



# IMPACT REPORT 2023-2024

WYNDHAM HOUSE



# A WORD FROM OUR EXECUTIVE DIRECTOR



## *WHEN YOU THINK OF WYNDHAM HOUSE, HOW WOULD YOU DESCRIBE IT IN ONE WORD OR PHASE?*

This is a question we asked of our employees, clients and partners as we embarked on a new strategic planning process. Our organization has undergone numerous changes in the past few years, which underscored the importance of embarking on a strategic planning process. Some of these include the opening one of the first supportive housing programs for youth in Canada, supporting a 92% reduction in chronic youth homelessness through strong prevention efforts, and the development of a low-barrier wrap around health hub service. As we hosted a ribbon cutting to open the supportive housing program last spring, and celebrated our 50th anniversary, it was clear that we had evolved significantly from the one residential home on the grounds of Homewood that opened in 1973. Wyndham House now provides a robust spectrum of specialized services that meet youth where they are at, and support them on a journey to greater wellbeing. This evolution occurred in response to the changing needs of youth in our community, and as we engaged our community in strategic planning, we continued to envision what this work would look like in the future.

Through our strategic planning engagement process, of the phrases that were used by our partners and clients to describe the unique contribution made by Wyndham House were “creative persistence”, “holistic support” and “meeting young people’s self-identified needs”. The activities of housing, healthcare and education were all mentioned as enablers of this approach. At the core of the unique contribution we make, was the way in which we provide holistic care, recognizing the intersection of basic needs with health and wellbeing, and always persisting in the face of barriers. That is the way in which we make long-term impact. That is how we support young people to find housing, access healthcare, engage in education in activities of daily living and maintain stability and wellbeing in the face of layered housing and healthcare crises. Our employees, clients, partners, and community told us that we lead this work with compassion, agility, tenacity and equity with the individual youth at the center of all that we do.

We have greatly appreciated the support of our partners and donors this year, including the first successful “The Gift of Home” fundraiser which took place on December 2nd, 2023. With the support of our donors, staff, volunteers, and community at large, we will continue to strive towards our ultimate impact of meeting the needs of youth in our community, to ultimately equip them for their own version of successful living.

As we look to the years ahead, we are excited to unveil a new strategic plan today at our Annual General Meeting. Rooted in the values and approaches described above, this new plan will guide us into the next few years where we hope to reach “functional zero” and be the first mid-sized community to end chronic youth homelessness in Canada. With this significant change in the service landscape, Wyndham House will focus on greater upstream and prevention efforts, including focusing on a younger population to provide much-needed services to youth and their families sooner. Wyndham House will also continue the work of providing wrap-around healthcare to youth. These collective activities will help us to continue to achieve the impact of ensuring youth are able to reach their own version of successful living.

A handwritten signature in blue ink, appearing to read 'Kristen Cariney', with a stylized flourish at the end.

**KRISTEN CARINEY**  
EXECUTIVE DIRECTOR

# OVERVIEW

## WHO ARE WE?

Wyndham House is more than a roof overhead; we offer a variety of programs in Guelph that 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 ensuring a bright future. We continue to provide a spectrum of housing, health and education services to youth in Guelph as we move forward with a prevention-based model of services.



**TWO, 8-BED YOUTH SUPPORTIVE HOUSING RESIDENCES**



**16-BED YOUTH EMERGENCY SHELTER**



**CONCURRENT SPECIALIZED YOUTH HUB**



**NEW WAY EDUCATION AND COMMUNITY PARTNERSHIP PROGRAM**



**YOUTH IN TRANSITION PROGRAM**



**HOUSING STABILITY OUTREACH TEAM**

**517**

**CLIENTS SERVED  
ACROSS ALL  
PROGRAMS**

**2168**

**CASE MANAGEMENT  
APPOINTMENTS  
PROVIDED**

**130**

**CLIENTS HOUSED IN  
INDEPENDENT OR  
SUPPORTIVE HOUSING**

## KEY TRENDS IN THE GUELPH-WELLINGTON COMMUNITY



Overall chronic homelessness is on the rise



Youth chronic homelessness is declining



Increased volume of clients



Increased complexity of clients

# THE CONCURRENT YOUTH HUB

## WELCOME TO THE YOUTH HUB!

Our services and programs provide an integrated and specialized support model for youth who experiencing severe mental health issues, addictions, and homelessness. The Hub is an inclusive and nurturing environment where youth belong, and can seek housing assistance, healthcare, mental health and wellness supports, food pantry, clothing bank, hygiene kits, obtain bus tickets, search for a job, grab a snack, and engage in weekly workshops.

**350** **UNIQUE  
CLIENTS  
SERVED**

**729** **COMMUNITY  
RESOURCE  
REFERRALS**

**104** **CLINICAL  
PSYCHIATRY  
APPOINTMENTS**

Funding and donations have allowed us to hire a Clinical Manager, Site Coordinator, Psychiatry, Concurrent clinician, Nurse Practitioner, a Peer Worker and an Occupational Therapist. Although this funding is not annualized, we hope that the success of the new pilot program will show the need to make funding permanent. There is a recognized need for flexibility and continuity of care for youth at various stages in their journey to recovery.



**251**

**EMPLOYEES ATTENDED A WORKSHOP OR PARTICIPATED IN  
CLINICAL CONSULTATIONS ON COMPLEX-CAPABLE CARE**

**1200**

**HARM REDUCTION SUPPLIES WERE DISTRIBUTED**

**1063**

**ASSESSMENT AND CONCURRENT TREATMENT SESSIONS  
WERE PROVIDED BY CONCURRENT CLINICIANS**

**188**

**INITIAL AND FOLLOW-UP REGISTERED PRACTICAL NURSING  
APPOINTMENTS PROVIDED**

**95**

**OCCUPATIONAL THERAPY APPOINTMENTS PROVIDED**

**455**

**PEER SUPPORT APPOINTMENTS PROVIDED**

**07**

**PSYCHOLOGICAL ASSESSMENTS**

## CONCURRENT YOUTH HUB PARTNERSHIPS



# THE YOUTH EMERGENCY SHELTER

## WELCOME TO THE YOUTH EMERGENCY SHELTER!

Although youth-specific shelters are not the answer to addressing youth homelessness, they are an essential access point where young people can obtain the support they need to stabilize their housing situation and attain basic needs. The 16-bed youth emergency shelter located at 18 Norwich Street East, is often the first stop for youth who become homeless in our community, 7 days-a-week, 24 hours-a-day. This program takes an innovative approach, tailored to the individual youth's needs and meets the youth where they are at. The youth emergency shelter provides housing-focused services and case management support to youth to prevent and minimize shelter stays where possible, and to support young people in finding permanent and suitable housing solutions.

**98** **UNIQUE  
CLIENTS  
SERVED**

**328** **UNIQUE  
SHELTER  
STAYS**

**45** **PERCENT  
OCCUPANCY  
RATE**



**78** **HOUSING PLACEMENTS BY  
HOUSING TEAM**

**386** **DIVERSIONS BY RAPID RE-  
HOUSING AND DIVERSION  
WORKER**

**15** **UNIQUE CLIENTS HOUSED IN THE  
YORKSHIRE INDEPENDENT  
LIVING PROGRAM**

## DIVERSION

Homeless shelters are not the only option for youth experiencing homelessness in our community. In fact, it is best to prevent young people from entering the cycle of homelessness whenever possible. This is why Wyndham House actively uses a diversion protocol to help us figure out what the BEST option is for each of the youth accessing our services. Diversion and rapid rehousing approaches allow us to work with each individual youth to come up with a strategy that will suit their situation and needs. For example, if someone is at risk of accessing shelter because their family cannot afford food, Wyndham House can help address the food security concern, rather than bringing the youth to the shelter.

**Since we implemented our diversion strategy in 2019, we have seen a 92% reduction in chronic youth homelessness in Guelph!**

## SHELTER ENHANCEMENTS 2024

The Shelter is receiving an interior design refresh to update the bedrooms, living room and dining spaces. An Arts and Crafts corner will also be created. Incorporating more opportunities to create art freely, not to only reduce a client's stress; but it also provides a sense of belonging which supports their mental well-being. Thank you to our Donors.

# SUPPORTIVE HOUSING SERVICES

These programs provide a welcoming space to call home; which provides a safe foundation in a path towards stability. These programs offer two 8-bed residences that are staffed 24/7, 365 days a year. The Bellevue site includes 8 individual bedroom units with a private washroom and shared living and dining areas. The Suffolk site includes, single and shared bedrooms, washrooms, living and dining areas. All youth receive practical support, guidance, nutritious meals, mental health and wellness supports, learn life skills and engage in recreational activities.

**37** **UNIQUE  
CLIENTS  
SERVED**

**5149** **BEDS  
USED  
NIGHTLY**

**89** **PERCENT  
OCCUPANCY  
RATE**



**BELLEVUE PROGRAM**

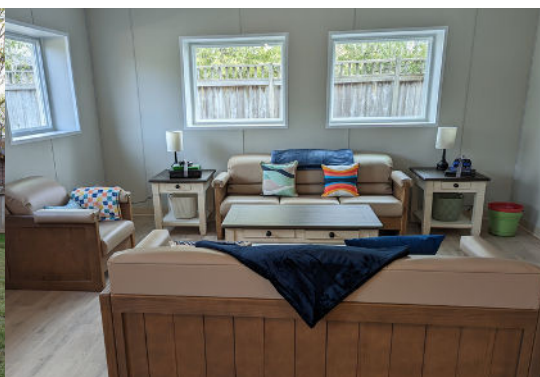


**SUFFOLK PROGRAM**

## **BELLEVUE PROJECT**

The Bellevue Project, a three-year conversion build is now officially open. On May 4, 2023, Wyndham House invited the Guelph community to attend an “Open House” to commemorate our 50-years of service anniversary and celebrate the re-opening of the Bellevue Project. The Bellevue Project, a newly renovated residence that will serve as permanent supportive housing for 8 youth (16-25 years) who would otherwise experience homelessness.

8 young people have moved into their new bachelor-type suites, personalized just for them. For these young people, this home represents a sense of stability and permanence, in some cases for the first time in their lives. With this new build, we were able to give these individuals the space and independence they need as youth, while ensuring that we are providing a safe and supportive environment that meets them where they are at. The residence also includes a communal kitchen, dining room and living space, laundry room, outdoor recreational space including a new basketball court, meeting room, staff offices and specialized spaces for health care on site 24/7. Thank you to all Partners, Sponsors and Donors for your support in ensuring the Bellevue Project became a reality.





# NEW WAY EDUCATION AND PARTNERSHIP PROGRAM

## WELCOME TO NEW WAY!

The New Way School Program is an educational and community partnership with the Upper Grand District School Board. This classroom is geared at high school completion and specialized support for high-risk youth in Guelph and Wellington County. Students who were unable to succeed in a traditional school environment have individually created lesson plans that meet their needs and are also provided breakfast and lunch. Students also learn coping skills they can use in their daily life.



**32** *UNIQUE CLIENTS SERVED*

**30** *CREDITS COMPLETED*

**01** *STUDENT GRADUATION*

**03** *STUDENTS ENROLLED IN CO-OP PLACEMENTS*

**07** *STUDENTS SUPPORTED WITH EMPLOYMENT*

**02** *STUDENTS WENT ON TO POST-SECONDARY SCHOOL*

## NEW WAY IS MOVING!

We are thrilled to announce that effective July 1, 2024, New Way will be located at 20 Shelldale Crescent. We are excited to join this vibrant community and expand our supports. Our new location will feature two classrooms, offer outdoor programming, and we will continue to provide lunch through the Food and Friends' program. We look forward to strengthening our partnerships in this new space, including collaborations with The Seed, Shelldale Family Gateway, The Grove, Family & Children's Services and many others.



# BOARD OF DIRECTORS 2023-2024

PRESIDENT..... *RITA ISLEY*

*TERRI MILLAR*

*DAVOR KLIMA*

VICE-PRESIDENT..... *DENISE JUPP*

*LISA VANDENBERG*

*MICHELLE DWYER*

TREASURER..... *ED MYERS*

*ROBERT HUANG*

*COURTNEY TURNER*

SECRETARY..... *RAQUEL HALL*

## NEW MEMBERS OF THE BOARD 2024-2025



### *ASPEN PARKS*

Aspen (they/them) has been living in Guelph for 21 years and is an advocate for youth, social justice and equity, volunteering, and co-creating change in our community. They currently teach at College Heights Secondary School and have been in the field of education, experiential learning and youth leadership for over 20 years. Aspen also volunteers at The Seed, Hillside Music Festival, and 10 C Shared Space. When they are not connecting and conspiring on community projects you can find Aspen in the garden, out hiking/paddling or on the cross country ski trails.



### *RANDALIN ELLERY*

Randalin Ellery (she/they) boasts a 15+ year career marked by unwavering dedication to addressing housing and homelessness challenges. Beginning at the grassroots level, she gained firsthand insights into the nuanced issues facing communities. Transitioning to the national non-profit sector, Randalin played a pivotal role in developing and implementing scalable programs, bridging local challenges with national strategies. Her journey evolved into the Federal public service, where Randalin leveraged her expertise in data policy, data visualization, and program planning to influence evidence-based policies. Randalin is grateful to live, work, and play in what is traditionally known as Thadinadonnih, now known as Guelph, for close to 20 years.



### *JENNIFER FLETCHER*

Jen Fletcher (she/her) is motivated by a heartfelt desire to make a positive impact on the lives of youth in our community. Jen was born and raised in Guelph and knows the impact that Wyndham House has on the Guelph community. Her personal experience with addiction within her own family, has deepened her appreciation for community resources that provide support for those in need and inspired her commitment to giving back to the community. With a background in finance management, leadership, and community service, she is eager to contribute to the mission of Wyndham House.



### *LORI RICHER*

Lori Richer (she/her) is a recognized leader dedicated to ending chronic homelessness. Prior to joining CAEH, Lori was the Housing Stability Manager for Wellington County Social Services and Built for Zero Lead for the Wellington-Guelph Community. Lori has been a part of system change that has led to a reduction in chronic homelessness and continues to drive for system improvements. Lori believes that ending chronic homelessness is possible and is excited to bring this passion to the Wyndham House Board.

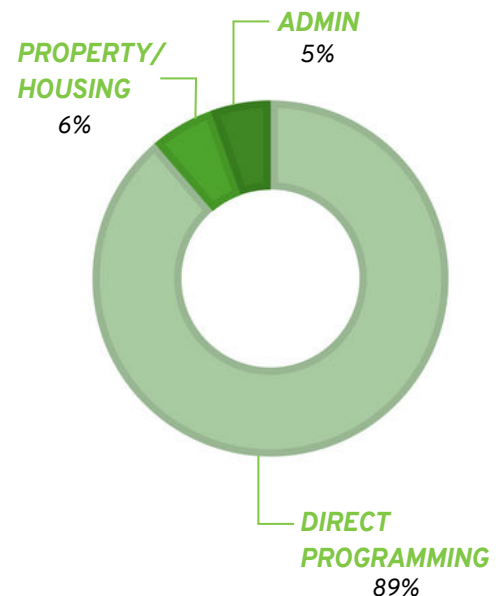
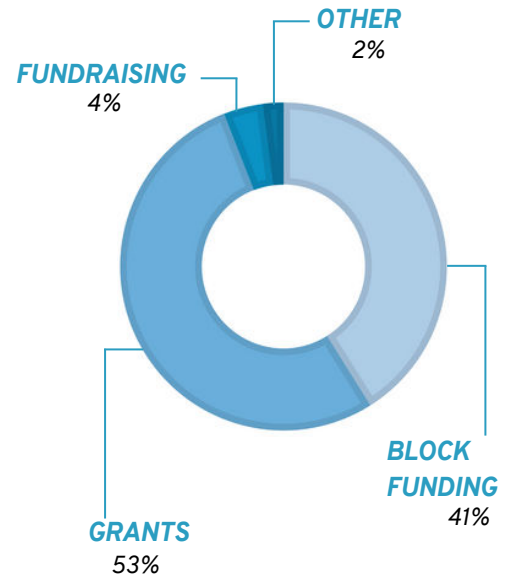


# FINANCIAL REPORTING

## STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2024

\*This statement of operations has not yet been ratified by the board of directors for Wyndham House, this ratification will take place on June 25, 2024.

	2024	2023
<b>REVENUE</b>		
Per Diem Billings and Block Funding	1,499,507	987,509
Grants - Other	595,440	798,789
Grant - Health Canada	547,440	720,633
Grant - City of Guelph	497,890	488,105
Grant - Housing Support Workers	154,406	150,000
Donations - General	139,742	87,062
Grant - United Way	72,725	100,355
Bellevue - Other Grants	62,959	0
Other Income	47,339	0
Investment Income	26,263	39,078
Donations - Bellevue	9,500	63,263
Grants - Pandemic Assistance	4,576	3,333
Fundraising	(7,334)	(6,983)
	<u>3,650,583</u>	<u>3,431,144</u>
<b>EXPENDITURES</b>		
<b>ADMINISTRATIVE</b>		
Professional Fees	68,648	22,000
Office Supplies and Promotion	59,830	46,929
Rent	25,253	27,030
Telephone	22,771	21,520
Mileage	21,524	20,279
	<u>198,026</u>	<u>137,758</u>
<b>PROGRAM</b>		
Wages	2,597,370	2,351,893
Employee Benefits	340,711	264,907
Program Supplies	155,451	280,741
Food	62,530	66,208
Rent	39,663	40,493
Staff Development	38,253	12,033
	<u>3,233,978</u>	<u>3,016,275</u>
<b>SHELTER</b>		
Amortization	66,958	0
Repairs and Replacements	63,493	103,604
Utilities	38,032	31,718
Rent	33,286	76,029
Insurance	10,176	8,880
	<u>211,948</u>	<u>220,231</u>
<b>TOTAL EXPENDITURES</b>	<u>3,642,952</u>	<u>3,374,264</u>
<b>NET SURPLUS FROM OPERATIONS</b>	<u>6,631</u>	<u>56,880</u>
<b>OTHER REVENUE</b>	<u>23,113</u>	<u>28,079</u>
<b>EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR</b>	<u>29,744</u>	<u>28,801</u>



# THEORY OF CHANGE & ACTIVATION

## THEORY OF CHANGE BACKGROUND AND PROCESS

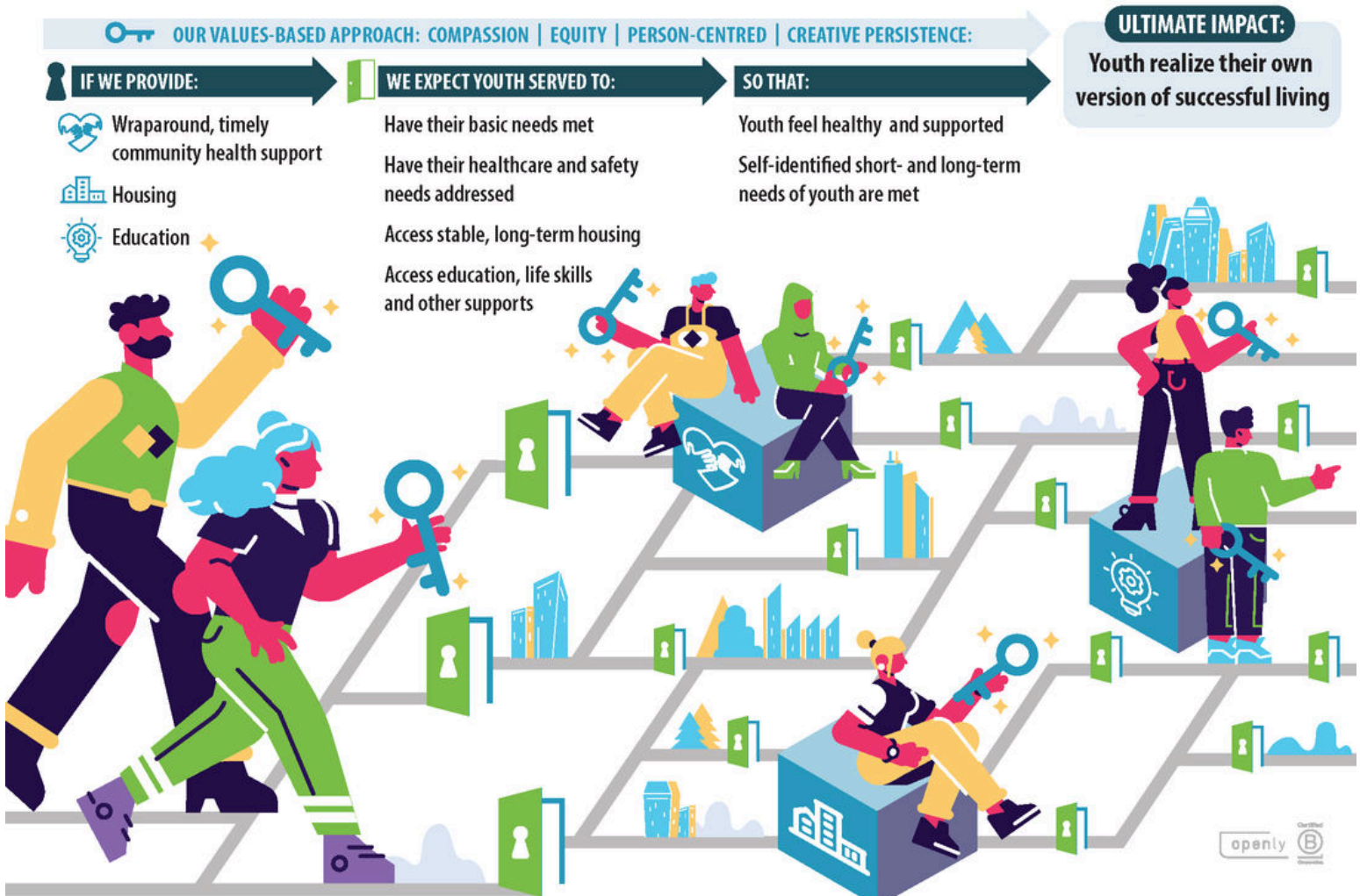
Wyndham House has been on a path towards developing a new theory of change. The impacts of the current housing crises, opioid crisis, and increased complexity and mental health needs of youth in the wake of the COVID-19 pandemic have changed the nature and complexity of our landscape. While chronic youth homelessness has significantly declined in Guelph-Wellington, Wyndham House is seeing more referrals than ever before for diversion, rapid re-housing and support around complex intersecting needs of youth in our community. Although our work has changed shape, our efforts are as important as ever to prevent an influx of chronic youth homelessness, and to ensure that youth with the greatest depth of need get timely, wrap-around support.

The process of developing our strategic articulation involved extensive engagement and consultation, consideration and review. Wyndham House worked with Openly, Inc. who supported the development of a cross-sectional advisory group, and led engagements with employees, current and past clients, community partners and the board. The result is a comprehensive and nimble Theory of Change that can respond to the ever-changing landscape of challenges, and an activation framework that will lead us into the next few years.



With creative persistence and low-barrier, wraparound support, Wyndham House meets youth needs to ultimately set them up for their own version of successful living.

## THEORY OF CHANGE



# THANK YOU!

## VOLUNTEERS

Thank you to our wonderful volunteers who donate their time and passion to support our community's most vulnerable youth.



## STAFF TEAMS

Thank you to the dedicated team at Wyndham House. Staff have shown outstanding leadership and commitment across all programs to meet the needs of youth we serve each day.



## YOUR IMPACT

Wyndham House is grateful to all funders and supporters. We would like to extend our thanks for the many individuals, corporations, funders, foundations, associations, schools, community and monthly donors that provided financial and in-kind support to Wyndham House this past year.

Wellington County Social Services  
United Way GWD  
Ministry of Children; Community and Social Services  
City of Guelph  
Canada Ontario Housing Initiative  
The Home for Good Campaign  
Guelph Community Foundation  
The Home Depot Canada Foundation  
Community Food Centres Canada  
The Slight Family Foundation  
TD Bank  
DENSO Manufacturing Canada  
Bill Rose  
Alectra Cares  
MAZON Canada  
Aaron Zuccola  
Sleep Country Canada  
Enbridge Gas Inc.  
Fusion Homes

Meridian Credit Union  
Guelph Toyota  
Skyline Group of Companies  
Co-operators  
Milestone Church  
Grace Community Church  
Part Time CFO Services LLP  
Guelph & District Association of REALTORS  
S.M. Blair Foundation  
Beattie Family  
Miller Family  
Cargill  
Sutherland Insurance  
Cantlon Family  
Doug Dane  
Danby Appliances  
Top Choice  
Nicole Defrancesca  
Servpro Guelph  
Sleeman Breweries

A Way Home Canada  
Enterprise Car Rental  
B. Zee Brokerage Blvd  
Gordon Street Chiropractic Centre  
Spring Mill Distillery  
Community Services Recovery Fund  
Barzotti Woodworking  
The Ballard Foundation  
Wellington Laboratories  
Barbara Butters  
Guelph Neighbourhood Support Coalition  
St. John's-Kilmarnook School  
Lee Joyes  
Laura Broekema  
Walmart Guelph  
Holy Rosary Parish  
Katherine Troubridge  
Ian Thompson  
Bruce Kirby  
Toby Hay





**WYNDHAM HOUSE**

77 Westmount Road, Unit #300, Guelph, ON N1H 7A1



(519) 822-4400



[admin@wyndhamhouse.org](mailto:admin@wyndhamhouse.org)



[wyndhamhouse.org](http://wyndhamhouse.org)



[@Wyndhamhouseguelph](https://twitter.com/Wyndhamhouseguelph)



[@Wyndhamhouseguelph](https://www.instagram.com/Wyndhamhouseguelph)



[@GuelphWyndhamHouse](https://www.facebook.com/GuelphWyndhamHouse)



[company/wyndham-house-inc](https://www.linkedin.com/company/wyndham-house-inc)