2021-2022 Annual REPORT



ST. FELIX CENTRE

Care. Compassion. Community.

A Felician-Sponsored Ministry



MESSAGE FROM THE BOARD OF DIRECTORS

TRANSFORMATION: THE PROCESS THAT ENCOURAGES AN OPEN MIND AND HEART LEADING TO CONTINUOUS IMPROVEMENT OF THE PERSON AND MINISTRY.

(FELICIAN CORE VALUE FOR MINISTRY)

This past year at St. Felix Social Ministries Outreach has been one of opportunity, challenge and HOPE. It has also been one of continuous **TRANSFORMATION**. The coming year will call for the same commitment as we anticipate the realization of a long-held dream: providing permanent housing on the 25 Augusta Avenue property. We believe that over the years, the foundation has been set by the Felician Sisters and our dedicated partners in ministry with our evolving programs and services for us to meet this necessary opportunity with resolve and commitment.

Pope Francis has said:

"You pray for the hungry,
then you feed them.
This is how prayer works."

And St. Felix Centre can say:

"We pray for people experiencing homelessness,
then provide permanent housing.
That is how prayer works."

TRANSFORMATION in action.

May Blessed Mary Angela and St. Felix of Cantalice continue to bless the work they have begun.

Sister Mary Francesca Buczkowski, CSSF.
Chairperson – Board of Directors.

MESSAGE FROM THE SENIOR LEADERSHIP TEAM

A FOUNDATION TO BUILD UPON.

Even if you have little knowledge about construction, you know that all things are built upon a foundation. Foundations are integral to the success of what is being built. We know the story of the foolish man who builds his house on sand, and that is why we have worked to ensure that at St. Felix Centre we honour the incredible foundation we have been entrusted with - the legacy of the Felician Sisters - and to strive to strengthen that foundation in everything we do.

It is this foundation that allowed for the creation of our transitional housing program for women. Motivated by its success, the creation of other programs followed. Their own successes allowed us to create new relationships, including a partnership with the City of Toronto, which allowed us to expand the scope and types of the services we provide to our community. This service delivery, continually improving and responding to evolving needs, gave us the opportunity to broaden our communications and more effectively share our stories with others to bring more and more people into our extended community of supporters.

This ever-increasing support gave us the encouragement to keep setting new and bigger goals - ultimately arriving at the creation of permanent, affordable and supportive housing. This is where we find ourselves today. On the brink of achieving our biggest goal, of being a small but vital part of a broader solution to poverty.

In this opportunity, we at St Felix Centre want to acknowledge all of the contributions of those who have helped us to build our foundation. Thank you.



EDITORIAL

RAPID HOUSING INITIATIVE

While this past year has been filled with many exciting developments and innumerable successes across the organization, we think it is fair to say that the biggest news has to do with our successful application to the federal Rapid Housing Initiative.

This government program provides capital funding to build new supportive, affordable housing. Once again, building on our strong foundations, we partnered with the City of Toronto on our application in the fall of 2021 and, with the support of the Felician Sisters who provided us with the land, we are now poised to deliver this incredibly important and much needed project. Design and site planning are well underway, and we anticipate construction beginning in the summer of 2023.



Our new affordable housing project will be specifically for women, women with children and women who identify as Indigenous. We will have supportive services onsite, a variety of common spaces for the residents to enjoy as well as new landscaping and outdoor amenities. And of course, it will be pet friendly!

While we are eternally grateful to have the support of the Felician Sisters, the City of Toronto and the Federal Government of Canada, we still need your help. We live in a very uncertain time and so many of the costs associated with new construction continue to be impacted by global supply chain issues as well as inflation. If you would like to get more directly involved, please consider donating to our upcoming Capital Campaign.

FIGHTING ISOLATION & FOOD INSECURITY

DROP IN PROGRAM - COMMUNITY MEALS.

We were very excited to reopen most of our Drop In programming this year, exploring new ideas to continue supporting the needs of our guests while providing a safe and welcoming space.

However, the team has continued to face many challenges this year. The rise of inflation and food cost has driven the needs in the community to an unprecedented high level. The front-line essential services the Drop In provides are now more important than ever, as our guests have come to depend on the critical services we provide.

Unfortunately, there is a growing dependence on social services and there are still people falling through the cracks of our social safety net. Our Community Meals Program numbers have increased by almost 50 percent throughout this pandemic. We expect to experience another spike in the next 12 months with rising inflation. Through the dedicated work of our kitchen staff and volunteers, as well as through new partnerships with Black and Indigenous owned businesses, we are able to provide delicious and nutritious meals to our guests every day. The meal program has been serving our community for many years and has evolved to become an irreplaceable part of our guests' lives.

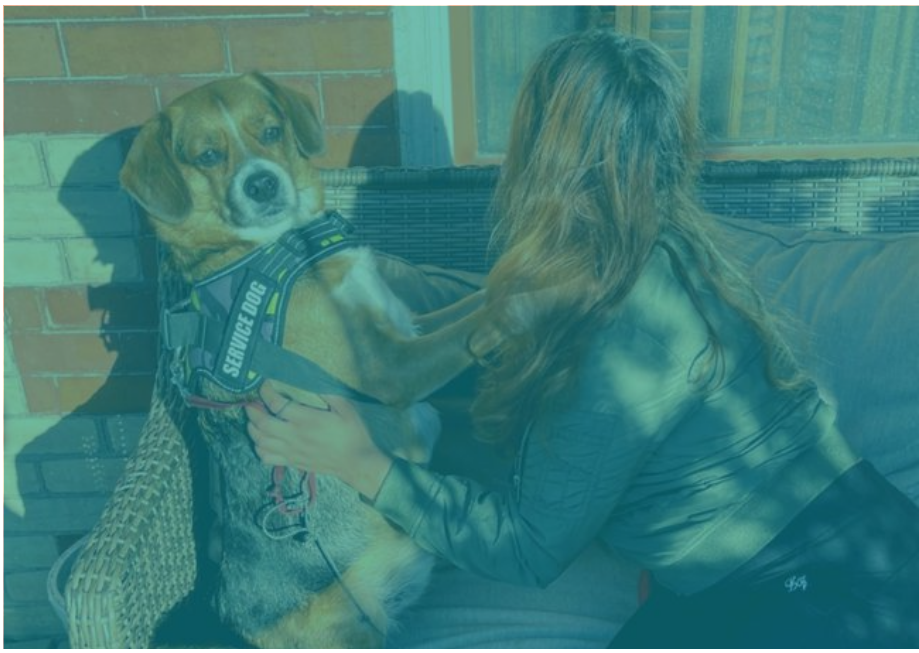
Always looking to implement tools that can provide us with regular feedback from our guests. a survey was administered to assess satisfaction with the various community meal programs at St. Felix Centre. After this survey a number of improvements to our food services were implemented to better align with the needs of our guests.

We will continue to innovate and build on our successes as we look toward another year.



TESTIMONIAL

"ST. FELIX CENTRE HAS GIVEN ME A SAFE PLACE TO RECOVER AND TO HEAL AND FIND MY WAY."



"I have been trying to get clean for many years and this is the first time I feel like I can maintain my recovery being in this house.

St. Felix Centre has given me a safe place to recover and to heal and find my way. It's allowed me to have more independence and the support I need for my mental health and recovery from my substance addiction. I've had a lot of trauma growing up, in my teens and early 20s and now I'm finally in a place I can feel safe 100% all of the time, and that makes a difference.e

I've had duke four and a half years. He started as my pet and became my service dog in 2018. He was a natural at it. I get night terrors and I move around a lot in my sleep and he wakes me up so I don't hurt myself. He senses panic attacks and comforts me by putting his weight on me. He literally lifts his paw and pets me, it's really cute. But sometimes when I'm in a heightened state I don't use the skills I'm supposed to so when I don't do that he starts barking to alert other people [to come to help me].

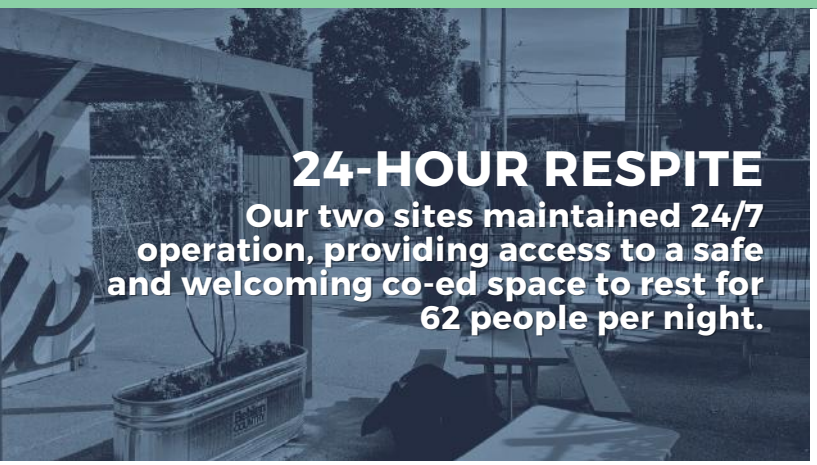
I have been in the shelter system since my early teens. I like how they [the staff] focus on goals. In [other] shelters, they can't always give everyone the care they need. But with St. Felix, they are very accommodating on an individual basis. I even had a staff [member] come with me to an appointment last week because it was in a triggering part of the city. She took that whole day to come with me to my appointment. You don't find that everywhere.

I didn't really have many options and St. Felix was the only place that got back to me but it was a damn good option. Moving in here I walked into the house and I was in awe, do I really get to live here. It's like a castle!

St. Felix does help people, I am one of the people St. Felix has made a difference for. They are always there to provide whatever we need."

2021-2022 HIGHLIGHTS

ST. FELIX CENTRE
Care. Compassion. Community.



24-HOUR RESPITE

Our two sites maintained 24/7 operation, providing access to a safe and welcoming co-ed space to rest for 62 people per night.



COMMUNITY MEALS

We served on avg. 20,000 meals/month. Our meal service numbers have increased by almost 50 percent throughout the pandemic.



CASEWORK & HOUSING

Over 800 guests and community members received casework supports. Our team provides access to crisis & mental health supports, housing casework, addiction & detox supports, funding supports, and more.



ST. FELIX HOUSE

14 women resided in our transitional home for women. We were able to help 6 residents transition into permanent housing. The program offers: One Stop Program, life skills workshops, casework & housing support.



P.A.W.S. provides our guests with the opportunity to apply for financial support to access emergency veterinary care for their pets. 61 applications were supported.

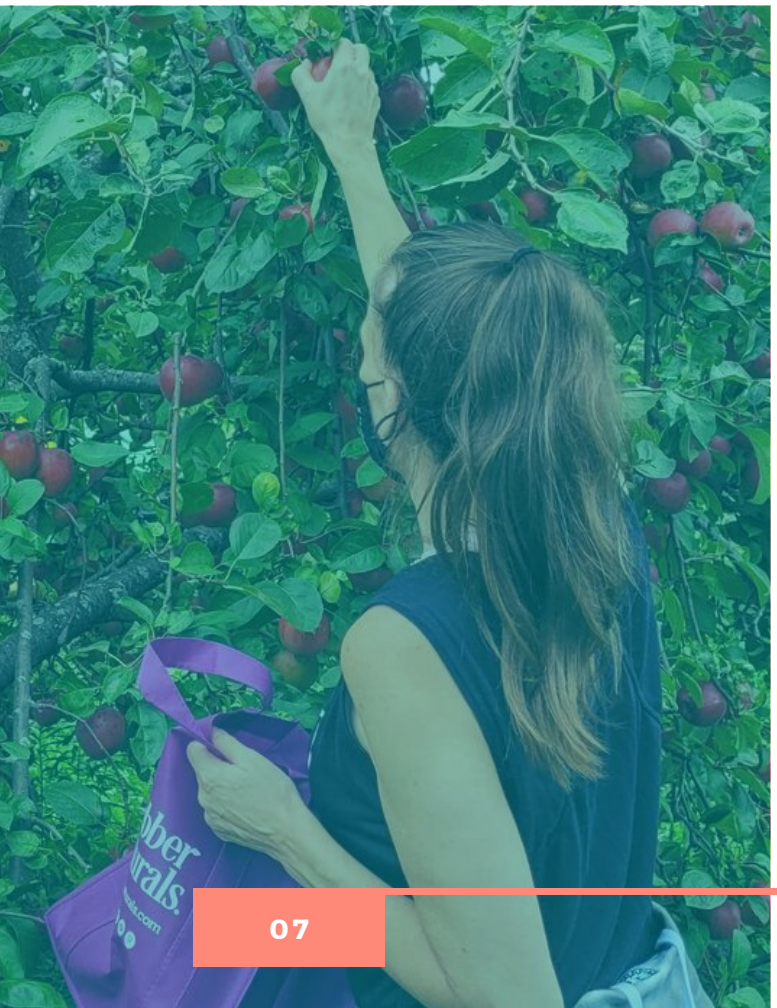
CONTINUING TO BUILD OPPORTUNITIES FOR WOMEN

ST. FELIX HOUSE - TRANSITIONAL HOME

Over the last year, the St. Felix House has been working on improving our program and partners to establish a supportive circle of care for all residents.

The housing crisis has persisted through the pandemic, and our department has seen the effects of that first-hand. We have been able to maintain relationships with our housing partners, who are able to streamline our residents' transition into their permanent housing programs as units become available. We continue to be able to provide a rent subsidy to all residents at the St. Felix House, which allows residents the added support they need to reach their financial and housing goals.

The One Stop program continues to support over half the women in the house consistently on a monthly basis. Women are able to connect with our Education and Employment Caseworker to get involved in One Stop and build skills that will prepare them for stable employment in the future. We are grateful to be able to expand the program and provide more opportunities for residents in the coming year. This will allow them to work on both their education and employment goals, as well as their personal development and wellness goals.



Through new relationships with our community partners, we have been able to introduce more drop-in programming sessions for our residents. We were recently able to begin providing monthly cooking classes to the residents, which has allowed them to gain further independence and will help prepare them for their future.

As applications to the program continue to increase, we are confident that we will be able to continue to build on our strong programming, allowing more women the opportunity to experience what St. Felix House has to offer.



MORE THAN JUST A RESPITE SITE; WE ARE SAVING LIVES.

RESPITE PROGRAM

The 2021-22 fiscal year started with some notable improvements to our core services. We provided improved cots for guests at both sites. These are larger, more comfortable, and more durable than the previous beds.

A major highlight across departments was the launch of the Urgent Public Health Needs Site (UPHNS) at 69 Fraser; known colloquially as the Overdose Prevention Site (OPS). We received significant support from our partners at Parkdale Queen West Community Health Centre (PQWCHC) to make this happen. The UPHNS is a critically needed service which has had a tremendous positive impact on our community. The launch of this site allows our staff to manage opioid overdoses using enhanced tools above and beyond the basic Naloxone response.

Underneath all this new life-saving service was a process of engagement and relationship building with our guests who are using substances. It is in this area that SFC respite staff truly shine; supporting marginalized members of our community by building trust, developing relationships, and consistently working to meet the need that is present in our community.

The broader world has, to a large extent, moved past the challenges of Covid-19. For respite staff, this remains a risk to be managed. Due to capacity, we were at times required to organize for the in-situ isolation of either close-contact or covid positive guests. This is no small challenge given the congregate nature of our program. Here again respite staff rose to the occasion – recognizing this urgent need to manage the risk of outbreak and nimbly responding to this need to the best of our ability.

LIVING OUR CORE VALUES

CASEWORK & HOUSING DEPARTMENT

The Casework and Social Supports team assist upwards of 60 guests and community members at St. Felix Centre's two 24-hour respite programs. As rents and evictions in the City of Toronto continue to skyrocket, more and more of our neighbours are being displaced from the places they call home, and many end up houseless. Our team uses St. Felix Centre's core values to work with those affected by the housing and toxic drug supply crises. Working directly with guests to implement these values as practice, standing in solidarity with those in need, providing compassionate care, respecting dignity, and supporting people in transforming their lives in the face of these structural injustices.

Our team works hard to connect our guests with legal aid, social assistance, immigration and refugee support, employment, education, and mental and physical healthcare. We also continuously build relationships with other community organisations to ensure we can provide our guests with well-rounded and specialised support. People with no fixed address often face barriers to accessing housing, healthcare, and other social services, which means we are constantly developing referral pathways and advocating for the people we work alongside.

In addition to general casework, we also assist people in finding housing. Whether it be transitional, supportive, or rent-geared-to-income, we are constantly working with guests to obtain the necessary documents to apply for housing. We also work to build capacity with our guests so they can successfully transition to permanent housing, maintain their units, and know their rights as tenants.

We look forward to a new year where we continue to build meaningful relationships with our guests by living our core values and meeting them where they are.



RAISING THE BAR FOR WHAT COMPASSIONATE SERVICE LOOKS LIKE

OPERATIONS DEPARTMENT

Over the last two years an incredible amount of energy has been devoted to implemented increased Health and Safety measures across our sites in response to the Covid-19 pandemic. With open style dormitories at both of our Respite sites this has been a considerable challenge, but we have worked hard to take every precaution possible to protect our guests and staff - maintaining excellent scores on all Infection Prevention and Control (IPAC) audits throughout the year.

As vaccine availability increased, we ever so cautiously began to look toward a return to pre-pandemic 'normal'. We offered monthly low-barrier vaccine clinics to some of our City's most marginalized residents. We have facilitated vaccinations for hundreds of individuals who may not have accessed traditional clinics because of lack of identification or apprehensions around clinical settings.

Over the past year we focused on building solid foundations for effecting real change and tackling these challenges in sustainable ways.

An essential element of this is ensuring that the Harm Reduction supports that our guests so badly need are a core element of all current and future programs. Despite limited infrastructure, the launch of the UPHNS at 69 Fraser Ave has made an incredible difference in the lives of our guests. The data collected since the launch of this program is overwhelming. Overdoses and 911 calls are down significantly, and so is the need for staff to respond to dangerous and traumatic emergencies.

By really listening to the needs of our guests, and putting those needs first, we have raised the bar for what compassionate dignified low-barrier harm reduction looks like - this is the foundation we will to continue to build on.

AS WE LOOK TOWARD THE UPCOMING YEAR AND THE EXCITING CHALLENGE OF THE RAPID HOUSING INITIATIVE, WE WILL CONTINUE TO LEARN FROM THE LESSONS OF PREVIOUS YEARS AND INVEST IN A SOLID FOUNDATION FOR THE FUTURE.

SPECIAL DONORS & PARTNER ORGANIZATIONS, 2021-2022

SPECIAL DONORS

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Ada Comparan
Aelena Foster-Chandler
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Ubuntu Community Network
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VCA Canada
Vidya Kumarendram
William Broughton & AJ McKechnie
William Gorman
Winnie Chan
Zachary Donsky - Chalmers

PARTNER ORGANIZATIONS

Alcoholics Anonymous
Brands for Canada
City of Toronto
Cobbs Bread - Liberty Village
Evangel Hall Mission
Fort York Foodbank
Give & Go Prepared Food Corporation
Inner City Health Associates
Narcotics Anonymous
Native Canadian Centre
Neighbourhood Link Support Services
Parkdale Queen West Community Health Centre
Random Rescuer
Red Door Project
Riverdale Housing Action Group
Second Harvest
Sherbourne Health
St. Francis Table
The Works
Toronto Police 14th Division
VCA Canada
The Neighbourhood Group

2021-2022
FINANCES

ST. FELIX SOCIAL MINISTRIES OUTREACH

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED JUNE 30, 2022

	2022	2021
Revenue		
Grants and services contracts		
City of Toronto	$ 7,338,822	$ 8,183,630
Province of Ontario	-	184,549
Felician Services Inc.	13,291	2,461
Foundations	100,121	155,641
Other	61,236	88,460
Donations and fundraising		
Felician Sisters	245,938	253,631
Individuals	147,308	112,829
Corporate	28,913	37,150
Foundations and other registered charities	5,052	37,771
Fundraising event	64,713	48,889
Amortization of deferred capital contributions	48,648	69,198
Interest income	16,032	10,174
	8,070,074	9,184,383
Expenditures		
Salaries and related benefits	4,704,690	5,691,267
Program	2,405,005	2,462,541
Occupancy	375,447	416,114
Professional and consulting fees	241,945	168,804
Amortization	86,739	90,622
General and office	72,059	57,885
Insurance	27,470	26,395
Fundraising	22,653	13,891
	7,936,008	8,927,519
Excess of revenue over operating expenditures	134,066	256,864
Other expenses		
Loss on disposal of capital assets	3,157	17,425
Excess of revenue over expenditures	$ 130,909	$ 239,439

ST. FELIX CENTRE BOARD OF DIRECTORS

2021-2022

ST. FELIX CENTRE
Care. Compassion. Community.

Sister Francesca Buczkowski, *Chairperson*
Jolanta Malicki, *Vice-President*
William Broughton, *Treasurer*
Michelle Marsellus, *Secretary*
William Hall, Board *Member*
Sister MaryAnne Olekszyk, Board Member
Sister Sharon Dombrowski, Board Member
Michelle Way, Board Member
Bernadette Lonergan, Board Member
Nina Ramscar, Board Member
Paul Hyung, Board Member
Elizabeth Schreurs, Board Member
Louise Morwick, Board Member

OUR COLDEST NIGHT OF THE YEAR!

coldest night OF THE YEAR

On February 25, 2023, St. Felix Centre is hosting its annual Coldest Night of the Year (CNOY) event. Our CNOY is a winterrific family-friendly walk and winter charity celebration, which is part of an initiative hosted in over 160 locations across Canada. On that day, hundreds of people will engage with us in a fun in-person walkathon to raise funds for St. Felix Centre programs that support people experiencing homelessness, mental health challenges, food insecurity, precarious housing, and other complex challenges stemming from poverty.
Join our Change-Makers!

For information, please visit our website or email us at: communications@stfelixcentre.org



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& **WEBSITE**

stfelixcentre.org

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