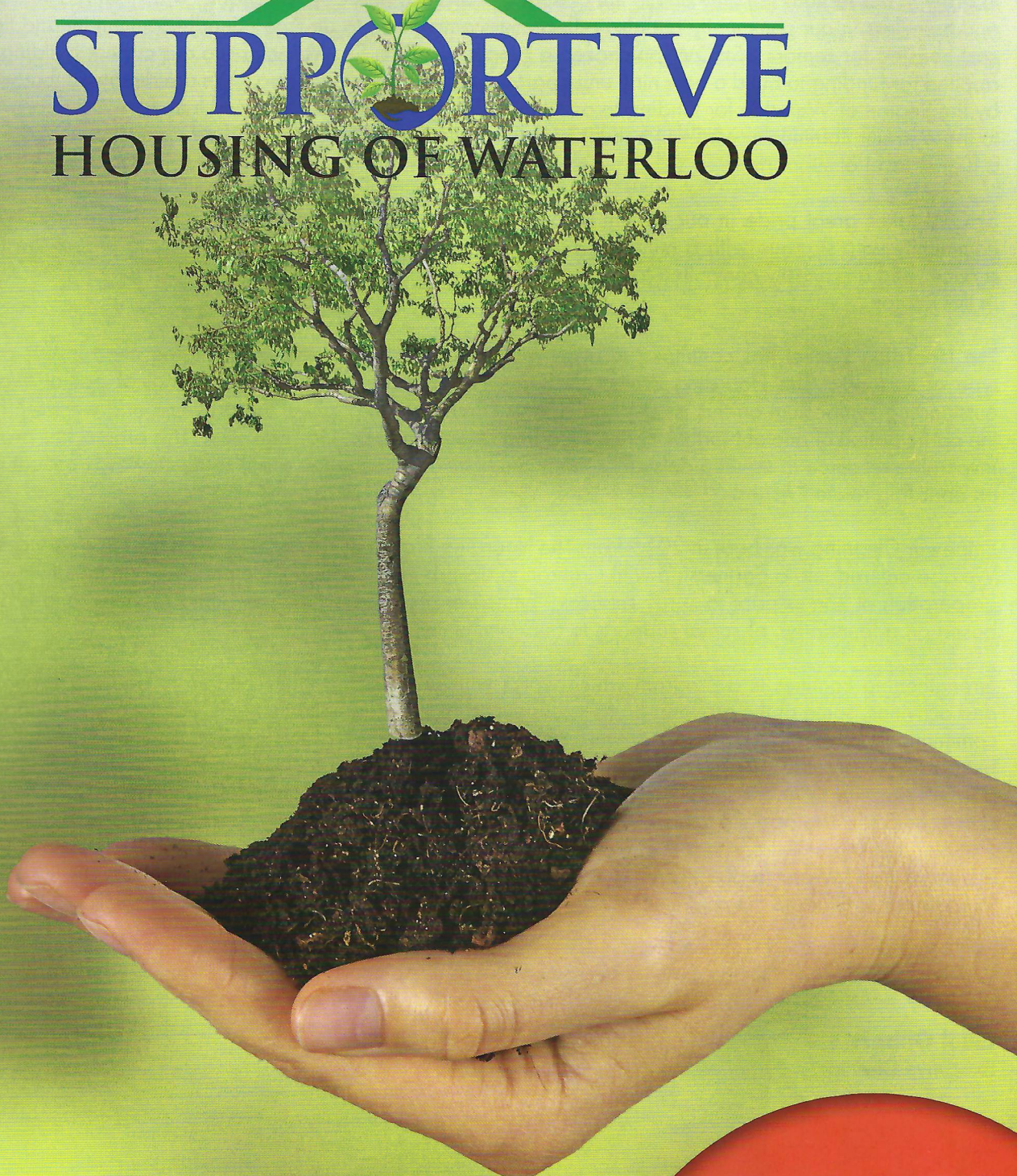




**SUPPORTIVE**  
HOUSING OF WATERLOO



**2015**  
ANNUAL  
REPORT

## EXECUTIVE DIRECTOR'S LETTER

2015 was a year of many successes for SHOW, as well as a few challenges. The need for affordable housing continues to grow in our region, not only due to the closure of the Out of the Cold programs, which served so many marginalized and homeless in our community but also reflects our commitment to an Age Friendly community and the need for lower cost housing for seniors. SHOW purchased a property on Erb St. West close to our current building and successfully applied for funding to build a new nine unit apartment of affordable housing. We are delighted that we were approved by the Region of Waterloo for funding to assist in building 402 Erb St. West and look forward to providing new homes to those in our community who will benefit from this initiative, as it will in turn free up units at 362 for those in need of a higher level of support.

SHOW takes great pride in our continued commitment to providing intensive supports and housing for those in our community who struggle with a multitude of barriers to stability. We work diligently to ensure the highest caliber of service, and are deeply committed to the continued development and nurturing of the many partnerships we have built in the Region.

The Hoarding Project has continued to grow and to respond to an ever challenging need in our community for this type of support. The Hoarding Project through SHOW, partnered with the School of Social Work to present an outstanding symposium on this issue. Participants came from throughout the province and we were honoured to have the participation of one of North America's leading researchers, Dr. Gail Steketee. This project has proven itself to be an invaluable resource to the Region's Emergency Services and has made great strides towards educating the community on hoarding related issues.

Empower Cleaning was born in 2015 from The Hoarding Project as a way to provide cleaning services to those in need. We also entered into a partnership with Carizon to absorb their BedBug Aide program, an initiative which assists in the preparation of homes prior to spray services. Empower provides extreme cleaning services, and is a social enterprise based on a foundation of social supports to our community.

Strengthening Families is a program which works with parents and their children to address through group supports and activities, some of the growing pains experienced as children become teens. Addictions challenges, mental health, communication, relationship building were an integral component of this project, and we are confident that we have been able to provide parents with the necessary tools with which to address these issues with their children. Our partnership with Wilmot Family Resource Centre provided us with a wonderful opportunity to work in New Hamburg, and to help families address some of the issues that might lead to family dysfunction if unchecked.

We thank you for your support, and as we look to the future we will continue to move forward together in partnership to grow our services to the community.

**Gael Gilbert**  
Executive Director



From the President

Supportive Housing of Waterloo has had a tremendous year in its development as an agency devoted to providing supportive, permanent, inclusive and affordable housing in Waterloo Region. SHOW is a young agency but has taken great strides to develop supportive partnerships in the community to strengthen not only the agency itself but also its partners, thereby, making Waterloo Region the strong, vibrant and innovative community it strives to become.

The SHOW Board of Directors embarked on a strategic planning process this past year. While confirming its Mission, Vision and Values, the Board has identified a bold plan that will guide its work until 2021. The key Strategic Direction 'Strengthening Housing and Transitional Support' is supported by three further directions; a) Partnerships, Communication and Outreach; b) Resource and Infrastructure Development; and c) Innovation

In August 2015, the Region of Waterloo approved the funding of \$1,080,000 for SHOW to build a 9 unit building for those who have experienced barriers to housing stability. In September 2015, SHOW purchased a property at 402 Erb Street West upon which this new apartment will be built. Capital costs including purchase of property, planning, construction and furnishing will total \$1.5M. We are thrilled to be building more affordable housing for our community and are actively engaged in the design and planning approval process with a view to have a shovel in the ground by December 2016. We appreciate the support from the Region of Waterloo for selecting SHOW from the many applicants and take this as a sign of confidence in our work to support those who have been chronically homeless.

I extend my gratitude to the staff of SHOW who work tirelessly each day in support of our tenants; your work with SHOW residents and in the wider community always reflects our values of inclusivity, respect, collaboration and trust. SHOW is strong support agency in this community because you!

On behalf of the Board of Directors I wish to extend my appreciation to Gael Gilbert, Executive Director, who was the recipient of the Waterloo Region WOW THE WORLD Award in the category of Driver. To quote one of the nomination letters, "SHOW is recognized in the community as the provider of housing services and supports for people with very challenging mental health and addictions issues. We wear this badge with pride as our success rate with our clients is extremely high. Our influence in the community in providing new supports and services is also recognized, which is attributable to Gael's ability to see problems as opportunities for challenging the status quo and bringing people together to think in new ways. Our community is stronger and those who live at its margins are better because of the influence and leadership of people like Gael Gilbert."

SHOW has a diverse and committed group of donors and friends who support our work. On behalf of the Board of Directors, I thank you most sincerely for your ongoing support. Our work to strengthen the lives of our residents and those whom we serve in the community could not happen without your financial commitment. We are committed to providing affordable and supportive housing to those who have experienced homelessness and barriers to permanent housing. Your commitment to our mission is important because you believe that housing is a fundamental right. Together, we can create a community where affordable housing and supports is available to all in need.

At the time of writing this report I am honoured to thank those Board members who will be leaving SHOW at the end of June. I extend my personal best wishes to Barry Cull, Audrey Wong and Suzanne Tebbutt. Collectively, you have contributed invaluable knowledge, skill and support to the Board of Directors. You have always put the needs of the organization, its mission, vision and values at the forefront of your deliberations.



Sincerely,

**Michael Schmitt**

President, Supportive Housing of Waterloo

## VET CLINICS

In partnership with the Guelph Veterinary Outreach Program, SHOW facilitates free vet clinics for those in our community who are marginalized by poverty or other barriers to accessing care for their pets. The clinics happen four times per year in space donated by The School of Social Work, and a small army of veterinary students and veterinarians provide free examinations and vaccinations for up to 25 pets. In attendance at the clinics are staff from Region of Waterloo Public Health who are available to provide free flu shots, health information and other supports, as well as volunteer drivers to assist our pets and their owners to access the clinic. For many whom we serve through these clinics, their pet is their closest friend and companion and assisting to improve the health of the pets can, in turn, improve the health of their owners.



## HOARDING PROJECT

The Hoarding Project has just completed its' third year of exemplary service to our Region and has grown through numerous partnerships and resources that help support this initiative. The Hoarding Project works closely with first responders (fire and police) on a daily basis to address the myriad of safety and mental health issues which can often be associated with this disorder, and has built a strong network of additional services and resources for those whom we support. Community Support Connections, CCAC, Waterloo Regional Homes for Mental Health, Connectivity Tables of Kitchener and Cambridge, the Humane Society, KW Counseling, CMHA, F & CS and the school boards are all partnered on this remarkable initiative.

### WHAT IS HOARDING:

The acquisition of, and failure to discard, a large number of possessions that appear to be of useless or of limited value.

Hoarding often presents as living spaces that are so cluttered that they cannot be used for their intended purposes. This can often cause significant distress or impairment in functioning (e.g. can't use kitchen or bathroom, problems with landlord, alienation from family).

### THE HOARDING PROJECT IS INCLUSIVE:

Anyone in Waterloo Region who has a hoarding concern can access services from the Hoarding Project, regardless of income. Our services are free to anyone with a hoarding concern.

### WE PROVIDE:

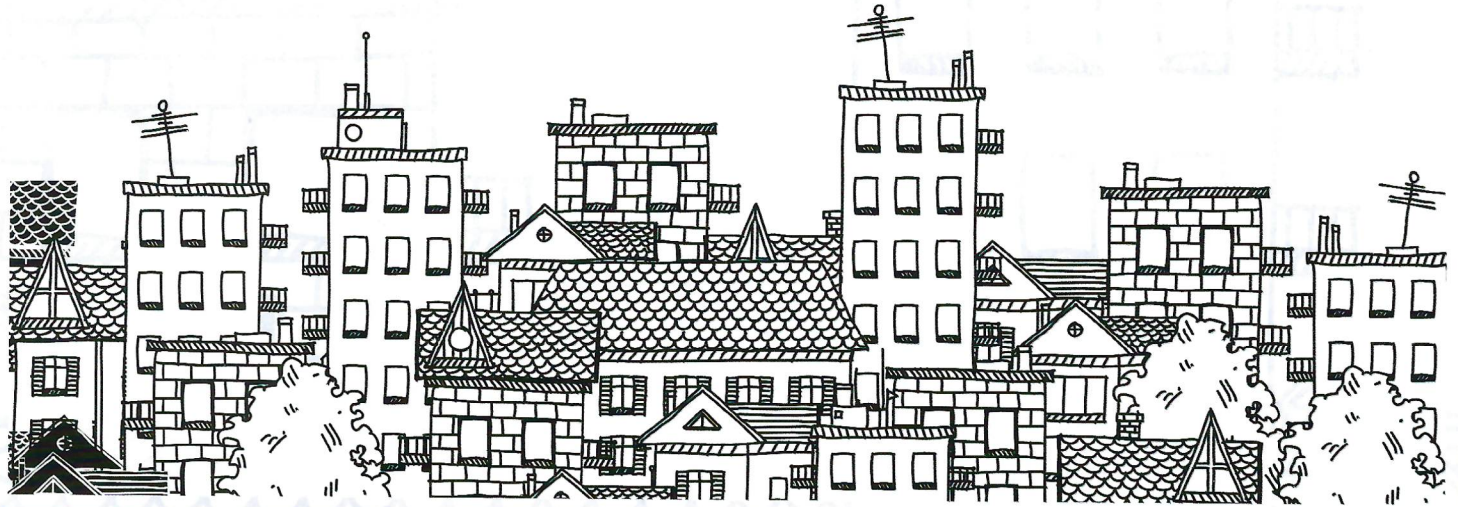
- Emotional and practical support and guidance with hoarding problems
- Referrals to other needed services, including mental health services, cleaning services, and other social services
- case management with other services
- Information about rights under the Residential Tenancies Act and the Mental Health Act
- Information about the Ontario Fire Protection and Prevention Act

### 2015 HIGHLIGHTS:

- In 2015 the Hoarding Project supported 362 individuals with hoarding tendencies, 60% of whom were facing evictions, all but 3 retained their housing with our support.
- We facilitated 64 educational sessions
- We held our first provincial Hoarding Symposium in partnership with the School of Social Work
- We facilitated 3 successful and ongoing groups – Cognitive behavioral therapy, informal drop in and peer support

## SHOW biz....

Services and supports to our tenants and to those in the community who are marginalized by housing instability are made available through a variety of initiatives. We provided a Mobile Expressive Arts Therapy program which created wonderful art at SHOW, at the Bridgeport Café, at OneRoof and St. John's Kitchen, under the guidance of Lisa Golem, Patti Olishema and several volunteers. We were also very fortunate that through the funding we received for this project we were able to purchase a van so that we could deliver supports throughout the Region. Counseling, life skills, community meals and cooking programs, gardening, recreational activities, referrals to other services and more are all offered to our tenants as we encourage them to engage with and build community.



## SHOW AND WILMOT FAMILY RESOURCE CENTRE

Partnered together in the Fall of 2015 to offer Strengthening Family for Parents and Youth

SFPY is a 9 week family skills training program for youth 12-16 years and their parents and/or caregivers. The program focuses on prevention and building family resiliency; adapted to help families with diverse risk factors such as, family conflict, family isolation, economic stress, and living in vulnerable communities. It is designed to accommodate families with single or multiple parents and caregivers and those with single or multiple children in the 12-16 year age range.

SFPY was very well received by the participants who learned very useful skills for communicating and getting along in their family. A program and partnership we hope to continue with SHOW.

*{The SFPY program}  
was a comfortable  
atmosphere  
-Parent*

*What I like best about the  
program is that everyone  
we have to say  
-Youth*

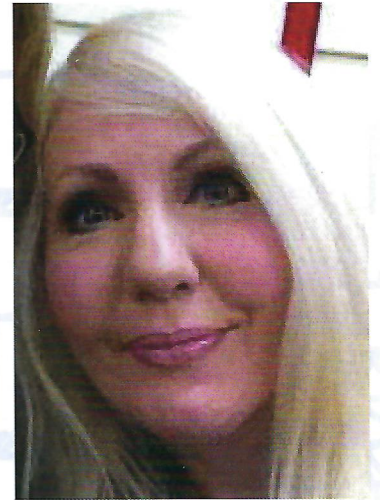
*I really liked the  
program because I felt  
like I belonged there  
-Youth*

## THE "I DO!" PROJECT – SURVIVORS' INITIATIVE

The "I Do" Project began as a response, in Toronto, to the issue of forced marriage, with a response based on education through a partnership with the Toronto District School Board, as well as extensive outreach to newcomer communities, social service and settlement agencies, municipalities and other levels of government. This initiative is a partnership with The Regions of York, Waterloo and City of Toronto, with SHOW as the lead agency. We oversee outreach, research and peer support and workshop facilitation and in 2015 our focus was "survivor training".

**The "I Do!" Project** conducted our **Survivors' Initiative** which trained survivors of forced marriage to tell their stories safely and effectively, and to learn other workshop facilitation skills. The survivors who graduated from this training went on to co-facilitate workshops for service providers from a wide variety of backgrounds (public health, education, social work, etc.)

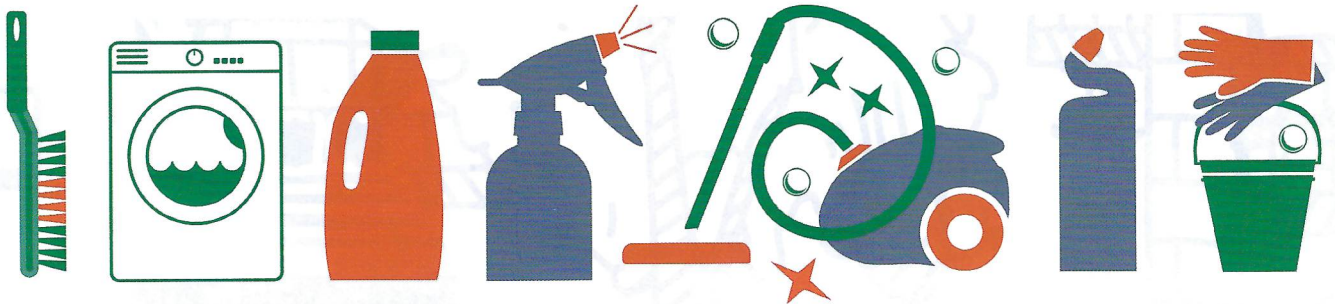
It was exciting to watch survivors blossom into women who had confidence in their abilities and who owned their status as experts on their experiences escaping or evading a forced marriage. Their experiences were varied. One survivor had been in two forced marriages before escaping completely. Another had been forced into marriage by the leaders of her small, exclusive Protestant sect which originated in the UK. A third faced a forced marriage abroad which escalated into an execution order by her family, escaping only months before she took the training and told her story. Teaching and learning from survivors was inspiring and enriching for everyone involved.



**SHIRLEY GILLET**  
I Do Project

## EMPOWER CLEANING

In 2015 SHOW established Empower Cleaning Inc. as a vital support to our community. This social enterprise was established through funding received from the Ontario Trillium Foundation with additional start-up funds provided by the KW Community Foundation. Empower Cleaning serves anyone in the Region who requires services ranging from extreme cleaning (including removal of hazardous materials, sharps and more) to light housekeeping services and everything in between. At the end of 2015 the Bed Bug Aide program which operated under Carizon, amalgamated with Empower Cleaning so that we could provide both services. The enterprise operates under a board of directors comprised of representatives from both Supportive Housing of Waterloo and Carizon. SHOW is proud to parent this remarkable social enterprise as it grows along with us!



## MISSION STATEMENT

### WE BELIEVE:

- Housing is a fundamental right
- The principles of 'housing first' guides our mission
- The principles of harm reduction guide our practice

### VISION

Creating a community where affordable housing and supports are available to all.

### MISSION

Our mission is to collaboratively provide housing and a continuum of supports to those who have experienced homelessness and encountered barriers to achieve their fundamental right to safe and affordable housing.

### VALUES

Inclusive: welcoming and open to all

Collaboration: working in partnership with community to provide supports and services

Respect: treating all people with dignity

Trust: providing an environment of safety, confidentiality and security

## PARTNERSHIPS AND MORE..

- Waterloo Regional Homes for Mental Health
- ASH Program
- Community Support Connections
- Local Immigration Partnership
- Hhug
- Highview Community Church
- Wilmot Family Resource Centre
- F & C S
- HAV Link
- Guelph Veterinary Outreach
- ACKCWA/Sanguen
- The Wilfrid Laurier School of Social Work
- Waterloo Rotary Club
- Housing Services Corporation Insurance Advisory Committee
- StepHome
- Region of Waterloo First Responders and By-Law offices
- Connectivity (Kitchener and Cambridge)
- Carizon
- YWCA
- OneRoof

**SHOW IS PROUD TO PARTNER WITH A MULTITUDE OF SERVICES AND COMMUNITY SUPPORTS!**

## BOARD OF DIRECTORS 2015

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