

INSPIRE HOPE, RESTORE DIGNITY

AND EMPOWER INDEPENDENCE



# 2019 ANNUAL REPORT

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## A MESSAGE FROM OUR BOARD CHAIR

I heard someone say once that life is best understood backward but experienced forward. I think that makes sense. Only upon reflection can we really see the beauty in the story we are writing with our lives. The rest of the time, we humans ride out an involuntary march towards death. It's kind of sad when you think of it. The sheer brevity of it all. We all get to spend an average of 80 years or so stuck together on this planet and then we disappear.

Death used to scare me in a serious way, but now it's more like a motivator for my soul to get moving. I don't think about death often, but when I do, it stirs up in me an energy and an urgency - Stop wasting time and get moving, 80 years comes quick. Right this very second there are millions of people in this world who are running away from things that could hurt them. They are people who have been forced to leave their home in order to escape war, persecution, or natural disaster. Some are leaving by their own accord, but many are forced against their will. Some are families trying to stay together, but many are youth who have been separated from their parents, siblings, and family. They are often alone, without hope and dignity, and desperately seeking some semblance of what we all might refer to as a 'normal life'. They are often hungry, need a place to stay, need a helping hand, and need love and kindness to shine a light on a better tomorrow or they will likely quite possibly die. These are the people we fight for. The vulnerable. The ones who have left everything in order to restart a life. We call them Refugee Claimants - they are the people who have been separated from the people they love, in order to gain one shot at a future worth living. They are quite literally moving from a place of death and are in search of any place that will give them a glimpse of life. Friends — that is why Matthew House exists.

Our mission at Matthew House is to inspire hope, restore dignity, and empower independence for refugee claimants in the city of Toronto and across Canada. Hundreds of millions of people will find themselves as refugee claimants during our lifetime, and it is our vision to help them find a place of refuge, a home, and a new life. Our name 'Matthew House' is derived from Matthew 25:35. In this verse, Jesus makes an impassioned plea for us to take care of the most vulnerable by saying 'whatever you did for the least of these brothers and sisters of mine, you did for me'. This is our hope and the fuel that binds our work together: To serve those in need and in turn, serve Jesus.

On behalf of the Board of Directors, I would like to thank you for coming alongside us to help the world's most vulnerable, including those coming from some of the world's toughest places, reach their God-given potential. 80 years comes quick — let's not waste this time we've been given.

Sincerely,



**Paul Burns**  
Board Chair

## A MESSAGE FROM OUR LEADERS

This past year was a year of many transitions — both for our residents and for the Matthew House community as a whole. We welcomed three newborn babies. Our awesome staff and supporters threw baby showers, arranged support for the new moms and helped them transition into the community. We cheered as our residents graduated high school and college, completed ESL courses, got their work permit or passed their hearing. And when they were ready to take the next step, we supported 48 residents with housing searches, furniture and the commitment to stay in touch.

In 2019 Matthew House saw a critical demand for emergency refugee shelter and we continued to operate our homes at capacity. There is simply not enough supportive housing for the most vulnerable refugees: unaccompanied refugee youth, young mothers and those with special needs. But Matthew House gives residents that support and belonging through our small homes, our dedicated house parents and a loving community.

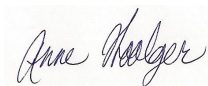
We are especially grateful in 2019 for the incredible support of Carolyn Madonia, a long-time volunteer and board member who generously stepped in and assumed the role of Interim Executive Director during a period of leadership transition. Without her compassion and service, we would not have had such an amazingly successful year.

In June we hosted our largest ever World Refugee Day celebration in our backyard. By year end, we received confirmation of a grant to expand our Refugee Hearing Preparation program virtually to cities beyond Toronto.

And finally, in November 2019, Jacky Tuinstra Harrison joined the team as the new Executive Director of Matthew House.

By year end, we had a renewed team under fresh leadership and a real sense of inspiration for the future. Our thanks to everyone who has partnered with us in this journey: you are truly giving refugees a welcome home.

Thank you all.



**Anne Woolger**  
Founding Director



**Jacky Tuinstra**  
Executive Director



# OUR TEAM

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Anne Woolger	Founding Director
Jacky Tuinstra Harrison	Executive Director
Elizabeth Pettigrew	Settlement Coordinator
Gisela Guillen	Operations Manager
Aalitenaye Sattari	Administrative Assistant
Tanuja Gaindalal	RHP Coordinator
Ethiopia Ghebremedhin	Hospitality Coordinator

## BOARD OF DIRECTORS

Ulf Bergner  
Paul Burns  
Simon Meredith  
Jo Vos  
Phillip Donne  
Dr Paulin PolePole

# OUR MISSION

At Matthew House, we are committed to ensuring that every refugee claimant can succeed. Our staff and volunteers work tirelessly to create a compassionate community in which vulnerable refugees can thrive and become full and productive members of our society. We welcome all refugees regardless of their race, religion, sexual orientation or political affiliation. Since opening our doors more than 20 years ago, we have welcomed almost 2000 refugee claimants from over 100 countries.

**OUR MISSION** — *"To inspire hope, restore dignity and empower independence for refugee claimants."*

1.



# OUR SERVICES

# OUR SERVICES

In 2019, 64,000 refugee claimants arrived in Canada fleeing persecution. Many were numbered among the homeless. Matthew House provides more than just a shelter — we welcome vulnerable refugees into a home where they will feel safe and cared for. We provide support and services that are uniquely tailored to the refugee experience.

## 1. Welcome to Canada Program

Our settlement team provided **50 Orientation to Canada workshops**, offering lessons about Canadian culture, banking, budgeting, riding transit, finding apartments to rent, community services and more. Through our network of caring volunteers we arranged for mentoring and organized day trips and social events.

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## 2. Shelter and Support Services

Matthew House restores refugees' dignity with shelter and support in a welcoming, home-like setting. Our staff assisted residents with professional referrals, in-house tutoring, work permit applications and more. Our volunteer cooking program currently has 14 dedicated volunteers who come to our reception house to cook meals and share in community. Thanks to them, we enjoyed over **700 home-cooked meals** this year.

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## 3. Refugee Hearing Preparation Program (RHP)

In 2019 the RHP program ran at full capacity holding hearing simulations daily, impacting **over 830 claimants** in our city! We are pleased to announce that thanks to a grant from the Law Foundation of Ontario, we will be expanding our Refugee Hearing Program (RHP) to Hamilton, Kitchener and Windsor very soon.

2.



# SUCCESS STORIES



# NEW LIFE IN OUR HOMES

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Over the years, we've had many babies brought to Matthew House, but this year we had three babies born while the moms were living at Matthew House. One of our moms, Melat, arrived in Canada when she was eight months pregnant. She was anxious and did not know where to turn for help. Thanks to the support of the Matthew House community, Melat had everything she needed to welcome baby Amanawit, whose name means "Peaceful" in Amharic. "I want to thank all the amazing Matthew House staff, volunteers, and donors who supported me. When I arrived at Matthew House from Ethiopia I was pregnant and all alone," says Melat. Few shelters in Toronto specialize in the needs of refugee claimants and even fewer are able to care for vulnerable moms in a home-like setting, as Matthew House does. Your generosity supports vulnerable moms and babies just like Melat and Amanawit. "If it was not for you, I don't know what would have happened," says Melat. "Thanks to you, I felt loved, protected, and at peace in the days leading up to the birth of my daughter."



# THE TOOLS TO MOVE FORWARD



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Parents Marco\* and Marianna\* and their two children initially arrived at our reception home full of uncertainty and stress. Yet we were amazed at this family's resilience and dedication. After enrolling the children in school, Marco, an engineer, offered his time to make improvements to our home. He helped with electrical issues and re-did the carpeting on our stairs. Marianna helped with cooking meals for the Matthew House family and together they brought an air of positivity to our home that infected us all. They also diligently studied English daily. After a long search for affordable housing, the family was able to move to a place which required some renovations, but they were up for the challenge! Good thing Marco had proved to be so handy!

*"Dear Matthew House, We are going to use the new tools, which were our Christmas gifts, today. We recall those great moments spent in Matthew House and the persons who let us feel part of something huge! After having held on to many adversities, God finally has blessed us by letting us have our own place. All my family are helping to install all the blessed things what we have received from you. I am very glad to let you know that today at this moment we are using your blessed gift."*

*\*pseudonym*



# SCOTIABANK WATERFRONT MARATHON 2019

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This year we set a goal of raising \$125,000 in the Scotiabank Charity Challenge and, thanks to a team of 160 dedicated runners, we were able to raise \$134,081. We earned second place in team fundraising dollars.

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## \$134,081

Raised in 2019



# CELEBRATING IN 2019



## 21 st

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This year included many milestones for Matthew House including our 21st Anniversary and our annual party to recognize World Refugee Day. We welcomed current residents, former residents, staff, volunteers, and community members to our back yard to celebrate the many ways refugees have contributed to our city and our lives.

**Matthew House has now welcomed nearly 2000 refugees from 101 nations.**

3.



# FINANCIAL SUMMARY

# DONATION SUMMARY



**Individual Gifts**  
29.2%

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**Subsidies & Grants**  
26.0%

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**Churches & Charities**  
10.3%

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**Events & Fundraising**  
18.8%

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**Other Income**  
15.6%

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Our donor base is growing: We now have **135 monthly donors!** Your monthly contributions sustain Matthew House day by day and we are so grateful to those who made this important commitment.

Thanks to all our faith partners including The Meeting House, C3, One Church, Agincourt, Church of St.Clement's, The Peoples Church, St.Mark's Oakville, and many others for raising **\$90,000** which we put towards our residents' immediate needs.

Your generous Christmas season donations provided over **\$60,000** towards clothing, personal hygiene items, towels, linens, winter coats, boots, and much more enabling us to operate warm welcoming homes for our residents throughout the entire year. You also helped furnish homes for **48 residents** who moved out from Matthew House and into the community this year.



4.



# MATTHEW HOUSE ANGELS

# Thanks to all our amazing volunteers.

**The Love Foundation** — Our heartfelt thanks to The Love Foundation for providing funds to cover the cost of school trips for unaccompanied minors, laptops for youth and tutoring support.



**Carolyn Madonia** — We joyfully and gratefully recognize the amazing work that Carolyn Madonia put in during our transition time this year. Besides serving as our Interim Executive Director, Carolyn helped source furnishings for our transition homes, planned our Christmas activities and is still in touch with many of our residents today. She has consistently gone above and beyond for staff, volunteers and most importantly, residents. It is people like Carolyn who build the caring and compassionate community that is Matthew House.



**The Troop Community** — Matthew House residents have received diapers, supplies, and more through this amazing group's consistent support in sourcing what we need through social media.



**Deloitte Impact Day** — A heartfelt thanks to the Deloitte team who joined us in November for IMPACT DAY, to provide expertise and advice to us on growing our capacity and services. Deloitte's commitment continues today.



**The C3 Volunteer Team** — In addition to serving at our annual Christmas Party, the volunteers at C3 provided meals and social activities like skating and even a house maintenance workshop to our youth homes as part of their Love Toronto Day and Love Toronto week of service.



# Our Special Supporters



Ontario  
**REALTORS Care**<sup>®</sup>  
Foundation



**The Law  
Foundation  
of Ontario**



**lululemon**

*The Love Family Trust*





5.



# ANNUAL FINANCIALS

# MATTHEW HOUSE REFUGEE SERVICES - TORONTO

## STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

For the year ended December 31,

	OPERATING FUND	CAPITAL FUND	2019 TOTAL	2018 TOTAL as restated (Note 6)
<b>REVENUES</b>				
Contributions				
Individual	\$ 258,392	\$ -	\$ 258,392	\$ 231,454
Special events	166,573	-	166,573	180,743
Churches and other charities	88,076	-	88,076	71,547
Camp	3,633	-	3,633	3,792
Denominational grants	-	-	-	5,000
Grants				
Foundations	140,000	-	140,000	187,453
IIN and student grants	90,831	-	90,831	59,581
Food and rental recoveries	122,422	-	122,422	132,801
Sundry income	16,283	-	16,283	11,382
	<u>\$ 886,210</u>	<u>\$ -</u>	<u>\$ 886,210</u>	<u>\$ 883,753</u>
<b>EXPENSES</b>				
Salaries	\$ 471,600	\$ -	\$ 471,600	\$ 569,979
Staff benefits	66,149	-	66,149	76,391
Staff travel, development and conferences	6,990	-	6,990	7,486
	<u>\$ 544,739</u>	<u>\$ -</u>	<u>\$ 544,739</u>	<u>\$ 653,856</u>
Dundas St. House (Schedule 1)	61,105	-	61,105	67,404
Shirley St. House (Schedule 1)	19,805	-	19,805	20,150
Greenside Ave. House (Schedule 1)	27,580	-	27,580	23,247
St. Clarens Ave. House (Schedule 1)	5,995	-	5,995	7,265
Programs and development (Schedule 1)	33,324	-	33,324	60,577
Adminstration (Schedule 1)	108,930	27,516	136,446	101,027
Vehicle	2,950	-	2,950	6,193
	<u>\$ 804,428</u>	<u>\$ 27,516</u>	<u>\$ 831,944</u>	<u>\$ 939,719</u>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<b>\$ 81,782</b>	<b>\$ (27,516)</b>	<b>\$ 54,266</b>	<b>\$ (55,966)</b>
<b>NET ASSETS - Beginning</b>	<b>771,999</b>	<b>1,330,383</b>	<b>2,102,382</b>	<b>2,158,348</b>
Transfer for capital asset acquisition	(2,183)	2,183	-	-
<b>NET ASSETS - Ending</b>	<b><u>\$ 851,598</u></b>	<b><u>\$ 1,305,050</u></b>	<b><u>\$ 2,156,648</u></b>	<b><u>\$ 2,102,382</u></b>

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# MATTHEW HOUSE REFUGEE SERVICES - TORONTO

## STATEMENT OF FINANCIAL POSITION

As at December 31,

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	OPERATING FUND	CAPITAL FUND	2019 TOTAL	2018 TOTAL as restated (Note 6)
<b>ASSETS</b>				
<b>Current</b>				
Cash	\$ 911,810	\$ 500,000	\$ 1,411,810	\$ 1,272,672
Accounts receivable	13,054	-	13,054	14,206
HST refundable	15,512	-	15,512	27,102
Prepaid expenses	13,978	-	13,978	12,044
	<u>\$ 954,354</u>	<u>\$ 500,000</u>	<u>\$ 1,454,354</u>	<u>\$ 1,326,024</u>
Capital Assets (Note 2)	<u>-</u>	<u>805,050</u>	<u>805,050</u>	<u>830,383</u>
	<u>\$ 954,354</u>	<u>\$ 1,305,050</u>	<u>\$ 2,259,404</u>	<u>\$ 2,156,407</u>

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## LIABILITIES

### Current

Accounts payable and accrued liabilities	\$ 18,491	\$ -	\$ 18,491	\$ 27,480
Government remittances payable	10,104	-	10,104	24,217
Deferred revenue (Note 4)	74,161	-	74,161	2,328
	<u>\$ 102,756</u>	<u>\$ -</u>	<u>\$ 102,756</u>	<u>\$ 54,025</u>

### NET ASSETS

	<u>851,598</u>	<u>1,305,050</u>	<u>2,156,648</u>	<u>2,102,382</u>
	<u>\$ 954,354</u>	<u>\$ 1,305,050</u>	<u>\$ 2,259,404</u>	<u>\$ 2,156,407</u>

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Approved by the Board:



Director



Director