

SUPPORTIVE
HOUSING OF
WATERLOO



2012
Annual
Report

Executive Director's Letter

2012 was a momentous year as we have taken huge steps to grow from a fledgling organization to one that now stands proudly on its own. The board, staff and tenants worked diligently to design a strategic plan that will direct our work for the next few years. We created a new Mission, Vision and Value statement that reflect our commitment to assisting those in need of supportive housing. Policies, procedures and protocols were developed, staff received training important to their roles, and SHOW staff collaborated with numerous agencies and services in the delivery of supports to our tenants and larger community.

SHOW provides individuals who had survived without a permanent roof over their heads, a place to call home. A place that provides the tenants with 24 hour a day staffing, a place that provides caring, compassionate and very comprehensive supports for those who need it. We work closely with a multitude of community agencies and services to ensure our tenants are able to access whatever it is they might need to help them gain back the dignity so often lost when one is homeless. Some of our tenants face the most enormous of health challenges, others battle demons in the form of addictions issues, and for some, mental health has been battered by life's struggles. None of this work could be done without the hard work and remarkable dedication of a first class staff team, and a Board of Directors that are beyond exemplary. To add to this very special group of individuals are our donors and supporters, without whom, the lives of our tenants would be that much more difficult. Financial donations enable us to provide the specialized care some of our tenants require, through nursing assistance and equipment not funded by income supports, through our 362 campaign. Donations enable us to deliver programming, such as recreational outings, music events, holiday celebrations and more. It enables us to furnish apartments, purchase a desperately needed winter jacket, give a tenant a birthday card, the list is endless. We have listed many of you on our back page, if I have omitted your name or group, please forgive the oversight but know that it is you, the community, that helps make SHOW the amazing place it is.

Thank you from all of us at 362 Erb St. West.

Gael Gilbert
Executive Director



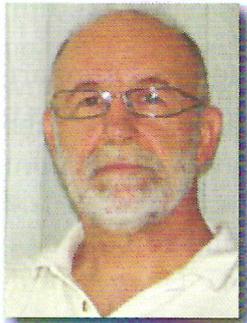
Chairman of the Board Letter

We at SHOW have reached the third year anniversary of the operation of a remarkable experiment in a compassionate and affordable solution to a major social problem; that of homelessness. The social and economic costs of homelessness are staggering. The Charity Institute in 2009 , for example, estimated the cost of homelessness to be \$1.1 Billion dollars per year in Canada. These costs were associated with the use of emergency services and the inappropriate housing in hospital emergency rooms, temporary shelters and jails. The costs to the physical and mental health of those affected is much harder to measure, but it is an established fact that poverty and life on the streets can and does adversely shorten the lives of those affected. SHOW staff work tirelessly to assist our tenants in battling numerous health challenges resulting from years of homelessness.

At the end of our third year the majority of our tenants remain in safe, affordable and supported housing. This represents a rate of almost 90%, a testament to the success of our supportive housing! Based on this success rate, if we were to address the issue of homelessness by providing an affordable and safe place to live for all people who live on the street, it is estimated that the cost savings to Canadian citizens would be \$272 million dollars per year (Charity Institute, 2009).

I wish to take this opportunity to thank our many donors, funders, volunteers, staff members and our incredible tenants for continuing to build on the success of SHOW. You are part of an amazing community that has made a major contribution to the cause of ending homelessness in Waterloo.

Sincerely Yours



Barry Cull
Board Chair

AGM Program Manager Note

It's truly amazing how time can fly by... I've had the privilege of supporting tenants, staff, and volunteers at SHOW for over a year now, and what a year it has been!

This year has seen tenants make healthy choices in caring for themselves and each other, tenants engaging in supports and treatment, tenants returning to work, school, and volunteer opportunities. It has seen tenants re-claim a sense of belonging in their community.

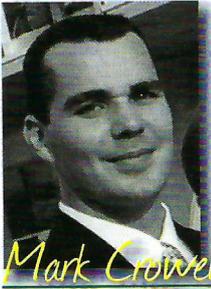
This year has seen tenants choose to move on towards independence, and has seen four new individuals find a place to call home. This year has also seen our first experience of loss in this small community, and our first chance to learn to grieve together. This year has seen staff take on new challenges, build new relationships and connections, and learn new skills. It has seen all of us in the SHOW community learning, stretching, coping, and creating new opportunities.

Housing First works, and we are seeing the results of that stability in many of our tenants lives through having a home and supports here at SHOW.

There have been challenges along with the successes. There have been hard losses, hard choices, and some very difficult moments – for everyone. I am grateful to the staff, volunteers, and tenants who have worked with us through the difficulty, the challenges, and through transition and change. I so appreciate the investment of trust and confidence that I have seen from everyone here, and look forward to earning even more as time goes on. I have been grateful for all of the community partners who have supported us and invested in us this year, and the collaborative community that continues to remember SHOW tenants through financial and material donations and volunteer hours, which are so valued. I truly count it as a privilege to participate in the lives of everyone involved in this great organization and to be in a position to welcome those for whom this might be their first home in far too long.

I hope you all know what a difference you are making through your support of SHOW, and look forward to working with all of you towards another year as a part of this great community!

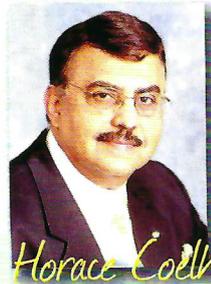
Bios:



Mark Crowell has served as a police officer with the Waterloo Regional Police Service since 2001. He has been a volunteer with the Out of the Cold program at the First United Church since 2002. Mark is a PhD Candidate in the department of Sociology and Legal Studies at the University of Waterloo. He lives in Waterloo with his family.



Anne Tinker is Executive Director of Cambridge Shelter Corporation, The Bridges, in Cambridge. She is an active Rotarian and member of Wesley United Church; and also sits on several other board and committees, many of which are related to issues of affordable housing and homelessness.



Horace Coelho, a Realtor with Coldwell Banker Peter Benninger Realty, Brokerage, is on SHOW's Board of Directors. He is also on the Board of Directors of the Kitchener Waterloo Association of Realtors. Horace is very involved in the community and has sat on the Wilfred Laurier University Foundation Board and on the Board of a Federal political party. He has also served on the Mission, Ethics, Quality and Communications Committee of St. Mary's Hospital Board and on the Grants Committee of the Kitchener Waterloo Community Foundation. He and his wife Rita live in Waterloo, along with their son Carl.



Grant is an elder with Knox Presbyterian Church, Waterloo where he is active in adult programming and the church's mission and stewardship activities. He has recently retired from Project Ploughshare where he coordinated international internship programs as well as research and documentation of armed conflict worldwide. He is married to Femmy, his wife of 30 years, and has a son Michael who is presently planting trees somewhere in Alberta.



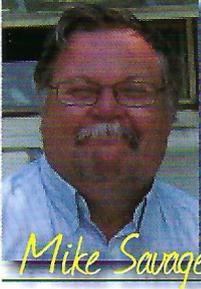
Peter Thurley is the Development Coordinator, Food and Friends at the Children's Foundation of Guelph and Wellington. Peter serves on a number of boards in the Waterloo Region and across the country, including the Community Council at the Waterloo Wellington LHIN, and Canada Without Poverty. Peter is passionate about poverty and homelessness and, in 2009, was successful in obtaining support from Regional government in favour of a national housing strategy. He views SHOW as a step in the right direction towards community-based supports for those who have been persistently homeless.

Bios:



Tim Sothern

Tim Sothern is the Board Treasurer and is actively involved in a number of initiatives in the Waterloo Region including; Partner BDO Canada LLP Waterloo, Former Chair of the Board of ROOF, Board Member Greater Kitchener Waterloo Chamber of Commerce and Member Audit Committee – Waterloo District Catholic School Board.



Mike Savage

Mike has worked in the computer industry most of his adult life. He has been happily married for 37 years and has two lovely grown children. Mike's interest in SHOW grew out of his involvement with the Out of the Cold. With his wife, Cathie, they coordinate the Out of the Cold site at First United Church, Waterloo



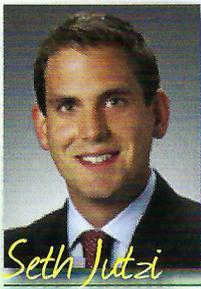
Tricia Siemens

Tricia Siemens was the founding chair of SHOW. She is the previous co-owner of Words Worth Books Ltd, (1984-2011), and also spent six years as the Uptown Ward Councillor for the City of Waterloo. Tricia is the recipient of a Waterloo Regional Arts Award, Oktoberfest Woman of the Year Award, and the City of Waterloo Sesquicentennial Legacy of Leaders Award.



Michael Schmitt

Recently retired director of education at Algonquin and Lakeshore Catholic District School Board; Chaired a successful 2009 United Way Campaign in Kingston, Frontenac, Lennox & Addington. Happy to be serving on the Board of SHOW.



Seth Jutzi

Seth Jutzi is a life-long resident of the Kitchener-Waterloo area. Seth graduated with distinction from Wilfrid Laurier University with an Honours Degree in Business Administration in 2005 before earning his law degree from Osgoode Hall in 2008. Since being called to the Ontario Bar in June 2009, Seth has practiced law at the law firm Sorbara, Schumacher, McCann LLP. Seth works out of SorbaraLaw's Kitchener office and is a member of the Corporate-Commercial Group.

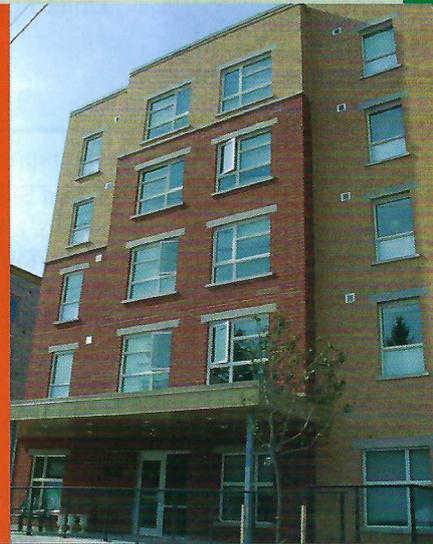


Barry Cull

Barry is a registered Psychological Associate with the College of Psychologists for Ontario. For the past 14 years he has taught Psychology at Conestoga College. Prior to joining the College in 1997 he worked in children's mental health as a therapist and clinical manager.

SHOW | Supportive Housing of Waterloo

*Anyone can become homeless...
No one has to remain homeless.*



THE ONTARIO
TRILLIUM
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LA FONDATION
TRILLIUM
DE L'ONTARIO



THE KITCHENER
AND WATERLOO
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