

HOUSE OF LAZARUS—ANNUAL REPORT

APRIL 1, 2018 to MARCH 31, 2019



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A Message from HOL Board Chair

Mark vanDelst

It has been another energizing year being involved in life at the House of Lazarus. We have had our successes and failures; and continue to grow through it all. Keeping the mission of helping to build a stronger community and bringing hope to those in despair, our fantastic group of volunteers and staff have done their best to meet the needs of those who seek our services and offer a hand of support to those who dare not ask. We undertook our Strategic Planning activities this year. It was an enlightening process that brought the team together. Thanks to all in the community who provided input. We are now putting in place our major objectives for the next three to five years.

One new board member has joined us recently: Darlene Simms. We are thankful to have her join us. Unfortunately, Valerie Ardron decided to step down from the Board. We were happy to have her contributions and

she continues to belong to our community as a volunteer. We currently have eight members on the Board of Director with a few coming up on their mandated one-year hiatus in the next couple of years. If you are looking for an opportunity to be involved in our community and want

House of Lazarus Board of Directors June 5, 2019

- Ross Bennett, treasurer
- Diane Langton
- Rev. Blair Paterson, vice chair
- Rev. Debbie Poirier
- Rilla Seward-McShane
- Darlene Simms
- Mike Turcotte
- Mark vanDelst, chair

to stretch your skill set, consider joining us! It's a lot of fun and if we have an over abundance of chocolate as we did a couple of year ago, it has sweet incentives!

I came across a great quote reading "Community and Growth" by Jean

Vani-
er:

"As
fears
and

prejudices diminish, and trust in God and others grows, the community can radiate and witness to a style and quality of life which will bring a solution to the troubles of our world.

The response to war is to live like brothers and sisters. The response to injustice is to share. The response to despair is limitless trust and hope. The response to prejudice and hatred is forgiveness. To work for community is to work for humanity."

I felt this sums up the underlying themes of the work and outreach provided through the House of Lazarus! Once again, through the support of our community, supporters, and partners, we are ready to take on the mission of community and hope for the years to come.



'It takes a village': Developing HOL's Strategic Plan

Members of the House of Lazarus Board of Directors, staff, volunteers, and various community partners

came together January 23, 2018 to develop a Strategic Plan. The group spent a full day discussing HOL's

purpose—what we do, how we do it, but more importantly, why we do what we do.



HOL's New Strategic Plan—2019 to 2021

- Effectively and efficiently manage resources: Human, Financial, Physical
 - HOL will be a workplace of choice for both staff and volunteers
 - Sufficient resources will be available to implement programs/ services of HOL
 - Sufficient and appropriate physical space will be available to deliver all of HOL's programs and services
 - Secure buildings for Places for People
- Promote and raise awareness of HOL: Marketing, Communications, Open and Transparent, Educate
 - Our community is educated about poverty
 - Our community is aware of what HOL does and how they can contribute
- Foster and grow inclusive relationships and partnerships with our growing community: Clients, Agencies, Business, Government
 - HOL will be perceived as a safe, welcoming and inclusive source of assistance for all in our community
 - HOL will be an active participant in community collaborative tables and partnership activities with agencies, businesses, and government services

Outreach Programs

- Advocacy Centre
- Back-to-Work Program
- Birthday Club
- Christmas Programs (3+)
- Community Garden
- CRA Tax Program
- Crockpot Cuisine
- Dinner on the House
- Food Explorers
- Food with Friends
- Green Food Box
- Handyman Heroes
- Healing Pathway
- Heat for the Holidays
- Lunch & Learn
- Medical Supplies
- Operation Backpack
- Project Warmth
- Resource Guide
- School Supplies
- Starting Over
- Vouchers
- Welcome Dundas
- Youth Hunting Certificate

Food Bank Hours

Monday: 9 am to 12 pm

Tuesday: 9 am to 12 pm
1 pm to 4 pm

Wednesday: 9 am to 12 pm
1 pm to 4 pm

Thursday: 9 am to 12 pm
1 pm to 8 pm

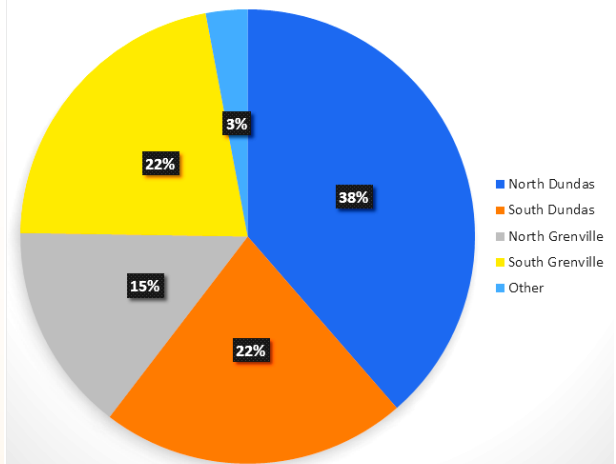
Friday: 9 am to 12 pm

Food Bank use increases by 14%

Last year, HOL's food bank use increased by 14%. HOL's Food Bank fed 280 families, which represents 680 people. Our food bank shared 54,682 lbs of food.

Meanwhile, *Dinner on the House* served more than 3,300 meals.

Food Bank Client Geography



Who uses the House of Lazarus Food Bank?

HOL's food bank client list is diverse, with people of all ages from all walks of life arriving from communities throughout Dundas and Grenville Counties.

A 2018 HOL Food Bank Survey showed in order to pay bills 49% of client respondents said they had to borrow money from family or friends, while 26%

used credit cards, 17% used payday lenders, and

92% of HOL Food Bank clients have household incomes of less than \$30,000 per year, while 71% have an income of less than \$18,000 per year.

23% sold property.

The survey also showed that 36% of respondents depend on others to get them to the food bank.

There were 61% who rated their health as "fair to poor," while 68% said their life was very to extremely stressful.

76% of respondents said they have a disability or health condition that is continuous and expected to last one year or more.



Operation Backpack tackles student weekend hunger

In partnership with 3 local elementary schools, HOL began its Operation Backpack program in January 2019, providing roughly 112 students in need with food for the weekend. This free program sees each child receive food for 2 breakfasts, 2 lunches, as well as snacks, UHT milk, fresh fruit and vegetables. Pictured at left, volunteer Beth Pinch helps pack program bags at Hallville United Church.

HOL advocates for vulnerable in our midst

House of Lazarus has been providing front-end care for those living in poverty for more than 30 years. While the mission began with a food and clothing bank, it has grown to compensate for the many service gaps in our communities.

In 2011, HOL started a journey that led to the

creation of Linking Hands, an initiative that's sole purpose is reducing and ultimately eliminating poverty from our midst.

While Linking Hands has several programs targeting the social, transportation, or health needs of local residents, it also focuses on partnering with groups from neighbouring counties to address larger issues of income inequality, food insecurity, and insufficient safe and affordable housing.

Last year, Linking Hands created *Places for People Dundas County*, an affordable housing project for North and South Dundas residents. (right.)

Places for People

According to the 2016 Canada Census, roughly 45 per cent of renters in Dundas County are spending more than 30 per cent of their income on shelter costs. The average month's rent is \$858 in South Dundas and \$840 in North Dundas. Also, in Dundas County, there is no social housing for families. The units that do exist are specifically for seniors and there's a waiting list. Dundas County needs affordable rental properties for families.

Linking Hands Dundas County wants to help residents find an affordable place to call home.

"Our housing group has found an affordable housing model we believe can be successfully recreated here in Dundas County," Linking Hands coordinator Sandy Casselman said. "The Places for People model not only helps families secure safe and affordable rental units, but also matches a mentor with each family to help the family reach its personalized goals. Linking Hands would like to lead the way in replicating this model for the vulnerable here in both North and South Dundas."

To volunteer for more information, contact: scasselman@houseoflazarus.com

Advocacy Continued...

Also last year, House of Lazarus began its *Neighbours Helping Neighbours* initiative, which combines several programs under one umbrella, including *Heat for the Holidays* and *Project Warmth*. The *Youth Hunting Certification* also falls under this initiative. This program is made possible through a partnership with Mike Barkley's Paying It Forward for the Working Family.

The *Neighbours Helping Neighbours* initiative was created to help maintain stability in the lives of those in need. The goal is to help with basic needs, such as transportation, housing, and food security.

The newest addition is *Handyman Heroes*, which matches licensed tradespeople with families in need of home renovations (left & right) or auto repairs that are urgent in nature.

Currently, HOL has a local contractor who has committed to helping two families in 2018 with free labour and the use of his equipment, while HOL provides the materials for the project.

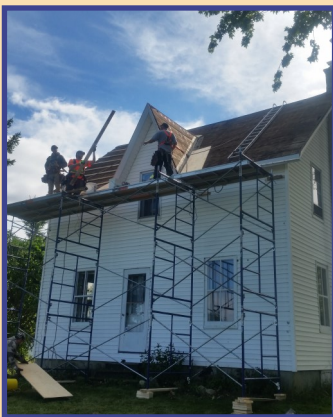
Likewise, a professional mechanic came forward last summer to volunteer his time and tools to



make an HOL food bank client's family car safe to drive. HOL provided the parts.

Last year:
Handyman Heroes helped
15 people.

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Combined, Neighbours
Helping Neighbour helped
roughly 124 people.



What happens to donated items?

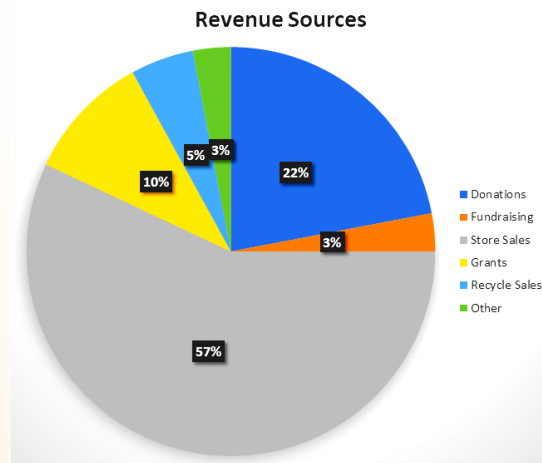
- Our food bank and outreach programs are supported by your donations
- Food bank clients use vouchers to obtain needed items from both stores
- Items in good working condition are sold in our stores or at special sales and proceeds from those sales keep HOL and its many programs running
- We also recycle clothing, electronics, and metal

Store Hours

Monday:	9 am to 4 pm
Tuesday:	9 am to 4 pm
Wednesday:	9 am to 4 pm
Thursday:	9 am to 8 pm
Friday:	9 am to 4 pm
Saturday:	9 am to 3 pm

Social Enterprise: HOL's main source of income

House of Lazarus is not government funded. The assistance HOL provides to those in need comes, first and foremost, from donations.



Food donations are shared through our food bank. Money is used to fund the food bank, outreach pro-

grams, and the mission reach and voucher programs with those in need; sold to earn money to fund HOL and its programming; or, recycled through our clothing, electronics or metal recycling programs.

HOL sells items through its stores, events, online sales, online auctions, silent auctions, and even an annual live auction.

Last year, \$32,477.08 of clothing, household goods, and furniture were given away through our HOL Boutique and Mountain Treasures Stores. Roughly 3,000 people were helped through Outreach Programming.

FAQs: You asked, House of Lazarus answered!

Can anyone shop in House of Lazarus stores?

Yes! We encourage everyone to shop in our stores. All proceeds from our store sales are used to keep our programs running.

Will any donated items be given to food bank clients?

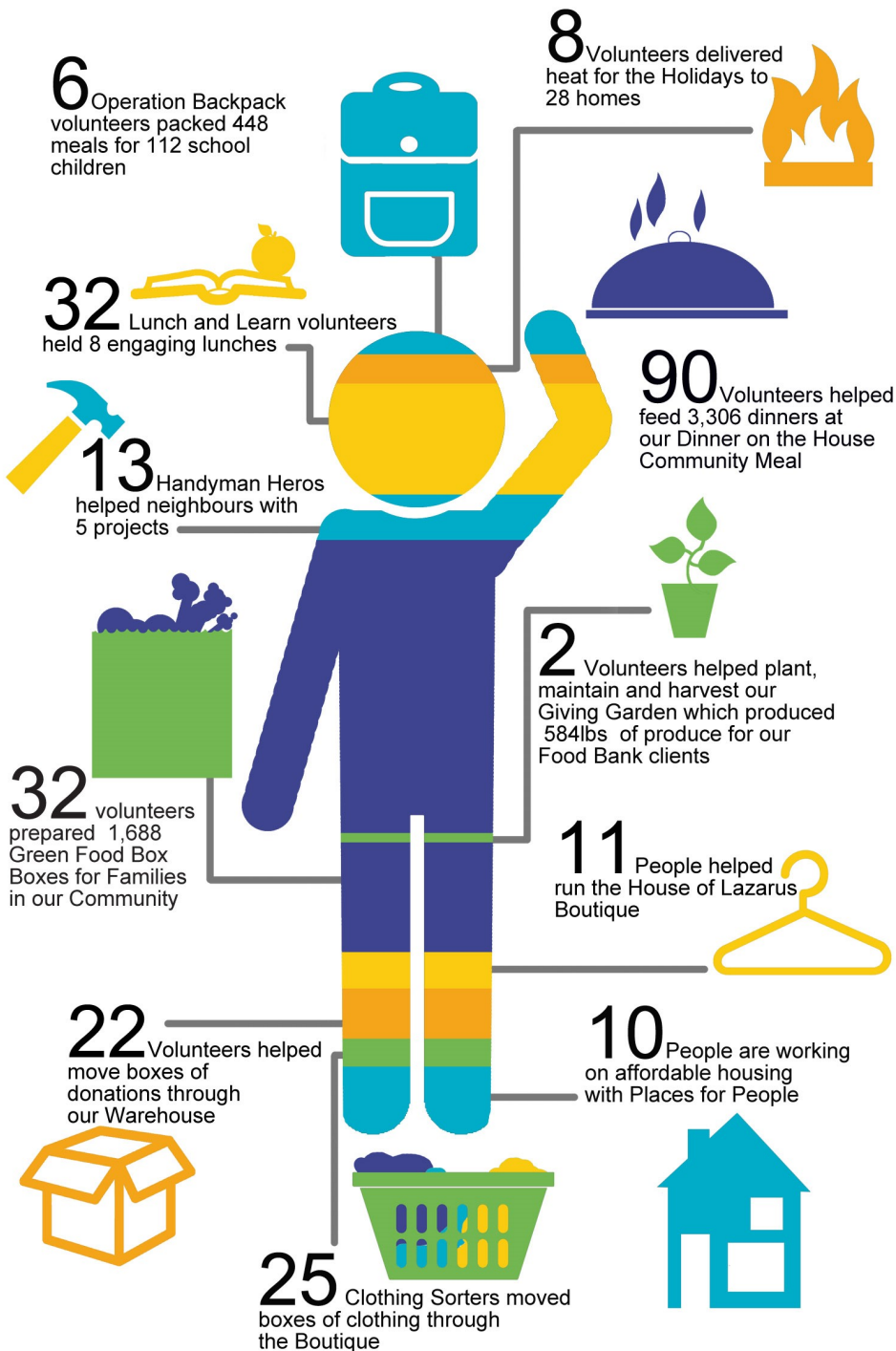
Yes, absolutely. We also give items (using vouchers) to clients of both Community Food Share and South Grenville Food Bank. In addition, our *Starting Over* program provides free supplies for fire victims or victims of domestic violence.

Do any donated items go to the landfill?

Unfortunately, House of Lazarus spends roughly \$10,000 each year to send items to the landfill. These items may have arrived at HOL broken, dirty, with odors, torn, moldy, with pieces missing, or too well-worn. Discarded items may not have met Health Canada's regulations or the items may be banned in Canada. Sometimes items are discarded because they have been out in rainy or snowy weather. HOL does its best to keep donated items out of the elements; however, at times, items are dropped off when the area is full and the stores are closed, becoming damaged before staff or volunteers are able to secure them inside. To see our Donation Guide, email hol@houseoflazarus.com.

OUR VOLUNTEERS

Last year **175** people donated their time and skills to support House of Lazarus



GRANTS MAKE A DIFFERENCE

Last year, House of Lazarus received \$61,709 in grant money, allowing us to provide much-needed services to our neighbours in need.

Grants Received April 2018 to March 2019

- \$1,500
North Grenville Community Fund
(Crockpot Cuisine)
- \$2,675
100 Men Who Care North Dundas
(Christmas food)
- \$2,735
Food Banks Canada with
the Hershey Company
(Food Explorer Program)
- \$500
Food Banks Canada with
Syngenta & Farm Credit Canada
(Rural Food Transportation)
- \$1,000
Township of North Dundas
- \$10,000
Feed Ontario with
Monsanto
(Rural Kids Grant)
- \$5,170
100 Men Who Care North Grenville
(Handyman Hero Program)
- \$10,000
100 Men Who Care North Dundas
(Handyman Hero Program)
- \$27,750
United Church of Canada
Mission Service Grant
- \$379
Food Banks Canada with
Walmart Foundation
(computer, printer, & technology)

Who is HOL? Below is an infographic outlining the why, what, and who of House of Lazarus. It includes: four pillars (dark blue); values (green); personality traits (light blue); mission (yellow); and, vision (orange).

RESPECT AND DIGNITY: Everyone, regardless of demeanor or circumstances, is entitled to be treated with respect and dignity.		MISSION: Living in a world that impoverishes all, we, by the grace of Christ, provide support for people in need.	TRANSFORMATION: Everyone can make changes in their lives that will eventually lead to wholeness and happiness.	
GRATEFUL	PROFESSIONAL	VISION: We envision God’s Kingdom of justice and transformation where no one every need be hungry or thirsty again; we are building community, sharing hope.	INFORMATIVE	RESPECTFUL
EDUCATION: When people are shown their possibilities and potential, great change can take place.	PASSIONATE	JUSTICE AND EQUALITY: Everyone regardless of age, race, gender, religion, or financial status, is entitled to the best of our services. All people have the right to life’s basic needs, be it physical, emotional or spiritual.	INCLUSIVE	INDIVIDUALITY: Clients, volunteers, staff and the public are unique and valued persons.
We BUILD community by fostering relationships that share a common understanding of those in need.		We SHARE a passion to provide people living in poverty with their basic needs and to support them in making a positive difference in their lives.	We SHARE services, goods and resources provided by our community with those in need.	We BUILD connections with agencies, businesses, service groups; providing leadership in our community in order to better serve those in need.



House of Lazarus
Building Community...Sharing Hope

The New Logo Journey

By Cathy Ashby

House of Lazarus was approached by Brittany Levesque, owner of *The Cultivators*, more than a year ago. She offered her expertise as a graphic designer and we quickly accepted her offer to update our website and create a new logo for us.

Updating our logo became a process in which board members, employees, and volunteers wanted to respect our history while contemplating our future.

Brittany listened to ideas and sent us logos to review and give feedback. She revised and sent new ideas, ea-

ger to please us. Many discusses ensued and I soon realized that updating a logo was indeed a journey—a reflection on the past, looking at who we are today, and thinking about our future. Our HOL team of employees took the time to develop four pillars that guide what we do based on our tagline, “*Building Community. Sharing Hope.*” We then looked at HOL’s personality—what personality traits best describe who we are and what we do.

I met with Brittany once again, this time giving her our thoughtful work about our guiding pillars and personality traits. I also gave her the logos of some of our valued partners—Feed Ontario, Food Banks Canada, United Church of Canada, and Linking Hands. Could she find any commonality?

Finally, I gave Brittany the clear direction that half of our team liked earth tones and the other half wanted bright, bold colours. Good luck!

Brittany has been a pleasure to work with and I highly recommend *The Cultivators* when a graphic design team is needed. The logo and colour scheme that she created was immediately liked by all. The logo clearly shows our past, what is important to us, and our personality! Please take time to review the thoughts behind the components of the logo and the colours that were used.

The Board of Directors agree that this new logo will take us into the next chapter of House of Lazarus.

A special “*Thank You!*” to Brittany for her professionalism, patience, and creativity!



HOL's New Logo Unmasked

The following palette has been selected for use in all HOL communications. All colours selected not only represent colours from each of our partners (who are a significant part in our organization—logos pictured above) but each colour also has a personal meaning to House of Lazarus.

Light Blue RGB: 0/172/200 CMYK: 91/1/7/0	Dark Blue RGB: 62/68/143 CMYK: 78/62/9/143	Orange RGB: 244/165/26 CMYK: 5/34/88/0	Yellow RGB: 250/203/17 CMYK: 2/19/93/0	Green RGB: 114/183/8 CMYK: 55/6/72/0
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Yellow is the brightest colour that the human eye can see. It is a cheerful and energetic colour that represents opportunity and happiness. This colour is also used in the Food Banks Canada and The United Church of Canada logo.

Orange is an optimistic and uplifting colour that relates to social communication and encourages two-way conversation. This colour is also used in the Food Banks Canada logo.

Blue is a cool and calming colour that shows creativity and intelligence. The colour blue is your helper, saviour, your friend in need. You will also see the shades of blue in the Feed Ontario and the Linking Hands logo.

Green gives more hope than any other colour. The colour green has a strong sense of right and wrong, and a good judgement. You will also see green in the Linking Hands and the United Church of Canada logo.

All symbols in this logo have been selected to represent HOL's mission, vision, value statements, and the four pillars.

People

Using people in the logo represents community, individuality, justice, and equality. The expression in the people's body language represents the change that can happen in people's lives, hope and happiness.

House

The house represents the House of Lazarus. It's a house that is safe for people, and a house where change is

made for the better—it's where everything comes together.



Cross

The cross can be seen in the windows of the house, this represents our mission: "Living in a world that impoverishes all, we, by the grace of Christ, provide support for people in need."

Hands

The hands in the logo represent support. House of Lazarus supports making a positive difference in the lives of those in need.



HOL's Crockpot Cuisine answers hunger call

Crockpot Cuisine is an HOL Food Bank program that started in February 2019.

The program gives monthly food bank clients (seniors, families, and individuals) a free Crockpot, if they don't already have one. Then, each month, these participants will receive a recipe with all the required ingredients. Those who already have Crockpots will be eligible for the monthly recipe and ingredients.

In a recent survey, the food bank discovered that roughly 40% of clients were going hungry at least one full day each month. Crockpot Cuisine is just one of HOL's programs created in an effort to address this issue.

Dinner on the House, HOL's free weekly community meal, is another program started (2017) to address the hunger issue. Pictured at left are HOL's Marianne Villemaire and Kim Merkley.

Last year, between April 1, 2018 and March 31, 2019:

Dinner on the House served 469 adults and 73 children for a total of 542 people.

Crockpot Cuisine served 48 adults and 18 children for a total of 66 people.

Operation Backpack served 112 students from 3 local schools.

Did you know...

In late 2018, HOL Food Bank conducted a Food Bank Client Survey to gain a better understanding of what our clients need and how we might be able to help.

When asked if they had enough food for the month, 10% said they always had enough, while 41% said they had enough, but not of the types of food they preferred or needed, 44% said they sometimes did not have enough, and 5% said they often did not have enough.

"In the past 12 months, did you and/or other adults in your household not eat for a whole day because there wasn't

enough money for food?" The answer: 36% said yes, while 64% said no.

Further to that question, clients were asked how often this happened, the answer: 46% said almost every month, 23% said some months, but not every, and 31% said only one or two months.

"In the past three months, did you have to miss a meal in order to pay for something else?" The answer: 41% said yes, while 59% said no. For those who said yes, 56% said it was to pay for a Hydro bill, 13% said it was to pay for rent, and 31% said it was to pay for something else.

CONTACT INFORMATION

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