



**fred victor**

Helping people find place & purpose

**Place. Purpose.**



annual report  
2009 • 2010

**Progress.**

## Fred Victor locations

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We are thrilled to be launching a re-energized “look” in design, colour and wording. You’ll start to see more of our new look as we roll out other print materials and create a new website. The new website will be interactive and meaningful, and encourage support for our work. There will be updates on our current programs and initiatives, and features on the people we work with, our staff and our supporters.

# A Message from our Board Chair and the Executive Director

When people find place and purpose, they are able to progress. Our innovative initiatives, partnerships, programs and services provide these to everyone who is a part of the Fred Victor community.

It is with this thought in mind that we have given our logo and tagline a much-needed facelift. The new look, seen in this annual report, features bright green, blue and amber; positive colours that reflect the dynamic organization we are today. The logo delivers our mandate of helping people to find place and purpose and provides us with renewed strength as we move forward.

This May, work began on the long-awaited rebuild of the Fred Victor Community Centre and Housing site at Queen and Jarvis. This redesign will make our building more accessible and effective, as well as safer. And, it means there will be more space for new programs and services – such as health care, a skills training area and an expanded food services area and Open House – so that we can continue to offer the help that people need the most.

We’re also thrilled to report that the new site will not only better meet the needs of our clients and tenants but it will also incorporate environmental needs by going green. Real estate developer the Minto Group is helping us achieve our green potential. We are planning on installing a new HVAC system for cleaner air and healthier temperatures, new windows for improved protection from weather changes, better insulation and energy efficient mechanicals and appliances.

In this report, you’ll read about how Change Toronto, our creative partnership with the City, business innovators and social service agency leaders, helped people like Sonny. The program finds new solutions to homelessness by creating training and job opportunities for people with lived experience of homelessness.

And you’ll also read about how Angie has housing and is looking forward to her future because of Fred Victor’s Housing Access and Support Services (HASS), another partnership with the City. HASS’s mobile case workers meet people living in shelters and on the streets and help them find and keep a home. Angie was one of 100s of people we successfully housed across the city last year.

We have been able to accomplish all of this and much more because of the generous contributions of our donors and volunteers. We also thank the joint efforts of our Board of Directors and Staff who worked hard to develop and launch our 2010 Strategic Plan that will guide our next three years of work. This plan will ensure that Fred Victor continues to provide quality services and programs that offer place, purpose and progress for our community. We extend our heartfelt thanks for your support and dedication and look forward to another year of success and growth at Fred Victor.

Lianne Jeffs  
Chair of the Board

Mark Aston  
Executive Director



“When people find place and purpose they are able to progress.”

# Fred Victor

# Stories

Fred Victor started in 1894 as an outreach mission of the Methodist Church at the corner of Queen and Jarvis Streets. Its mandate was to address the basic needs of homeless and transient men. Today, we are a multi-service, city-wide organization and a registered charity, with a mandate to provide assistance to men, women and children who live in extreme poverty and are marginally housed or homeless.



“It wasn’t that long ago that I spent many of my days living on a heat grate on Yonge Street.”

## Troy

I’ve never forgotten where I’ve come from and as long as I don’t, I’ll be beneficial to others. It wasn’t that long ago that I spent many of my days living on a heat grate on Yonge Street. People would walk by, look down on me and even spit on me.

When I reached out for help overcoming my drug addiction and my homelessness, the folks at Fred Victor saw something in me. And because they saw something in me, I saw something in myself. When you come from my place of drug addiction, you don’t know when you’ll have that day of clarity. The staff at Fred Victor doesn’t give up on people. I knew I was amongst people who wouldn’t judge me or look down on me and I really appreciated the fact that everyone was treated as equal.

Today, I’m a relief worker with Fred Victor Housing & Shelter Services helping others as I was once helped. In January, after learning that a transgendered client was turned away from another city shelter, I decided to take up his cause and help raise awareness about the need for equality.

Currently, there are services available for transwomen (male to female) but very few available for transmen (female to male). I’m helping to raise awareness for the need to change this and shelter standards and policies so that everyone can have access to safe services and is respected and appreciated wherever they go.

In the words of the late Audrey Hepburn: “people, even more than things, have to be restored, renewed, revived, reclaimed, and redeemed; never throw out anyone.”

### Place

FV Open House staff and volunteers worked with 2,500 individuals who took part in the Open House programs and utilized services in 2009

### Progress

FV Open House staff are developing a monthly forum that will help people learn skills and gain experience by participating in advisory groups in order to prepare them to be effective members of our organizational committees and boards

“I had nothing when Kevin met me. He helped me...sign the lease and furnish my new place.”

## Alex



### Place

FV Housing Workers assisted 100 FV Housing tenants who were able to live independently to move to new housing so that others with higher support needs could move in when the Housing Renovation is complete

### Progress

The FV Housing Renovation began in Spring 2010 and will enable us to build an innovative housing model to enhance support services for mental health, substance use and the other needs of our tenants

FV teamed up with renowned Green Developer Minto to guide us in greening our renovation and agency

I once had a good life and a good job. But when my wife died, my life took a downward spiral and, after losing everything, I spent a few years living in shelters and under the front stairs of a Yonge Street restaurant. Six years ago, I moved to Fred Victor Centre Housing at Queen and Jarvis, which is where I met Kevin Nixon, a housing worker.

Regardless of where I've been living the last several years, I have always spent my days on my bench in Yorkville, making friends by hustling jokes. Everyone knows me and I'm comfortable there. So, when Kevin asked me if I wanted to move into my own place, I was wary because I didn't want to end up living too far from my bench. But a few weeks later, Kevin came looking for me on my bench with news that he had found the perfect place – a bachelor apartment near Kensington Market. My first thought when I saw it was that it looked like a palace.

I had nothing when Kevin met me. He helped me apply for my identification cards, open a bank account, sign the lease and furnish my new place. I like being on my own – I have even bought myself a little TV and stereo.



“Even though I was all messed up and on the street, Janis kept a relationship going with me. She never judged me.”

## Angie

The Housing Access and Support Service (HASS) staff at Fred Victor saved my life. After working as an insurance adjuster for 10 years, I lost everything and ended up living on the streets for five years – some of that time in a tent. It was rough and, when I was hospitalized and almost lost my leg, I didn't think it could get any worse.

When housing access worker Janis Fraser found me, I had reached a numb point. But she saw hope in me. For months, she was involved in my life, stopping to hug me on the street, Janis kept seeking me out simply to see how I was doing and even taking me to the hospital when I needed medical care. Even though I was all messed up and on the street, she kept a relationship going with me. She never judged me.

I now call her my Christmas angel, because just before last December, she found me a bachelor apartment with a rent geared to my income. She helped me sign the lease, furnish my new place and get everything else I needed to move into my own home. Now that I'm settled, she even checks in on me from time to time.

I am so thankful to everyone at Fred Victor who has helped me, and is still helping me, with my recovery. I'm still recovering – taking it step by step and day by day. But I'm finding myself again.

### Place

FV's Make Housing Happen initiative finalized a Harm Reduction and Housing Research Project with Wellesley Institute and researcher Jim Ward and made it available to agencies across Canada

### Progress

FV's Justin Walsh, Housing Staff, and FV's Lynn Hillman, CDSS, were voted Number 1 presenters with their Promising Practices Presentation (Housing and Addictions) out of 105 presenters at 2009 ONPHA conference

“I came here with nothing but my sorrows, but now I feel I have a purpose again.”

## Basil



I came to Canada in 1972 from Guyana and worked as a welder in Toronto for more than 20 years until the plant closure in the early 1990s.

I learned a new trade, got married and, soon after, started my own business painting houses.

The painting business flourished and we had a good life. But after about 10 years, things went wrong – my business partnership failed and my marriage ended. When I left my house, I had just \$5 in my wallet.

I moved into Fred Victor Housing at Queen and Jarvis in February 2009. I was depressed and had lost interest in everything. But in the back of my mind, I knew that I had to get my life back on track.

It took some time but Fred Victor has opened my eyes. I took my first steps towards starting a new life when I began volunteering at Friends Restaurant. Every Tuesday, I wash dishes, prepare food and work with the staff in the kitchen and it has encouraged me to turn the negatives in my life into positives. I came here with nothing but my sorrows, but now I feel I have a purpose again. I hope that in the near future, I'll be able to get back to where I once was. I want to move into a place of my own and restart a painting business.

Because now, my motto is “a setback is a set up for a comeback”.



“After visiting Fred Victor, the children readily embraced its mission as well as its welcoming and friendly atmosphere.”

## Renu

About 10 years ago, Guru Gobind Singh Children's Foundation was formed by a group of youths in our community. The founders wanted to make a difference globally as well as locally, and their early events included visits to several homeless shelters.

After visiting Fred Victor, the children readily embraced its mission as well as its welcoming and friendly atmosphere. Since then, every year between October and March we prepare a monthly vegetarian meal at our temple and serve it, free of charge to customers at Friends Restaurant.

The children drive the foundation and the work at Fred Victor, leaving us adults to simply manage basic logistics and act as chaperones. Each one volunteers at Fred Victor for different reasons.

Pavan Ubhi: “It's important to me because it's selfless service.”

Tanjot Gill: “The first time I came to Fred Victor was a really big eye opener and it felt really good to give back to the community.”

Amandeep Saggu and Parmjot Sabharwal: “Initially we volunteered because we needed our high school community hours but we enjoyed it so much that we now encourage our friends to join us every month.”

Aman Chadda: “I didn't know what to expect at first and volunteering here was very different than anything I had ever done before.”

My kids are older and aren't as involved in the foundation anymore, but I continue to return for the same simple reasons these children do: to give back to the community.

### Place

FV Friends Restaurant served 86,125 meals and carried out 186 catering orders in 2009

### Progress

FV Friends Restaurant enlisted a new Catering Advisory partner – a Manager from ARAMARK, a leader in the catering and service industry in Toronto - who offered advice and training opportunities for our staff

### Place

FV Volunteer Centre had 141 new Community Volunteers sign up for work and skills training for FV programs and Friends Restaurant

### Progress

FV Catering Services increased business by 20% in 2009 and hired 5 volunteers from our FV Volunteer Program as Catering staff

“Everyone is different and everyone simply wants to be treated like a human being.”

## Sonny



I'm a non-homeless person now, but I've lived on the streets, on and off, since 1977. Having spent so many years on the streets, I understand being homeless. I struggled with addictions for 20 years but not everyone on the street is an addict. There are a lot of healthy, intelligent homeless people. Everyone is different and everyone simply wants to be treated like a human being.

I am now someone who is ready to take care of other people. I came to Fred Victor through Change Toronto and volunteered at the Fred Victor Bethlehem United Shelter for many months. Now I'm working full-time at St. Michael's Hospital advocating on behalf of homeless people and acting as a liaison between them and hospital staff. It's an overwhelming job but it's very important that we all see eye to eye. If there's anything I can do to alleviate some of the pressure in the emergency waiting room, then I want to do it.

From time to time, I also walk community workers around the city to show them Toronto through the eyes of a homeless person. These walks have helped many to better understand how to reach out to people who are living on the street.

I can't help everybody but I feel the need to be there for the homeless when society just says no and pushes them under the rug.



“Knowing we are able to step in and find a way to prevent an eviction is an extremely rewarding part of the job.”

## Janis & Marcel

As housing access workers at Fred Victor, every day, we reach out and connect with people who need help. But it's not only homeless people we meet with; these days many people are so marginalized that singles and families who are at risk of losing their homes turn to us as well. Knowing we are able to step in and find a way to prevent an eviction is an extremely rewarding part of the job.

Another essential part of our job is reaching the many young Aboriginal people living on the streets who have slipped through the cracks. To address this, we have been advocating for increased housing and community support services. We volunteer our time at community fairs, and work in partnership with Native Child and Family Services, Council Fire and Anishnawbe Health Centre.

Three years ago, we teamed up with fellow HASS workers to organize a First Nations Day in Moss Park. The now annual event, supported by Fred Victor, creates awareness within the community that is home to many of our clients. For this event, we partner with groups that display crafts, showcase dancing and drumming, serve traditional meals and provide information about support services.

Being a housing access worker means so much more than simply helping people find places to live; it means reaching out, speaking up and being there for everyone and anyone.

### Place

FV's Bethlehem United Shelter partnered with Change Toronto to provide a pilot internship placement at the shelter for a person who had experienced poverty and homelessness

### Progress

Change Toronto has provided training and support with their partnerships that enabled 12 of the unemployed participants involved to find employment

### Place

FV has partnered with the Downtown East Local Immigration Partnership to explore new ways to provide support services, housing and employment programs

### Progress

FV & the Learning Enrichment Foundation conducted a joint research project to examine the barriers experienced by homeless newcomers across Toronto

“Since my rent is geared to my income, I can focus on my recovery and parenting.”

## Michele & Lincoln



I moved into Fred Victor’s Dawes Road Housing three years ago and that move meant I was reunited with my youngest son. A few years earlier, I struggled with addiction and lived in Peterborough with an abusive partner. When I finally managed to leave, I was homeless. I moved to Toronto for addiction treatment and my son left to live with his grandmother. (My other two sons are older and live on their own.)

Living at Dawes Road Housing has given me a new beginning, a sense of community and hope. Since my rent is geared to my income, I can focus on my recovery and parenting. This has also meant I don’t have to be dependent on having a man in my life to make sure the rent gets paid. I have slowly transitioned back to work and now have a job at a landscaping company.

This community and Fred Victor have given us so much and we feel safe here. Because of this, I offer to help out whenever I can, doing things such as raking the lawns and organizing special events for the residents. And recently, I worked as a Peer Art Assistant with Fred Victor’s Open House program.

Fred Victor has been supportive of my journey, encouraging me and lifting me every step of the way.

### Place

56 adults and 45 children live at FV Dawes Road Housing

33 adults and 19 children live at FV Mortimer Housing

### Progress

FV Dawes Road supported a tenant-initiated volunteer reading group “Circle of Friends” that has worked with 20 children over the past year to teach reading skills

FV Mortimer Housing celebrated a graduation of 8 students in level one guitar through a partnership with Guitars Not Guns

## Fred Victor Programs & Services

### Community Programs

#### 145 Queen Street East:

Encourage homeless and low income people to learn from each other, build self-esteem, and gain a sense of belonging. Case management workers are on hand to provide information and referral to housing, legal and health services. Community members also volunteer at the various programs.

#### Open House Drop In Programs:

An umbrella for many basic needs including food, clothing and social recreational programming as well as identification replacement, housing, legal and health services.

#### Community Food Access Program:

Two affordable and nutritious meals are provided each day at Friends Restaurant.

#### Community Development Programming:

A variety of vocational and recreational activities for groups including gardening, art, photography and writing groups to develop skills and reduce social isolation.



Fred Victor stock photography

### Housing & Shelter

Through Fred Victor, housing is provided at:

#### 147 Queen and 139 Jarvis:

Provides single and shared housing accommodation for adults who require intensive support and intervention. Staff work at the housing location seven days a week and focus on eviction prevention strategies and community development activities. These include tenant meetings, on call support assistance and social gatherings.

#### Mortimer Avenue Housing:

33 units for family and single adults.

#### Dawes Road Housing:

48 units, mostly for families but also singles and couples.

#### Bethlehem United Shelter:

A 60-bed shelter for men and women in mid-town Toronto: couples, people with pets, the transsexual/transgender community and individuals with addictions.

#### Rapid Access Program:

Immediate housing for chronically homeless people from the streets in one of 19 units.

#### Tenant Support, 319 Dundas Street:

14 spaces for women with mental and physical health issues and corresponding support services.

#### Housing Access and Support Services (HASS):

HASS partners with over 15 community agencies to provide housing access and support to chronically homeless adults in the GTA.

## Family Housing & Support

### Dawes Road Housing:

Dawes Housing provides permanent housing with an outdoor recreational area and community garden for individuals and families. The building includes on-site programs and counselling for residents, such as the preparation of nutritious meals on a budget.

### Mortimer Avenue Housing:

Home to 33 households of singles, two and lone-parent families, transgendered families and youth living independently but supported by the Crown. The building has a shared cooking area and a space that brings the community together throughout the year for various activities, celebrations and holiday meals.



Fred Victor stock photography

## Health Services & Programs

### Community Support Program:

Assists those with mental illness who are involved in, or at risk of being involved in the criminal justice system.

### Concurrent Disorders Support Services Program:

Supports those with both mental illness and addiction problems, led by Fred Victor in collaboration with 23 other partner organizations.

### Harm Reduction Housing Program:

Direct case management with counselling, resources and referrals for individuals with addictions who need to find and maintain housing.

### Shared Care:

A partnership with CAMH to provide nursing and outreach counselling services for individuals with mental health and addiction issues.

### Inner City Access Project:

A partnership with the Community Care Access Centre, Fred Victor and 2 other housing and shelter providers that integrates effective health care support with personal support workers, nurses, and physicians.

## Women's Services

### Fred Victor's Women's Hostel on Lombard:

A safe accessible emergency shelter for women. The Hostel provides accommodation for 40 women with on-site physical and mental health support, housing and advocacy. Hostel staff ensure that the women's basic needs are met as well as give informal counselling, connect them with appropriate services, and help them access safe, affordable and permanent housing.

### Women's Day Program: 59 Adelaide Street East

This program offers a safe place during the day and referrals for individuals with needs such as shelter, housing, detox programs, mental health and medical services, income support, legal services and food programs. Women also may participate in Phoenix, a support program for survivors of domestic violence, and Seniors 101, a health and educational program for older women. The Centre also hosts "The Works," a medical testing and inoculation service run by the City of Toronto's Public Health Department.

## Employment & Training Services

### Employment Resource Centre (ERC) 248 Queen Street East:

The ERC helps people meet their life goals, whether these mean greater involvement in the community as volunteers, returning to school, or finding a job. Counselling is provided in many languages by staff and volunteers skilled in resume writing and job search.

### Back to Basics Program:

Helps homeless, low-income and marginalized people to upgrade literacy and education levels through tutors and coaching and an individualized approach.

### Computer Club:

Community Computer Club: Access to current technology is available through computers, Internet access, telephones and fax machines, program is supported by knowledgeable staff and volunteers.

### Ontario Works Pre-employment Development Training:

Training operates out of the ERC, Friends Restaurant and through a training partnership with George Brown College.

### THRIVE:

Supports transgendered and transsexual individuals to deal with employment, housing and other issues specific to the Trans community.



### Volunteer Program:

Volunteerism is a core component for developing skills, greater self-sufficiency and confidence among jobless and low income adults. The volunteer programs at Fred Victor take in, assess, and provide orientation and support to 100s of volunteers from the Fred Victor Community.

## Change Toronto

### Partnership Program:

A partnership with the City of Toronto, this program works with people with lived experience to provide training, volunteer and employment opportunities.

## Food Services, Training & Catering Programs

### 145 Queen Street East:

Friends Restaurant provides two affordable meals a day for thousands of clients a year. It also operates on-site training at its fully equipped commercial kitchen. The food training/hospitality program is made possible through Fred Victor's Employment Services and Skills Development.

The Friends Catering business was formally established in the fall of 2008 as a natural extension of the Friends ongoing food operation. The catering program is funded through the United Way Toronto, Toronto Enterprise Fund.

Defined as a "social enterprise", the goal of Friends Catering is to generate income and provide a social value, that is, training and employment for community members who work "in the business". A catering manager operates the business and a support worker tends to the health and emotional needs of those being trained and those employed.

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## Place

FV Community Services Centre added a photography group program in 2009 led by professional mentors. They hosted two successful shows selling 75 pieces of client photography. The program resulted in new skills learned and income for clients who participated

## Progress

The FV Community Services Centre rebuild begins in Summer 2010 and will increase our Centre space, hours and services including community economic development and skill sharing programs for our clients



Fred Victor stock photography

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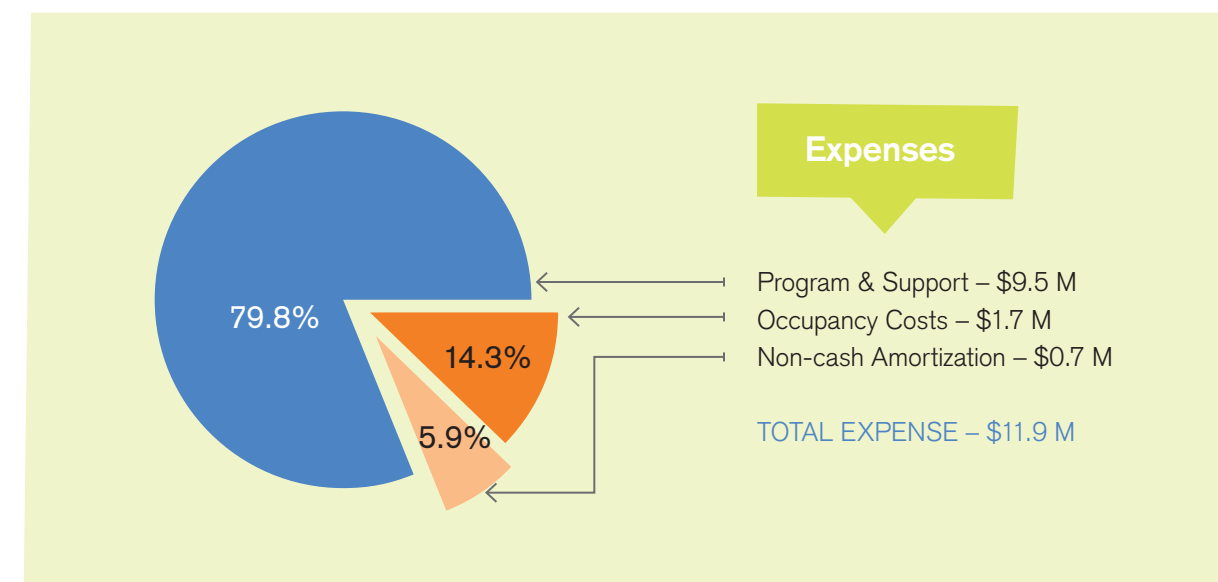
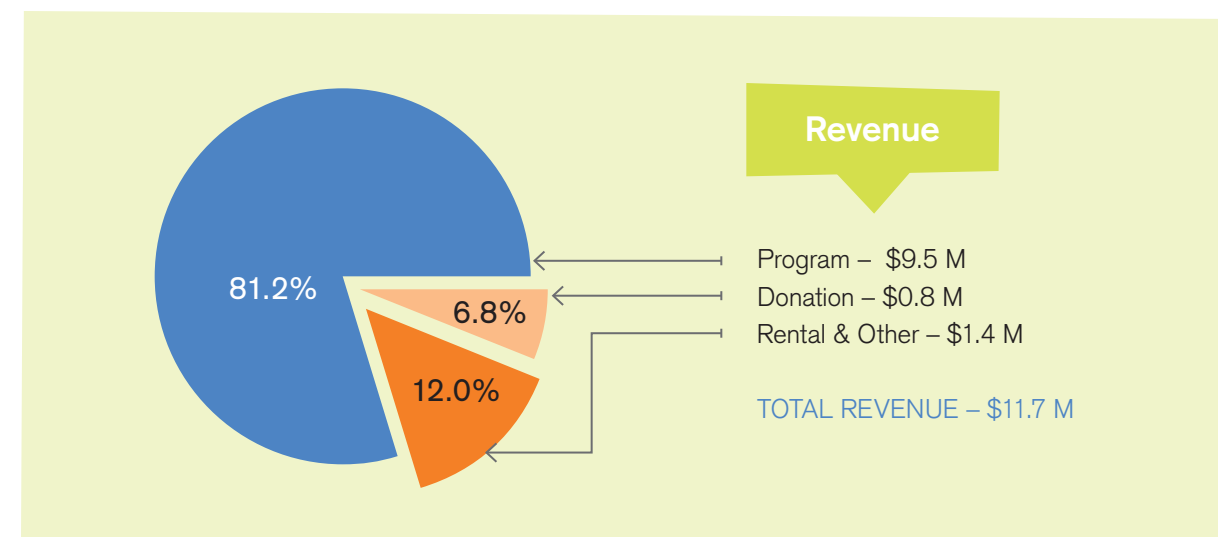
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## Statement of Operations

The pie charts illustrate our larger revenue and expenditure streams for the fiscal year ending March 31, 2010.

Financial Statements available on our website: [www.fredvictor.org](http://www.fredvictor.org)



Our mission is to provide responsive, accessible and innovative housing and services for people who are experiencing homelessness and poverty, and to advocate for a more equitable society.



**fred victor**

Helping people find place & purpose

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