranded in Toronto with her two young daughters. Her husband's threats had become a reality. She had no money, no family or friends to turn to, and nowhere to go! Adriana refused to succumb to her husband's demands – he insisted her daughters undergo female circumcision in their home country of Nigeria. While the family was on vacation in Canada, he tried once more to intimidate Adriana into agreement. He used the threat of abandonment. He seized their plane tickets and documents and told her if she did not agree, "she would see what would happen..."

188 families found sanctuary at the Red Door:

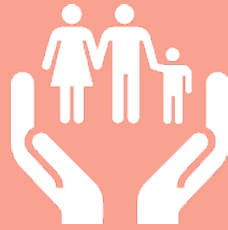


55% found sanctuary from intimate partner violence

34% were sheltered through a housing crisis or eviction

11% were refugees who found asylum

Adriana received immediate emotional support from staff and was referred to the Canadian Centre for Victims of Torture for further counselling.



Her caseworker helped her develop connections to the basic supports and health care needs for herself and her daughters.



"The Red Door brought life, love, caring, hope for my family."

Keeping families supported together

Providing Care and Support

When moms like Adriana arrive at the Red Door, caseworkers prioritize safety planning and ensure immediate needs are met – food, clothing, bedding and toiletries.

Working together, goals are determined, and connections are made to community resources such as crisis counselling, legal aid, immigration services, schools, health care providers and so much more.



Over 64% of our residents are children

Adriana's daughters, Maria and Lila, were shy when they first arrived but quickly made new friends.

Registering for school was a priority.



Our Homework Help after-school program supported their transition and learning.



What your support means



supportive
programming for
376 children

*"My kids and I were
blessed with incredible
mentors and guidance."*

Dedicated programming and creating safe spaces for children to heal is a priority at the Red Door. Abuse, including witnessing abuse, poverty, eviction or being a refugee can damage a child's view of the world as a safe and predictable place. Sometimes kids have a hard time finding words to express the emotions they feel. Arts and crafts, homework help, life-skills workshops for teens, and social, recreational opportunities for all ages provide an outlet for expression and connection.

Your valuable donations deliver programs that help kids cope with trauma.

You're Helping Kids Heal





"Red Door has expanded my perspective of the little things in life I took for granted. I realized the value of having food on the table, the value of a warm bed to sleep in, and most importantly, the value of being in an environment where you are safe and feel secure. The Red Door is more than just a shelter; it is where kids find comfort in each other as they go through a period of their lives together, and the adults have the ongoing support to find and rediscover themselves."

-Kim Dinh, volunteer

Lending a Hand

Volunteers make the difference for families like Adriana's – from helping with children's programming, supporting our weekly Food Bank, organizing in-kind donations to sharing the best gifts of all – time and talents.

We feel fortunate to be embraced by a caring community of people and businesses who contribute their expertise to the Red Door – we cannot do this important work without you! We miss YOU during this time of COVID-19. We are looking forward to welcoming everyone back when programs resume in the future.



469 volunteers

3,015 hours



Moving Forward with You by our Side

Opening doors to support women and families to move towards independence is possible because of your commitment. Supportive programs and dedicated caseworkers guide women and families to reach their goals. Career and employment pathways are explored. Interview and resume skills are strengthened leading to employment, enhanced education, or specialized training programs.

Red Door staff supported Adriana through her refugee claim process and her successful application for legal aid.



She received resume and job search support which led her to enroll in the Basic Culinary Skills Program, offered through Ontario Works.



"The shelter gave me the whole support I needed at that moment to rise again, financially and more."

With the experience gained from her course and placement, Adriana was able to find a full-time position at Eataly Toronto.

When Adriana was on her feet and ready to move, her housing worker helped her secure a geared-to-income apartment.



Through our Moving Program, Adriana received donated furniture as well as small appliances and household items, saving her over \$1,900 in start-up costs.



Finding Home

Many families who come to the Red Door arrive with few personal possessions as they may have fled abuse, escaped from their country of origin, or experienced financial hardship. Your support helps families find and move into a place they can call *home*.

Finding safe and affordable housing can be challenging in our city. Our housing workers are skilled negotiators and liaise with landlords to secure safe and affordable accommodations and fair leases for our families.

Our unique Moving Program means families have access to donated furniture, appliances, and items they need, thereby reducing the significant costs of starting afresh.



50

families moved
to private market
rentals



28

families secured subsidized housing



Adriana was able to visit the weekly Food Bank at the shelter to access groceries, household essentials and more.



This support was a huge financial help while Adriana completed her job training.



Adriana's outreach worker continues to stay in touch and is always there to provide moral support and encouragement.



A Lifeline of Support is Possible Because of You

More than just groceries, the Red Door's Food Bank and Outreach Program is a lifeline of support for families once they have moved.

Cost-of-living pressures often make it difficult to stay afloat for single moms and vulnerable families. Sometimes families face the difficult decision of paying rent over buying food. The Red Door Food Bank is critical to helping families transition into stable independence. Fresh and non-perishable food items are delivered every week by Second Harvest. Essential household items and grocery store gift cards are also available to alleviate the stress of a limited income.

Continued supports such as help accessing social services, accompaniments to legal proceedings, and appointments are always available to families after they have left the shelter.



174

families received support to remain housed after leaving the shelter



A Bright Future Lies Ahead Because You Care

Adriana and her children now look ahead to a bright future.

COVID-19 presented Adriana with a setback; she was laid-off from her job. Undaunted and determined, and with help from her outreach worker, Adriana was accepted into a Skills for Change program to train for a new career in health care. She is currently enrolled in a Personal Support Worker training program and is looking forward to making a difference in her new field.

Despite these uncertain times, Adriana, with all the support she has received and obstacles she has overcome, feels happy, hopeful, and determined to realize that bright future she can see for herself and for her daughters.

"Life isn't about finding yourself. Life is about creating yourself."

— Adriana



You Make the Difference!



Donors and volunteers like you go above and beyond to make Adriana's story possible.

On February 22, 2020, our community came together to brave the cold and walk with us through the heart of Leslieville, in Red Door's first annual Coldest Night of the Year - Canada's national fundraising walk for homelessness. With 237 participants, 110 volunteers and over \$90,000 raised for our key programs, it was truly heart-warming to be part of such incredible community support. We look forward to a safe and wonderful CNOY 2021!

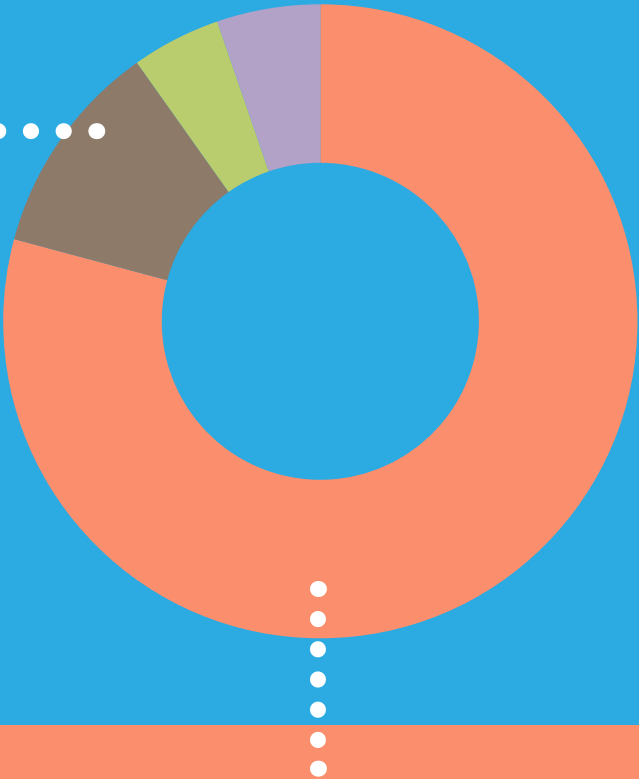
"As a volunteer with Red Door Shelter, I jumped at the chance to participate in the walk. It's a great way to raise both funds and awareness to fight homelessness in our community. A group of friends and family joined in to form Team Heart and Sole and together we raised over \$3,000. We'll be back in full force next year!"

— Joanna Cotton (2nd from left)

OUR FINANCIAL OVERVIEW

Total Expenditures: **\$6,058,210**

- 79%** Shelter Operations, Staffing and Residents' Needs
- 11%** Administration and Fundraising
- 5%** Mortgage and Amortization
- 5%** Professional and Consulting Fees



Complete financial statements available at reddoorshelter.ca/financial-info



Salaries and Benefits

Program staff, caseworkers, shelter workers, management and operations.



Residents' Needs

Daily personal needs allowance for families, TTC fares, personal items, other program costs.



Occupancy

Cost to operate our two shelters, including food, supplies, and maintenance.



Housing and Outreach

Helping families to find and maintain permanent housing, including moving support.

WHERE OUR SUPPORT COMES FROM

Total Revenue: **\$6,712,688**



- 46%** City of Toronto
- 33%** Ontario Ministry of Social Services
- 19%** **Donations**
- 2%** Pay Equity Adjustment, Interest, Misc.

Thanks to your generous support we ended this year with a surplus that will help to fund upcoming one-time expenditures associated with transitioning to our new purpose-built family shelter.



You give families light and hope!

Donors and volunteers like you make our work possible. From your generous donations that fund key programs and services, taking part in our annual walks and runs, raising awareness through community fundraising events to volunteering your time to bring fun activities to our shelters, you provide lifelines of opportunity to women, children and families affected by homelessness, abuse and poverty.

Brighter futures filled with light and hope are possible because of you.

Find our complete list of donors at reddoorshelter.ca/our-donors

Thank You!



Red Door
FAMILY SHELTER



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www.reddoorshelter.ca | Charitable Registration: 11930-3287-RR0001

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